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

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	Model Year	2015	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	10/01/2015	CAIR Type	Regular	Status	Closed
Close Date	10/08/2015	Origin	Telephone	Reason	New problem
Mileage	402 Miles	Market	U	Language	English
Contact Email	nobody@external.fcagroup.com	Contact Phone		Contact Mobile	
Caller Address	[redacted]			Source	Customer
Caller City	EBENSBURG	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	59663	COURTESY MOTOR SALES INC		Dealer Phone	8149429000
Dealer Address	3100 PLEASANT VALLEY BLVD				
	ALTOONA		PA	16602 4309	USA
Dealer Zone	Mid Atlantic	Sales District		Service District	H
Subject	Hands-Free Phone / Bluetooth system doesn't work				
Synopsis					
Customer Anomaly	Uconnect / Infotainment				
	Phone Pairing/Siri/Compatibility				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	110	Phone pairing or compatibility issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/01/2015 10:30 AM	Open
10/08/2015 01:08 PM	Closed
09/29/2018 01:16 PM	Closed

Initial Description

0464250000-Corporate,Survey By-Pass,Outbound Recall Follow Up,Default,Default,Outbound Recall Follow Up,Outbound Recall Follow Up
0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight
0123039409-Product,Body / Trim / Paint Finish,Body Hardware,Buzz, Squeak, Rattles,Door-Sliding,Sliding Door Hardware - Buzz, Squeak, Rattles,Dealer unable to resolve door concern
0108630402-Product,Electrical,uConnect Cellular System,Phone Pairing Compatibility,Android (LG/HTC/Motorola/Samsung),phone pairing compatibility - Android,Hands-Free Phone / Bluetooth system doesn't work

Case Comments

Date	Comment
10/01/2015	CQI Survey Record Received - DATE : 10/01/2015 Survey Number : [redacted] Quality Survey ID Number: [redacted] Survey Date : 09/29/2015 VIN Last 8 : [redacted] CQI Comments : \The door and the Blue Tooth connection, 814 472-1 291. Please ask to speak with my wife [redacted] as she is the primary driver
10/03/2015	Customer's Preferred Method of Contact: Phone or email Preferred call back number is: [redacted] Preferred Email address: [redacted] Mileage Updated? No Dealer code: 59663 Summarize Customer concern: Hands-Free Phone / Bluetooth system doesn't work - Dealer unable to resolve door concern Reassigned to: 861
10/08/2015	DEALERSHIP CONTACT: COURTESY MOTOR SALES INC at 814-944-2076 Spoke with SA Michelle who states the customer was last at the dealership on 9/14/2015 for a concern with the sliding door intermittently not shutting. Agent thanked SA Michelle for her assistance.
10/08/2015	Status update provided via email to the following email address: [redacted], My name is Linda, and I am following up on a survey that you recently completed regarding your 2015 CHRYSLER TOWN & COUNTRY TOURING WAGON. I have contacted COURTESY MOTOR SALES INC, and spoken with Service Advisor Michelle, who has advised that the last time you were at the dealership was 9/14/2015 for a concern with the sliding door intermittently not closing and they were not able to duplicate the concern, however, you have not been back since, and the dealership was not aware that you were having issues with your vehicle. We regret the problem your vehicle has experienced and appreciate you bringing this matter to our attention. Comments like yours are one way we have to learn of problems that may develop as well as improvements desired by customers. Given the many variables involved, we are unable to diagnose your vehicle's problem via email or phone. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. Once you have been to a dealer to have your vehicle concerns diagnosed, if you require further assistance from Chrysler, please contact us and we will be happy to work with the dealer to assist in resolving your vehicle concerns. You may contact us back by calling Chrysler Customer Assistance at 1-800-247-9753. Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced. Thank You, Linda End of Status Update

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/23/2015	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/31/2015	**Origin**	Telephone	**Reason**	New problem
Mileage	2,010 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	EBENSBURG	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	59663	COURTESY MOTOR SALES INC		**Dealer Phone**	8149429000
Dealer Address	3100 PLEASANT VALLEY BLVD				
	ALTOONA		PA	16602 4309	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	H
Subject	passenger power sliding door issues				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/23/2015 12:40 PM	Open
12/31/2015 12:15 PM	Closed
09/29/2018 01:15 PM	Closed

Initial Description

0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,passenger power sliding door issues

Case Comments

Date	Comment
11/23/2015	Customer called in not happy that his vehicle has had a no diagnosis for the problems with his passenger power sliding door. Customer states that the door is acting erratically by not opening or closing properly. Most of the time the door will continuously open and close like there is something in the way of its operation. Just this past weekend the door opened and froze open. Customer has had the vehicle in to the DLR COURTESY MOTOR SALES INC 59663 two times already and has been unable to duplicate the issue. Customer has made another appointment but due to the holiday this week he cannot get the vehicle in until 12/01/15.
11/23/2015	Customer advised that they will be contacted within one (1) business day, by COB their time Preferred morning/midday call back number is Home [redacted] Preferred afternoon/evening call back number is Mobile [redacted] 3 Customer email address for case updates: [redacted] Would customer like to receive updates via text message? (N) Mobile number: [redacted] Who has possession of the vehicle? (Owner) Has the vehicle been diagnosed by a CDJR dealer within the last 30 days? (Y) If a CDJR dealer has diagnosed within 30 days, what is the dealer name or code? COURTESY MOTOR SALES INC 59663 Next service date not until 12/01/15 Reassigned to 88F
11/24/2015	* * * * * CASE MANAGER TEAM - District Q * * * * * *
11/24/2015	In warranty: exp. 8/17/2018 Household : new#1 used # 1 MVP: 6 YEARS / 85,000 MILES - $100 DEDUCTIBLE
11/24/2015	writer contacted SM Jeff who confirmed there is an appointment on 12/01/2015 @ 9:45 a.m., also would like to test the car and see in what situtation the door does not close or open.
11/24/2015	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40674. The reason for the customer contact was to provide or request the following information: confirming the appointment 12/01/2015 @9:45 am, wants to ask question about the vehicle.
11/24/2015	Writer contacted the customer confirmed the appointment date line-34, stated that the door had to be forced to close, when the vehicle was taken into the dealer SM advises to take the vehicle home can not do anything if the issue doesnt occur while test, customer expectation: would like to the issue to be resolved as soon as possible, have not try to open the door. advise customer would have follow up on the 12/01/2015 .
11/24/2015	Status update provided via email to the following email address: [redacted] Hello, this is Kenia your case manager. This email is confirmation that your case [redacted] was successfully escalated to me. My office hours are 10:30 AM – 6:00 PM (Mountain Time). My contact information is 800.763.8422 EXT 40674. End of Status Update
11/27/2015	CONTACT UPDATE - Customer was contacted 11/24/2015 Customer was provided with agent's extension: 40674
12/01/2015	Vehicle is at the dealership - COURTESY MOTOR SALES INC (59663) Update triggered by S78421B
12/01/2015	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40674. The reason for the customer contact was to provide or request the following information: want to confirm the vehicle was taken in for the diagnose.
12/01/2015	Customer contacted Writer confimed that the vehicle was taken in @ 9:45 a.m., customer went back 2 hours later DLR was not able to duplicate the problem, asked for vehicle to stay over night, customer will pick up vehicle tommorow, Writer advised will follow up on 12/3/2015 and will contact the DLR Tommorow morning to get updates.

Date	Comment
12/03/2015	Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40674 The reason for the dealer contact was to provide or request the following information: need to get an update regarding the vehicle in the shop.
12/03/2015	Writer contacted SA Earny who advised the vehicle was picked up from the DLR, were not able to duplicate the issue. will contact the customer.
12/03/2015	Writer contacted the customer who advised they ran vehicle through system they found a code for the slidding door problem it may be 4 things that can be causing the door to not close, customer picked up vehicle, would like to resolve the door issue asap do to weather conditions, advise customer would talk with SM Jay will try to get a Star case opened for the issues. Customer will be contacting Lawyer, Writer working with customer for a possible repair instead of taking another step.
12/09/2015	Writer contacted SM Jay who advised that if the issue is not duplicating its would be difficult to open a Star case, SM Jay suggested that customer must make an appointment and would have to leave the vehicle there until it will duplicate for them.
12/09/2015	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40674. The reason for the customer contact was to provide or request the following information: Advised the customer that would need to take the vehicle in for a diagnosis, and leave the vehicle until it duplicates, asked about a rental.
12/09/2015	Customer contacted writer advise he is willing to take vehicle in a leave it there until it duplicates but would need assistance wityh the rental or a loaner vehicle, would like for writer to contact him on monday 12/14/2015 do to he will be out of town on the weekend.
12/14/2015	Writer contacted the SM Jay who advise that customer would have to call in to schedule an appointment to take the vehicle in, writer stated that the customer wil need a loaner or rental vehicle, SM Jay will provide a loaner vehicle for customer but an appointment has to be made.
12/14/2015	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40674. The reason for the customer contact was to provide or request the following information: would like to know when the appointment was made and when will the vehicel be taken in.
12/18/2015	Writer contacted the SA Earny who advised they were not able duplicate the issue, but had some ideas of what it migh lead to, the have replace the sliding door thinking that might of solved the issue with the sliding door changed the rear door latch, all this is covered under warranty, customer has picked up the vehicle from the vehicle, will follow up with the customer to see how vehicle is doing.
12/18/2015	Writer contacted the customer see how vehicle is doing, customer advised so far vehicle is working correctly, would have to wait and see if it duplicates an issue once of these day, will contact the customer to see
12/18/2015	the vehicle is doing on 12/23/2015
12/23/2015	Writer contacted the customer to see how the vehicle is doing, customer stated they have not used the vehicle much they will be using it on the holiday would be great if i call back on monday if everything doing good with vehicle then case will be closed on monday customer agreed.
12/29/2015	Writer contacted the customer confirm that the repairs are good and no more issues are occuring with the vehicle, customer states they are satisfied with the repairs and agreed to close case.
12/29/2015	Was the customer in a rental? no If yes, how many days? Did the customer have a co-pay? no If yes, how much? What is the RO #? Does the SM have the CAIR #[redacted] If no, provide it. Review and Confirm the DM Notes with the SM while on the phone. Does the SM have everything needed from Customer Care to process the claim?
12/30/2015	Writer contacted the customer is satisfied with the repairs. and vehicle is working perfectly fine
12/30/2015	Approved to closed

Email(s)

Date	10/01/2018	***Subject***	Hello, this is Kenia your case manager. This emai		
From		***To***	***Sent Date/Time***	11/24/2015 19:06 PM	
Hello, this is Kenia your case manager. This email is confirmation that your case, [redacted], was successfully escalated to me. My office hours are 10:30 AM Â– 6:00 PM (Mountain Time). My contact information is 800.763.8422 EXT 40674.					

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/07/2015	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/07/2015	**Origin**	Telephone	**Reason**	New problem
Mileage	0 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	MASSAPEQUA PARK	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	41643	MERRICK DODGE CHRYSLER JEEP OF		**Dealer Phone**	5168684400
Dealer Address	3614 SUNRISE HWY				
	WANTAGH		NY	11793 4051	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	H
Subject	Power Sliding Door Both Sides - Complete Failure				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/07/2015 10:30 AM	Open
12/07/2015 09:41 PM	Closed
09/29/2018 03:28 PM	Closed

Initial Description

0464250000-Corporate,Survey By-Pass,Outbound Recall Follow Up,Default,Default,Outbound Recall Follow Up,Outbound Recall Follow Up
0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight
0108029900-Product,Electrical,Power Sliding Door,Complete Failure,Both Sides,Power Sliding Door Both Sides - Complete Failure,Power Sliding Door Both Sides - Complete Failure

Case Comments

Date	Comment
12/07/2015	CQI Survey Record Received - DATE : 12/07/2015 Survey Number : [redacted] Quality Survey ID Number: [redacted] Survey Date : 12/04/2015 VIN Last 8 : [redacted] CQI Comments : \516 798-9033
12/07/2015	Did Customer ask for call back?: yes Did Customer specify Email or Phone: phone / email Preferred call back number is: [redacted] Preferred Email address: [redacted] Dealer code: 32-41643 Summarize Customer concern: Rear sliding doors are broken/not working Reassigned to: 861 .
12/07/2015	NAN, operates as designed.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/15/2015	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/19/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	2,408 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	SPANAWAY	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	59577	LARSON CHRYSLER JEEP DODGE		**Dealer Phone**	2538451725
Dealer Address	2001 N MERIDIAN				
	PUYALLUP		WA	98371 3303	USA
Dealer Zone	West	**Sales District**		**Service District**	A
Subject	not functioning properly				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/15/2015 04:03 PM	Open
01/19/2016 02:30 PM	Closed
09/29/2018 05:19 PM	Closed

Initial Description

0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,not functioning properly

Case Comments

Date	Comment
12/15/2015	Briefly summarize why the customer is contacting Chrysler: Customer states that her sliding passenger door does not function properly. Customer states that it has been to the DLR multiple times. Customer states that sometimes it catches and doesnÂ't want to close. Customer states that now it wonÂ't even open. Customer states that this is a brand new vehicle and wants the issues resolved before her warranty is out. Customer states that the last time it was at the DLR they advised it was working fine. Customer states that the time before that the DLR had the vehicle for 2 weeks almost. Briefly summarize what the customer is expecting: Customer seeking assistance with unresolved issues. Customer advised that they will be contacted within one (1) business day, by COB their time Preferred morning/midday call back number is[redacted] Customer email address for case updates:[redacted] Would customer like to receive updates via text message? (YES) Mobile number: [redacted] Who has possession of the vehicle? (Owner) Has the vehicle been diagnosed by a CDJR dealer within the last 30 days? (YES) If a CDJR dealer has diagnosed within 30 days, what is the dealer name or code? 59577 Reassigned to 88F
12/16/2015	* * * * * * * * * Case Management - District P* * * * * * * * OOW: No MVP: N/A Household: 1 new 2 used
12/16/2015	Writer contacted DLR; spoke to SA Chuck who advised SA was Mark, vehicle was last in in October, no appointments in system. Writer advised that customer has opened case to have latch issues addressed, STAR case was not updated on customers last visit, STAR case is requested when customer brings vehicle to DLR.
12/16/2015	CONTACT UPDATE - Customer was contacted today at 4:49p.m. Customer was provided with agent's extension: 40746
12/16/2015	[redacted] has been activated for text message communication.
12/16/2015	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T0176AL****** Hello, this is Angy your case manager will be Nya. Contact information is 800.763.8422 EXT 40746. your case, [redacted], was successfully escalated to us. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
12/16/2015	Writer contacted customer. Customer alleges that issue has been ongoing since purchase of vehicle, issue is unresolved, would like to be contacted a[redacted], discourteous treatment at DLR, expectation is to have issues repaired properly, will call and set up an appointment, will need a comparable vehicle during diagnosis to fit her family of 5, not satisfied with DLR, would like contact to be kept with DLR through CAC, is concerned that issue will not be resolved and warranty will expire. Writer advised that an appointment is need, STAR case will be requested, and all issues have been documented; follow up 12/17/15.
12/17/2015	Text message received from[redacted] Text message received from[redacted]
12/17/2015	* * * * * * * * * Case Management Â– District P* * * * * * * * * Basic: In warranty Powertrain: In warranty MVP: None Household: New:1 Old:2
12/17/2015	CONTACT UPDATE - Customer was contacted today at 1:45 Customer was provided with agent's extension:40746.
12/17/2015	Agent contacted customer who stated that when first stated to have the problem with vehicle was 2 to 3 weeks from when vehicle was bought customer states she took it to DLR and was told that nothing was wrong with the door customer asked what did the DLR actually did for repairs customer was told that door was open and closed and found wrong nothing with door customer toke vehicle back and same issue was happen sometimes the door would open 2inchs but not all the way some time it locks completely when button is press even when being open with had and itÂ's still locked customer took vehicle back to the DLR on 12/16/15 and waiting to see if she can get help with this issue.

Date	Comment
12/17/2015	Agent contacted DLR and spoke to Dan who stated vehicle has not been diagnosed.
12/22/2015	Agent contacted DLR but kept getting hung up on.
12/24/2015	Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40736 The reason for the dealer contact was to provide or request the following information: get upday on diagnosis of vehicle
12/24/2015	Status update provided via email to the following email address: [redacted] Hello This is Chris from Dodge Customer Care. I am contacting you on behalf of your case manager Nya who was out of the office today. We have tried to contact the dealer but have been unable to speak with anyone concerning your vehicle. Nya will be following up with you on 12/28 End of Status Update
12/28/2015	Agent contacted SA Mark who stated that an part been ordered, Lash assembly for the left hand side of the driver side door and the lash assembly shout be at the DLR on 12/29/15.
12/28/2015	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension40746. The reason for the customer contact was to provide or request the following information: to let customer know that the part for the door is coming in on the 12/29/15
12/30/2015	Agent contacted service and can't get a hold of no body
12/31/2015	Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40746 The reason for the dealer contact was to provide or request the following information: get repair update
01/07/2016	CALLED dealer to see if the door latch assembly was installed on the left door and if the repair was completed and the door and does the customer have the vehicle back. Spoke to parts and he states all part are in for the vehicle. The repair order is still open so it would appear that the repair is not completed. Was being transferred to service department and the call dropped. Could only get back to the dealers call center and could not reach the service department.
01/08/2016	Agent contacted dealership spoke with SA Mark. SA stated that everything is done and the vehicle is ready for pick up but the DLR has not been able to reach the customer to inform them that their vehicle is ready to be picked up by them.
01/08/2016	Status update provided via email to the following email address: [redacted] Hello [redacted] I am contacting you on behalf of your case manager Nya to inform you that we have spoken with the dealership today, and had been informed that at this time your vehicle has been repaired and is ready to be returned to you. Otherwise your case manager Nya will be contacting the dealership for a current status on the vehicle before contacting you to proceed with your case 1/13/2016. Otherwise thank you so much for your time, and I hope you have an excellent day! End of Status Update
01/13/2016	Was the customer in a rental? yes, 23 days Did the customer have a co-pay? no What is the RO #? [redacted] Does the SM have the CAIR #? If no, provide it. Review and Confirm the DM Notes with the SM while on the phone. Does the SM have everything needed from Customer Care to process the claim? yes SA Mark verified mileage at 2408
01/13/2016	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40502. The reason for the customer contact was to provide or request the following information: inform of 2 day close out period
01/18/2016	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40502. The reason for the customer contact was to provide or request the following information: inform of case closure
01/19/2016	Okay to Close

Email(s)

Date	10/01/2018	***Subject***	Hello Miss [redacted] I am contacting you on behalf		
From		***To***	***Sent Date/Time***	01/08/2016 23:39 PM	

Hello Miss [redacted] I am contacting you on behalf of your case manager Nya to inform you that we have spoken with the dealership today, and had been informed that at this time your vehicle has been repaired and is ready to be returned to you. Otherwise your case manager Nya will be contacting the dealership for a current status on the vehicle before contacting you to proceed with your case 1/13/2016. Otherwise thank you so much for your time, and I hope you have an excellent day!

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYS53	**Vehicle**	CHRYSLER TOWN & COUNTRY LIMITED WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/18/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/25/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	3,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	MASON CITY	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60211	COMMUNITY MOTORS OF MASON CITY		**Dealer Phone**	6414248550
Dealer Address	215 15TH ST. SW				
	MASON CITY		IA	50401 5747	USA
Dealer Zone	Denver	**Sales District**		**Service District**	Q
Subject	electrical problems				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/18/2016 01:25 PM	Open
01/18/2016 01:34 PM	Closed
01/21/2016 01:04 PM	Reopen
01/25/2016 09:59 PM	Closed
01/26/2016 07:59 PM	Reopen
02/25/2016 10:14 PM	Closed
09/29/2018 06:00 PM	Closed

Initial Description

0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,electrical problems

Case Comments

Date	Comment
01/18/2016	Briefly summarize why the customer is contacting Chrysler: Customer contacting Chrysler as their vehicle door has not been sliding customer is having electric problems with his vehicle customer states his door locks where not working customer states he has taken his vehicle in 5 times for the issue customer dealer has not been able to find the problems Briefly summarize what the customer is expecting: seeking to have his complaint documented agent advised the customer his complaint is being documented customer states he is taken it to the dealership one last time agent stated if the dealer can not solve the issue to call back to look into this further customer had to end call to pick up grandson
01/21/2016	Customer stated that customer had taken his vehicle to the DLR Dealer Code: 74-60211 about 4 to 5 times because of the same issues he was having with his vehicle. Customer stated that the door lock doesn't work, the front lights stay on bright most of the time, and the sliding door on the passenger side doesn't close properly (customer closes the door manually most of the time or uses the key fob and cannot use the handle to open and close the door). Customer stated that these occurrences' are electrical therefore, these issues happen intermittently. Agent wanted to call the DLR and speak with someone in the service department but customer asked agent to wait and let him talk with the someone in the service department first. Customer also mentioned that he wanted a rental vehicle (Town & Country Van) because he has [redacted] but every time he asked for one the service department would tell him it is already loaned out. Customer stated that he just really wanted to vent a little because the service department personnel is also treating badly. Customer stated that he will call agent back and let agent know if he wanted the agent to continue assisting him.
01/21/2016	Customer stated that customer had taken his vehicle to the DLR Dealer Code: 74-60211 about 4 to 5 times because of the same issues he was having with his vehicle. Customer stated that the door lock doesn't work, the front lights stay on bright most of the time, and the sliding door on the passenger side doesn't close properly (customer closes the door manually most of the time or uses the key fob and cannot use the handle to open and close the door). Customer stated that these occurrences' are electrical therefore, these issues happen intermittently. Agent wanted to call the DLR and speak with someone in the service department but customer asked agent to wait and let him talk with the someone in the service department first. Customer also mentioned that he wanted a rental vehicle (Town & Country Van) because he has [redacted] but every time he asked for one the service department would tell him it is already loaned out. Customer stated that he just really wanted to vent a little because the service department personnel is also treating badly. Customer stated that he will call agent back and let agent know if he wanted the agent to continue assisting him.
01/21/2016	Customer contacting to state that he got it all handled and that the SM was really nice to him about it.

Date	Comment
01/26/2016	Customer call and stated that he took his vehicle back to the DLR and he stated that the issue with the sliding door did occur 4 times while at the DLR (sliding door doesn't work). Agent stated that agent would contact the DLR and speak with Kelly (SA) to determine if a diagnostic was done on the vehicle and if they contacted Star. Agent spoke with Kelly (SA) and stated that they did run a diagnostic on the vehicle but no codes appeared and they cannot duplicate the problem. Agent spoke with Herald Jenkins (SM) and he stated that they had not contacted Star and he did confirm that the customer had been in the DLR several times but could not duplicate the problem. Herald (SM) stated that they would contact Star. Customer is extremely unhappy because he stated they are lying because the problem did occur today at the DLR and 2 service advisors witness the problem occurring. Customer also stated that the front lights aren't working properly either. Escalating CAIR to 88F
01/26/2016	Customer will be contacted in 2 business days by CM
01/27/2016	SM Harold from DLR 60211 called to state that a STAR case was started and there was no new information or suggestions that STAR could give. SM Harold feels the customer is not giving the handle a full try to open the sliding the door feel that's the case not 100% certain. Harold states that the handle has to be pulled completely out for it to activate. SM Harold states that they had the customer come back into the DLR and try the door himself and was not able to duplicate the concern. Harold states that the customer came in a few times where he pulls up to service and someone tries the handle and it works but no RO is started for that unless the vehicle issue is duplicated and they need to repair something. Agent reviewed STAR case# [redacted] Agent advised SM Harold that the information will be documented on file for future reference
01/28/2016	* * * * * CASE MANAGER TEAM - District N * * * * * * IN WARRANTY New: 3 Used: 0 MVP None
01/28/2016	Agent contacted SM Harold who stated they will not be placing a flight recorder on the vehicle, it will not work. DLR has checked the wiring harness nothing was disconnected, no trouble codes were found. Customer came in to DLR to assist getting the concern duplicated but was not able to. SM Harold stated customer doesn't pull the handle all the way.
01/28/2016	Was the customer in a rental? no Did the customer have a co-pay? no What is the RO [redacted] Does the SM have the CAIR #? yes Review and Confirm the DM Notes with the SM while on the phone. Does the SM have everything needed from Customer Care to process the claim? yes
01/28/2016	CONTACT UPDATE - Customer was contacted today at 2:17PM. Customer was provided with agent's extension: 40568.
01/28/2016	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40568. The reason for the customer contact was to provide or request the following information: to discuss the case.
01/28/2016	Agent received a VM from customer for a callback at 641-430-5799.
01/28/2016	Agent contacted customer who stated the right side door doesn't open. Customer has been to DLR multiple times to DLR for this concern. Customer expectations are to find a resolution for this concern. [redacted] has been to DLR 3-4 times for this concern; it is right side door that doesn't open [redacted] alleges DLR was able to duplicate the concern but now saying they weren't. Customer is wondering if the micro switch could cause the door not to open. Customer stated sometimes he will try to open the door but it won't open, he will try again and it will crack open and make a wheeling sound in the back side. Preferred contact number [redacted]
02/08/2016	Agent contacted DLR and spoke to SM Harold who stated they have ordered a latch to address customer concern with the door. Part has been ordered, customer will be notified when it arrives. Agent will follow up with SM Harold on 2/10/16.
02/09/2016	Agent contacted customer who stated they are currently unavailable. Agent will follow up on 2/10/16.
02/09/2016	Agent spoke to Diane in Parts Department who stated the latch has arrived today. [redacted] needs to schedule an appointment for repairs.
02/09/2016	Agent contacted customer at [redacted] line was answered but heard no response from customer.
02/09/2016	Status update provided via email to the following email address: [redacted] Hello [redacted] this is Tatiana with Chrysler Customer Care. I have followed up with your Dealership and spoke to Parts Department the latch has arrived today. If you can please schedule an appointment for repairs. I will follow up with you on 2/12/16 to make sure appointment is scheduled. If you need me to schedule an appointment for you, I will be more than happy to do so. Please contact me at 800-763-8422 ext. 40568. End of Status Update
02/10/2016	Agent received a VM from customer for a callback.
02/10/2016	Agent contacted customer who stated he has an appointment for repairs on 2/15/16 to install the latch. Customer stated DLR was able to duplicate the door issue. Customer has concerns with the radio/DVD player, sometimes when you take DVD out radio starts playing. When you put DVD in the payer sometimes you have to try multiple times to get it to work. Locks on the door don't work, very intermittent. Customer believes there are electrical issues with the vehicle. Agent will follow up with DLR on 2/15/16 to make sure vehicle at DLR for repairs, Mr. Anderson will be updated with any new information.
02/11/2016	Agent received a VM from Customer who stated the DVD player did not work when customer put DVD in. Customer asked for a callback.
02/12/2016	Agent contacted customer who stated the DVD player would not play and DVD would not come out, [redacted] has advised DLR of the issue. Customer is disappointed in the vehicle with all the concerns. Customer stated the door locks are having issues as well. Agent advised customer CM will follow up with DLR on 2/15/16 to advise them of all concerns. [redacted] will be notified with any updates.
02/15/2016	Agent contacted DLR and spoke to SM Harold who stated the vehicle is at DLR for repairs on the door handle. SM Harold is aware of customer concerns with the door locks and DVD player that doesn't work.
02/17/2016	Agent contacted SM Harold and he explained that door latch has been replaced but that they couldn't duplicate the DVD issue. Customer was advised to call DLR if he is experiencing any other issues. Vehicle is in customer's procession. Mileage: 5,044 Agent will follow up with customer.
02/17/2016	Was the customer in a rental? No Loaner Did the customer have a co-pay? No What is the RO [redacted] Does the SM have the CAIR #? Yes Review and Confirm the DM Notes with the SM while on the phone. Does the SM have everything needed from Customer Care to process the claim? Yes
02/17/2016	Agent contacted customer to see if his issues were resolved with a new door latch. Customer said that the latched was fine but that he was concerned they were not able to duplicate the DVD issue. Customer was advised to drive the vehicle, agent will follow up on 2/19/16 up on the satisfaction of the repairs. Customer was advised to continue working DLR if he has any other issues/concerns.
02/19/2016	Agent contacted customer who stated the door is working properly now. DVD issue was not duplicated. Customer stated the DVD would not come out yesterday. Agent advised customer DLR needs to duplicate the issue in order to replace the DVD. Agent advised customer to take vehicle to DLR, customer stated it is a waste of time and he will not be going back. Advised customer agent will follow up next week to see how the vehicle is doing and if the issue is more persistent.
02/22/2016	Writer attempted to contact customer. Phone call recipient stated that they were driving on a busy highway, suggested that they be contacted at another time. The reason for the customer contact was to find out if door repairs are still holding up.
02/22/2016	Customer: calling to speak with CM. Writer transferred customer to CM. Customer hung up.
02/24/2016	Agent contacted DLR spoke to Brent who stated they were not able to duplicate any issues with the DVD player, when customer was there with them. DVD played, screen worked and the volume.
02/24/2016	CM contacted the customer, customers expectation are to fix the DVD, customer stated that at this time the DVD is not acting up. CM offered to schedule an appointment to let engineers know and look into the concern further. Customer declined and stated he will go in to the DLR when it starts acting up. Customer was informed that case will close and he is welcome to open a new case when issues return.
02/25/2016	CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer's concerns as documented in the reason codes have been addressed with the customer.

Email(s)

Date	10/01/2018	*Subject*	Hello [redacted] this is Tatiana with Chrysler C

From		To	Sent Date/Time	02/09/2016 16:34 PM

Hello [redacted] this is Tatiana with Chrysler Customer Care. I have followed up with your Dealership and spoke to Parts Department the latch has arrived today. If you can please schedule an appointment for repairs. I will follow up with you on 2/12/16 to make sure appointment is scheduled. If you need me to schedule an appointment for you, I will be more than happy to do so. Please contact me at 800-763-8422 ext. 40568.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/08/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/09/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	0 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	PEMBROKE PINES	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	44940	AUTONATION CHRYSLER DODGE JEEP		**Dealer Phone**	9544412000
Dealer Address	13601 PINES BLVD				
	PEMBROKE PINES		FL	33027 1511	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	A
Subject	Continuous Quality Insight				
Synopsis					
Customer Anomaly					
Contact Reason	C222	Existing Case Open	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Customer Care - No further action needed - Closed				

Case Status History

Create Date	Status
02/08/2016 10:30 AM	Open
02/09/2016 08:59 AM	Closed
09/29/2018 02:09 PM	Closed

Initial Description

0464250000-Corporate,Survey By-Pass,Outbound Recall Follow Up,Default,Default,Outbound Recall Follow Up,Outbound Recall Follow Up
0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight

Case Comments

Date	Comment
02/08/2016	CQI Survey Record Received - DATE : 02/08/2016 Survey Number : [redacted] Quality Survey ID Number: [redacted] Survey Date : 02/05/2016 VIN Last 8 : [redacted] CQI Comments : \Driver side sliding door noises, big time!. [redacted], lumbar support, I don't know what you can do about it, at least for m me the caravan lost his appeal to long trips.
02/09/2016	, coordinating with next maintenance visit (such as oil change).

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/08/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/10/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	5,667 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	METAMORA	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45178	JIM RIEHL'S FRIENDLY CHRYSLER DODG		**Dealer Phone**	8885473748
Dealer Address	1515 S LAPEER RD				
	LAPEER		MI	48446 9441	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	A
Subject	wiper will not shut off/ signal lights dont work				
Synopsis					
Customer Anomaly	Electronics				
	Gear Electronics				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	13	Vehicle transmission shifting issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/08/2016 09:49 PM	Open
02/10/2016 06:17 PM	Closed
09/29/2018 05:25 PM	Closed

Initial Description

0464000000-Corporate,Survey By-Pass,Default,Default,Default,Survey By-Pass,wiper will not shut off/ signal lights dont work
0108005700-Product,Electrical,Unknown,Intermittent or Inoperative,Default,Electrical - Intermittent or Inoperative,wiper will not shut off/ signal lights dont work

Case Comments

Date	Comment
02/08/2016	Briefly summarize why the customer is contacting Chrysler: Customer states she has had he vehicle to the dealer 3 times now and they can not find the issue causing the problems Customer states the signal lights do not work, the wipers do not shut off the automatic doors will not open Customer states the dealer tells her to bring it in when the issue occurs. Customer states the dealer is never open when the issues occurs. Customer stated the dealer has kept it for a week and put her in a rental but they could not find the issue. Customer states she does not feel safe in the vehicle especially when the signal lights are not working. Customer would like the vehicle replaced. Agent advised customer will escalate the cair for proper handling and she will have a call within 1 -2 business days. Briefly summarize what the customer is expecting: replace vehicle Customer informed a call back is required and will take place within 1-2 business days. Preferred Morning/Midday call back number is [redacted] Preferred Afternoon/Evening call back number is [redacted] Customer email address for case updates [redacted] Who has possession of the vehicle? Owner Is this a request for replacement? Reassigned to 91L
02/09/2016	********** 91L Review **********
02/09/2016	*********Case Escalated to I2R********** Reviewed Warranty History which determined this case should be escalated to I2R for case management.
02/10/2016	I called the dealership 45178 went over RO history last visit they was no trouble found. I called the customer introduced myself advised I'm her case manager the case has been reviewed and referred to me for special handing and I wanted to touch base with her in regards to the current concern that she is experiencing with the vehicle. The customer states she doesn't feel the vehicle is safe she states that all of the lights come on in the vehicle and everything electrical stops working. She states the signal light will not work and the sliding door and hatch will not work either. She states that she receives a message that states there is no bus communication. I apologize to the customer for what she has experienced. I advised the customer that we need to have the vehicle go in for a current diagnosis. She states the codes have to be active in order for her to take it in. The customer states that she doesn't have time to keep wasting her timer taking the vehicle to the dealership and the concern is intermittent. The customer states she doesn't know when she will be able to take the vehicle in for service that she will just drive it around until the lights come back on. I requested the customer give me a call once she decides to take the vehicle in for service since she is refusing to take it in at this time and provided my phone number.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/24/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/24/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	1,300 Miles	**Market**	U	**Language**	English
Contact Email	nobody@external.fcagroup.com	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	BRONX	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	26915	MAJOR WORLD CHRYSLER DODGE JEEP		**Dealer Phone**	7187868300
Dealer Address	50-30 NORTHERN BLVD				
	LONG ISLAND CITY		NY	11101 1034	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	G
Subject	issues with right door closing/opening.				
Synopsis	Customer requesting rental. Writer advised of need of diangnosis and that rental was not a provision of his warranty. Provided customer with DLR Eastchester Chrysler Jeep Dodge address and phone number.				
Customer Anomaly	Body				
	Paintwork				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	3	Vehicle Paint Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/24/2016 07:50 PM	Open
03/24/2016 08:04 PM	Closed
09/29/2018 01:26 PM	Closed

Initial Description

0123950000-Product,Body / Trim / Paint Finish,Exterior Styling/Appearance,Other,Unknown,Exterior Styling / Appearance - Inquiry,issues with right door closing/opening.

Case Comments

Date	Comment
03/24/2016	Customer contacted CAC stating that he is having issues with the right door of his vehicle. Intermittently the door won't open or close. Writer advised customer of the need of bringing the vehicle to a DLR for a diagnosis. Customer advised that if he needs to leave the vehicle he will need another means of transportation and writer advised that the DLR some times provides rental to their customer as a goodwill gesture but is not guaranteed. Writer provided customer with DLR Eastchester Chrysler Jeep Dodge address and phone number.
03/29/2016	Customer indicated that Eastchester Chrysler Jeep Dodge will contact customer to bring the vehicle for the repairs as soon as they have the parts available however customer is not happy with the vehicle and he wants to have a replacement vehicle writer provided NCDS contact information.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2015	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/06/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/07/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	9,725 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	FOND DU LAC	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	44142	SHEBOYGAN CHRYSLER CENTER INC		**Dealer Phone**	9204596020
Dealer Address	2701 WASHINGTON AVE				
	SHEBOYGAN		WI	53081 6432	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	J
Subject	Paint Finish - Flaking, Peeling, Blistering				
Synopsis	CQI, Duplicate cair, see cair 29049471 for further details				
Customer Anomaly	Body				
	Paintwork				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	3	Vehicle Paint Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/06/2016 10:30 AM	Open
04/07/2016 12:41 PM	Closed
09/29/2018 03:05 PM	Closed

Initial Description

0464100000-Corporate,Survey By-Pass,Duplicate CAIR,Default,Default,Survey By Pass - Duplicate CAIR,Survey By Pass - Duplicate CAIR
0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight
0123035609-Product,Body / Trim / Paint Finish,Body Hardware,Misaligned / Poor Fit,Door-Sliding,Sliding Door Hardware - Misaligned / Poor Fit,Sliding Door Hardware - Misaligned / Poor Fit
0123607700-Product,Body / Trim / Paint Finish,Paint Finish,Flaking, Peeling, Blistering,Unknown,Paint Finish - Flaking, Peeling, Blistering,Paint Finish - Flaking, Peeling, Blistering

Case Comments

Date	Comment
04/06/2016	CQI Survey Record Received - DATE : 04/06/2016 Survey Number [redacted] Quality Survey ID [redacted] Survey Date : 04/05/2016 VIN Last 8 : [redacted] CQI Comments : \refund of purchase price [redacted]
04/07/2016	Did Customer ask for call back? Yes Did Customer specify Email or Phone: Phone Customer's Preferred Method of Contact: Phone Preferred call back number is: [redacted] Preferred Email address: [redacted] t Mileage Updated? n/a Dealer code: 44142 Reason Codes Added? Yes Summarize Customer concern: Rear sliding doors are difficult to open/close, Excessive wind noise, Body panels/doors misaligned/excessive gaps/poor fit, Dents/dings were present on exterior body panels at delivery, Is the Concern for Radio only? [If Yes, sent to 86U] Is the Concern regarding a Fiat?[If Yes, sent to 86F] Reassigned to 861
04/07/2016	***Duplicate cair, see cai[redacted] for further details.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/08/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/22/2016	**Origin**	Letter	**Reason**	New problem
Mileage	3,445 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	BRONX	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60453	EASTCHESTER CHRYSLER JEEP DODGE		**Dealer Phone**	7185475500
Dealer Address	4007 BOSTON RD				
	BRONX		NY	10466 6101	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	G
Subject	Defective Power Seat				
Synopsis	Closed CAIR. Documents not received.				
Customer Anomaly	Interior				
	Seats				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	80	Vehicle seats issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/08/2016 11:03 PM	Open
04/15/2016 06:01 PM	Closed
04/22/2016 12:35 PM	Reopen
04/22/2016 06:27 PM	Closed
09/29/2018 04:37 PM	Closed

Initial Description

0467000000-Corporate,Goodwill Escalation Matrix,Escalated,Default,Default,Goodwill Escalation Matrix - Escalated,Goodwill Escalation Matrix - Escalated
0459000000-Corporate,Reimbursement,Default,Default,Default,Corporate - Reimbursement,Rental reimburstment request.
0108300200-Product,Electrical,Power Seats,Defective,Unknown,Defective Power Seat,Defective Power Seat

Case Comments

Date	Comment
04/08/2016	Briefly summarize why the customer is contacting Chrysler: Customer called stating he had service done from EASTCHESTER CHRYSLER JEEP DODGE stating the third row seats did not go into position stating the repair was due to a spring. Also had the automatic rear door handle latch repaired stating it did not lock. Briefly summarize what the customer is expecting: Reimbursement for rental. Customer has yet to send in documentation. Customer states he is mailing in the documents.
04/11/2016	Waiting for Documents.
04/15/2016	.
04/15/2016	CUSTOMER CONTACT: 914-760-7411. Spoke with Customer. Customer states that they are no longer rental the vehicle. Customer states that they mailed the info . Agent advised that we will look into this further when the Documents arrive.
04/22/2016	POSTMARK DATE: 041116; DATE RECEIVED: 041816
04/22/2016	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Survey By Pass - No Documentation
04/22/2016	Customer seeking Reimbursement for Rental. Reassigned to 86H (Goodwill).
04/22/2016	Business Case for Goodwill - Rental ********** Customer has submitted request for goodwill, for a rental, thus resulting in having to pay out of pocket. Writer is suggesting reimbursement as a goodwill gesture per customer satisfaction. Customer's proof of payment is: Visa Date of Repair: 04/07/2016 Invoice #[redacted] In-Service Date: 09/30/2015 Original Owner: Yes Mileage: 3445 Loyalty: 2 New Multiple Repairs: No Authorized Chrysler Dealership: Yes Dealer Opinion: Emergency Service Contract/Warranty: Yes Out-of-Pocket: Yes Labor $0.00 Parts $0.00 Misc. $179.78 Tax $0.00 Writer is submitting check for approval in the amount of $179.78 **********
04/22/2016	Agent verified address.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/06/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/07/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	0 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	LAREDO	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45586	LAREDO DODGE CHRYSLER JEEP		**Dealer Phone**	9566722183
Dealer Address	6320 BOB BULLOCK LOOP				
	LAREDO		TX	78041 2025	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	L
Subject	Continuous Quality Insight				
Synopsis	CQI				
Customer Anomaly					
Contact Reason	C222	Existing Case Open	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Customer Care - No further action needed - Closed				

Case Status History

Create Date	Status
05/06/2016 10:30 AM	Open
05/07/2016 10:38 AM	Closed
09/29/2018 02:51 PM	Closed

Initial Description

0464250000-Corporate,Survey By-Pass,Outbound Recall Follow Up,Default,Default,Outbound Recall Follow Up,Outbound Recall Follow Up
0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight

Case Comments

Date	Comment
05/06/2016	CQI Survey Record Received - DATE : 05/06/2016 Survey Number : [redacted] Quality Survey ID Number: [redacted] Survey Date : 05/05/2016 VIN Last 8 : [redacted] CQI Comments : \Noise on rear side doors. Gate too hard yo close. [redacted]
05/07/2016	coordinating with next maintenance visit

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/11/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/11/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	7,326 Miles	**Market**	U	**Language**	English
Contact Email	nobody@external.fcagroup.com	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	ELLSWORTH	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	26590	DARLING'S AUTO MALL		**Dealer Phone**	2076672571
Dealer Address	16 KINGSLAND XING				
	ELLSWORTH		ME	04605 2570	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	M
Subject	Noise in the rear of the vehicle				
Synopsis	Survey By Pass - No Diagnosis				
Customer Anomaly	Drivability				
	Stalling				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	9	Vehicle Stalling
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/11/2016 04:53 PM	Open
05/11/2016 05:15 PM	Closed
09/29/2018 05:26 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0118000000-Product,Drivability,Unknown,Other,Default,Driveability Inquiry,Noise in the rear of the vehicle

Case Comments

Date	Comment
05/11/2016	Customer contacted Chrysler stating that when she drives her vehicle she hears a noise in the back of the vehicle . Customer states she took her vehicle to the DLR back in March and was unable to duplicate the concern. Customer states that she works at the DLR [redacted] . Agent contacted Darling's Auto Mall and spoke with SA Ryan who states that they SA Drew was at lunch, but states that back in March we were unable to duplicate concern. Agent advised that seeing it's out of 30 days, we have to get the vehicle diagnosed and we are still unable to duplicate, we can get her case up to Case Management . Customer thanked agent. Survey Bypass No diagnosis .
05/11/2016	Survey By Pass - No Diagnosis
05/16/2016	Customer contacted Chrysler seeking to update her case for new concerns Customer stated her sliding doors doesn't work properly Customer vehicle is still not diagnosed Agent advised she inform the DLR of new concerns and that her case will be updated

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	Model Year	2015	Brand	DODGE
Body	RTKM53	Vehicle	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	06/01/2016	CAIR Type	Regular	Status	Closed
Close Date	07/20/2016	Origin	Telephone	Reason	New problem
Mileage	0 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address	[redacted]			Source	Customer
Caller City	BURNSVILLE	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	43943	JEFF BELZER'S DODGE		Dealer Phone	9524691300
Dealer Address	HIGHWAY 50 AND CEDAR AVENUE				
	LAKEVILLE		MN	55044	USA
Dealer Zone	Denver	Sales District		Service District	N
Subject	uConnect - Voice Commands				
Synopsis					
Customer Anomaly	Uconnect / Infotainment				
	Uconnect access				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	66	Customer unable to connect to Uconnect
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/01/2016 10:30 AM	Open
07/20/2016 10:00 PM	Closed
09/29/2018 03:34 PM	Closed

Initial Description

0450110101-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Customer Contact Complete,Continuous Quality Insight - Customer Contact Complete,CQI outbound CAIR
0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight
0121000200-Product,Transmission / Transaxle,Unknown,Defective,Default,Transmission / Transaxle - Defective,Transmission / Transaxle - Defective
0123306801-Product,Body / Trim / Paint Finish,Glass,Wind Noise,Windshield,Windshield - Wind Noise,Windshield - Wind Noise
0108850000-Product,Electrical,Global Position Sensor,Other,Default,GPS Inquiry,GPS Inquiry
0108631300-Product,Electrical,uConnect Cellular System,Voice Commands,Default,uConnect - Voice Commands,uConnect - Voice Commands

Case Comments

Date	Comment
06/01/2016	CQI Survey Record Received - DATE : 06/01/2016 Survey Number : [redacted] Quality Survey ID Number: [redacted] Survey Date : 05/31/2016 VIN Last 8 : [redacted] CQI Comments : \Email me at [redacted]
06/21/2016	Did Customer ask for call back? Yes - Automatically populated by customer Did Customer specify Email or Phone: Yes Customer's Preferred Method of Contact: by e-mail only Preferred Email address: [redacted] Mileage Updated? Yes - Automatically populated by customer Dealer code: 43943 Reason Codes Added? Yes Summarize Customer concern: - Recognition doesnt recognize command - Rear sliding doors are difficult to open/close - Excessive wind noise - Compass broken/not working - Hesitation or delay when shifting between gears Is the Concern for Radio only? No Is the Concern regarding a Fiat? No Reassigned to: 861
07/20/2016	*** Below message was sent to customer *** Email: on 07/20/2016 at 06:10 PM Confirmation received of completed CQI survey.Customers that provided valid email addresses were contacted to thank them for completing the survey and to contact Customer Care if further assistance is required. Should customer contact CAC requesting further assistance, handle as per AC 23988 and normal customer contact handling procedures. System Closure of CAIR. *** End of Message ***

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYT53	**Vehicle**	CHRYSLER TOWN & COUNTRY S WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/16/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/05/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	7,929 Miles	**Market**	U	**Language**	English
Contact Email	nobody@external.fcagroup.com	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	OWEGO	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	26999	ROCKAWAY CHRYSLER DODGE JEEP RAM		**Dealer Phone**	5163711500
Dealer Address	550 BURNSIDE AVE				
	INWOOD		NY	11096 1237	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	E
Subject	uConnect - Navigation				
Synopsis					
Customer Anomaly	Uconnect / Infotainment				
	Navigation				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	69	Vehicle navigation issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/16/2016 05:14 PM	Open
08/05/2016 05:43 PM	Closed
09/29/2018 03:15 PM	Closed

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code
0465000000-Corporate,E-Reimbursement,Default,Default,Default,E-Reimbursement,E-Reimbursement
0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108255700-Product,Electrical,Power Door Lock / Deck Lid,Intermittent or Inoperative,Unknown,Power Door Lock / Deck Lid - Intermittent or Inoperative,Power Door Lock / Deck Lid - Intermittent or Inoperative
0108631100-Product,Electrical,uConnect Cellular System,Navigation,Default,uConnect - Navigation,uConnect - Navigation

Case Comments

Date	Comment
06/16/2016	Status update provided via email to the following email address: [redacted] CAIR # [redacted] End of Status Update
06/16/2016	Briefly summarize why the customer is contacting Chrysler: Customer is calling in states that he is having UN resolved issues with his vehicle Briefly summarize what the customer is expecting: Customer is expecting to have vehicles issues resolved and to have vehicles navigation and sliding door operate as designed. Customer called in states that he is having UN resolved navigation issues with his vehicle and that his sliding door with not operate electronically, Agent advised customer that we would escalate file to our r88f department for further handling of the customers issues - - Customer advised that they will be contacted within one (1) business day, by COB their time Preferred morning/midday call back number is [redacted] Preferred afternoon/evening call back number is [redacted] Customer email address for case [redacted] Would customer like to receive updates via text message? Mobile number: [redacted] Who has possession of the vehicle? Dealer Has the vehicle been diagnosed by a CDJR dealer within the last 30 days? Y If a CDJR dealer has diagnosed within 30 days, what is the dealer name or code? 26999 If a CDJR dealer has not diagnosed within 30 days, when is the customer's appointment scheduled? Date: Time: Confirmed appointment at [dealer code] with [name] Is the customer in a rental? N Who authorized? From what date? Reassigned to 88F
06/17/2016	* * * * * * * * * Case Management – District T * * * * * * * * * In Warranty MVP: Yes ; 5 YEARS / 60,000 MILES - $100 DEDUCTIBLE Household: 2 new ; 2 used
06/17/2016	CM contacted DLR ; spoke to SA Eddie who stated that parts are in back order. CM contacted part ; however; part is not in yet.
06/17/2016	CONTACT UPDATE - Customer was contacted today at 10:53AM. Customer was provided with agent's extension: 40503.
06/17/2016	Contacted customer ; who stated that he is very disappointed because he used his vehicle for a living and navigation plays a big role on his work. Customer and wants Chrysler to give him a loaner.
06/17/2016	CM contacted DLR ; spoke to SM Victor who stated that since he doesn't know when radio will be here and vehicle is drivable there customer cannot stay in the loaner ; however if Chrysler will pay for it he is willing to do it. CM will expedite the part.
06/17/2016	Part # Z8325237AA Order # [redacted]
06/17/2016	CM contacted customer and advised customer of lines 48-53. Customer stated that he feels like he is paying for a vehicle he's not even use. CM advised customer that CM will look into some compensation once vehicle is done.
06/20/2016	***PLEASE CONFIRM THAT DEALER CODE AND PART NUMBER ARE CORRECT SO THAT CAIR CAN BE WORKED PORPERLY***

Date	Comment
06/22/2016	CM contacted DLR ; spoke to receptionist Michelle ; who stated that repair was completed and customer picked up vehicle already. Michelle stated that radio was replaced ; passenger door latch was also replaced. Was the customer in a rental? No Did the customer have a co-pay? No What is the RO #? [redacted] Does the SM have the CAIR #? If no, provide it. Yes Review and Confirm the DM Notes with the SM while on the phone. N/A Does the SM have everything needed from Customer Care to process the claim? Yes
06/22/2016	****** Below Customer Contacted for Documentation Request ****** [redacted] on 2016-06-22 @ 17:49
06/22/2016	CM contacted customer; who stated that he just picked up vehicle form DLR and everything is working fine. Customer will upload documents for reimbursement.
06/23/2016	***** Customer Document Received *****
06/24/2016	Agent transferred customer to CM LD838
06/27/2016	Agent transferred customer to CM LD 838.
06/27/2016	CM contacted CM on 06/24/2016 advised CM that DLR damaged his vehicle. Customer stated that every time he takes vehicle to DLR some has to be wrong
06/27/2016	CM contacted customer; who stated that he took vehicle to DLR for repair and he was told to bring vehicle next Tuesday. Customer stated that he is also having issue with his door and he doesn't know if DLR really fix it or not.
06/28/2016	Customer called in seeking to speak with CM. Agent tried to reach CM but was unable. Agent advised customer that a call back request will be documented and transferred customer to CM's voicemail.
06/28/2016	Briefly summarize why the customer is contacting Chrysler: Customer would like to speak to his CAIR Manager Briefly summarize what the customer is expecting:
06/28/2016	CM contacted DLR ; spoke to receptionist Michelle ; who stated that vehicle has a radio issue ,scratches and door. Customer has an appointment on 07/05/16
06/28/2016	CM contacted customer who's stated that he us having the same issue and he thinks it's impossible and wants vehicle fix.
07/05/2016	CM contacted DLR ;spoke to Dispatcher Shawn who stated that navigation and door are working fine; however he is doing some investigation as to what might be the reason the customer has Scratch on his vehicle.
07/05/2016	CM contacted customer advised customer of lines 96-98
07/07/2016	CM contacted DLR ; spoke to receptionist Michelle ; who stated that repair was completed customer just have to pick up his vehicle.
07/07/2016	CM contacted customer advised customer of lines 100-101. Customer stated that he will try to go pick up vehicle before DLR closes today.
07/08/2016	Customer: [redacted] called to speak to CM ld838. Writer transferred customer to ld838's VM, as CM is not currently available.
07/08/2016	Status update provided via email to the following email address: DL1332@chrysler.com,KS1236@chrysler.com,bs899@chrysler.com Customer sent to VM. Customer wants a call as soon as possible. End of Status Update
07/09/2016	****** Below Customer Contacted for Documentation Request ****** landy.dantes@fcagroup.com on 2016-07-09 @ 11:29
07/09/2016	***** Customer Document Received *****
07/11/2016	Customer left VM stating that he has vehicle.
07/11/2016	Agent attempted to contact customer, at [redacted] however, customer was not available. Left message for a return call at extension 40503. The reason for the customer contact was to provide or request the following information: regarding his VM
07/11/2016	[redacted] has been activated for text message communication.
07/11/2016	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1041LD****** Good morning, This is Landy with Chrysler Customer Service. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
07/11/2016	Customer contacted CM stated that vehicle was fix and working properly.; however; DLR damaged vehicle one more time and SM Victor promised to fix it. Customer advised CM can send check to him and close case.
07/11/2016	CM contacted DLR ;spoke to receptionist Michelle who stated that customer picked up vehicle. Was the customer in a rental? Yes Did the customer have a co-pay? No What is the RO #? [redacted] Does the SM have the CAIR #? If no, provide it. Yes Review and Confirm the DM Notes with the SM while on the phone. N/A Does the SM have everything needed from Customer Care to process the claim? Yes
07/11/2016	Text message received from [redacted]
07/11/2016	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Mon Jul 11 11:22:52 EDT 2016 Text: [redacted] arverne ny [redacted] ********** End SMS Reply From Customer **********
07/11/2016	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1041LD****** Got it. Thanks *****END OF TEXT MESSAGE SENT TO CUSTOMER******
07/13/2016	What has the customer specifically requested? Reimbursement If this is for a previously made goodwill decision, what is that CAIR #? No What is the total amount being reimbursed and the reasons why? $601.14 CM is reimbursing customer one car payment because vehicle was at DLR to get repair done also to keep customer as a CHRYSLER customer and to meet his expectation.
07/13/2016	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1041LD****** Good evening This is Landy with Chrysler Customer Service it is the right address because the one is not working? [redacted] Far Rockaway, NY [redacted] *****END OF TEXT MESSAGE SENT TO CUSTOMER******
07/13/2016	Text message received from [redacted]
07/13/2016	Text message received from [redacted]
07/13/2016	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Tue Jul 12 20:41:17 EDT 2016 Text: U can use that one ********** End SMS Reply From Customer **********
07/13/2016	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Tue Jul 12 20:42:12 EDT 2016 Text: Thank u ********** End SMS Reply From Customer **********
07/13/2016	Customer accepts and verifies the check should be mailed to the following name and address: [redacted], Far Rockaway, NY [redacted]
07/20/2016	CM contacted customer advised customer that CM needs loan proof because the check bounce back. Customer stated that what he has so far don't know what else he can send to CM for proof.
07/20/2016	****** Below Customer Contacted for Documentation Request [redacted] on 2016-07-20 @ 10:07
07/20/2016	***** Customer Document Received *****
07/26/2016	CM contacted customer advise customer that CM received his other document and CM will send check to see if document get approved.
08/03/2016	approved
08/12/2016	Customer called back in seeking information Agent advised customer the check was approved Customer thanked agent and ended the call

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/22/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/09/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	4,400 Miles	**Market**	U	**Language**	English
Contact Email	nobody@external.fcagroup.com	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	OCALA	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	68680	PHILLIPS CHRYSLER JEEP DODGE RAM		**Dealer Phone**	3527327577
Dealer Address	3440 SOUTH PINE AVENUE				
	OCALA		FL	34471 6615	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	U
Subject	Check Engine Lamp On/Flashing				
Synopsis	customer not got in for trade				
Customer Anomaly	Engine				
	Warning Light MIL				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	27	Check engine light is on
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/22/2016 12:13 PM	Open
09/09/2016 09:28 PM	Closed
09/29/2018 12:52 PM	Closed

Initial Description

0464000000-Corporate,Survey By-Pass,Default,Default,Default,Survey By-Pass,Survey By-Pass
0109004200-Product,Engine,Unknown,Check Engine Lamp On/Flashing,Default,Check Engine Lamp On/Flashing,Check Engine Lamp On/Flashing

Case Comments

Date	Comment
06/22/2016	Briefly summarize why the customer is contacting Chrysler: Customer calling because she been to the DLR 7 times since purchasing the vehicle and the DLR cannot seem to find why the check engine light is on. They have replaced parts and still it is on. Briefly summarize what the customer is expecting: Customer would like Dodge to put her in a new vehicle because she does not feel safe in the one she just bought. Agent advised customer that case would be sent to CM for handling. Customer was informed that by making this request they are NOT actually filing lemon law or any related process. Their case is being escalated for a review of the vehicle's repair history to determine if their request merits further action and that due to the nature of their request, it will require a call back which will take place within 1-2 business days. The outcome of the review does NOT determine Lemon Law eligibility. Preferred Morning/Midday call back number is [redacted] Preferred Afternoon/Evening call back number is [redacted] Who has possession of the vehicle? Owner Reassigned to 91L
06/22/2016	********** 91L Review **********
06/22/2016	*********Case Escalated to I2R********** Reviewed Warranty History which determined this case should be escalated to I2R for case management.
06/23/2016	Contacted dealer 68680 SA Brian updated RO information and stated the vehicle currently is not in for service. Thanked Brian >> --Placed initial call to customer [redacted]. I explained that this case has been escalated to me for special handling and I would like to assist with vehicle concerns. Customer stated the vehicle is not repaired. Customer drove vehicle off the lot and within 9 miles the CEL came back on. Customer stated the van is used for [redacted] Customer cannot just drive any vehicle it has to be a van. Customer stated the vehicle has been in 6 times since ISD 02/07/16 and feels the vehicle is a lemon. Apologized for the issues/concerns and what the customer has gone through. Advised dealer 68680 would need to be contacted to schedule an appointment. Advised case will be escalated to STAR. Customer is seeking a replacement for a reliable and safe vehicle. Advised case will be reviewed for all possible resolutions. Informed customer of all possible resolutions. Advised that I cannot guarantee a specific resolution once the vehicle is repaired to honor the warranty. Customer will be contacting dealer 68680 to schedule an appointment. Customer stated she will advise a van would be needed for rental. Advised it would only depend on what is available and the would be no guarantee. Advised ** Follow Up 06/27 Monday **
06/23/2016	Customer contacted CM and stated an appointment has been scheduled to take vehicle in to dealer 68680 for diagnoses on Monday 06/27 Monday.
06/27/2016	Vehicle is at the dealership - PHILLIPS CHRYSLER JEEP DODGE RAM (68680) Update triggered by s59582b
06/27/2016	****** Following Corporate Resource has been contacted ****** TAPS on 2016-06-27 @ 13:43

Date	Comment
06/27/2016	Contacted dealer 68680 Dorothy stated an appointment has not been scheduled. >> Contacted customer. Customer stated vehicle was taken to dealer 68680 this morning and was advised vehicle will need to stay a few days. Customer stated due to mother [redacted] is needed for transport and dealer was able to provide a van loaner. Customer stated how much longer will the vehicle continue to go in for the same issues. Apologized to the customer for all they have gone through. Advised case will be reviewed for all possible resolutions. Informed customer of all possible resolutions. Advised that I cannot guarantee a specific resolution once the vehicle is repaired to honor the warranty. Advised dealer will be contacted for information. Advised a STAR case will be opened to assist with repair/diagnoses process. Advised ** Follow up 06/30 Thursday ** >> Contacted dealer 68680 SA Brian updated RO information and stated customer has been advised the vehicle will need to stay for a few days to diagnose. Advised a STAR case will be opened on my end. Thanked Brian for the assistance.
06/28/2016	CAIR ESCALATION UPDATE SEE STAR CASE# 100616873 FOR INFORMATION
06/30/2016	Status update provided via email to the following email address [redacted]om Good afternoon [redacted], Case # [redacted] I spoke with Brian at Phillips Chrysler Jeep Inc and was advised you are test driving the vehicle tomorrow with a technician to verify the vehicle is repaired before picking the vehicle up. The next step to the resolution process would be to test drive the vehicle for a few days to verify the vehicle is repaired, to honor the warranty. Your case is being reviewed for all possible resolutions. I will follow up with you Tuesday 07/05/16 as our offices are closed 07/04 Monday. If you have any questions or concerns. You may contact me at 214-689-7958 My hours are Monday – Friday from 8:00 am to 4:30 pm (CST) Thank you, Dawn Case Manager/Dodge Resolution Team End of Status Update
06/30/2016	Contacted dealer 68680 SA Brian updated RO Information and stated the customer will be coming in tomorrow to test drive the vehicle before picking the vehicle up to verify repaired. Thanked Brian for the assistance. >> Emailed customer see line 80-95 ** Follow up 07/05 Tuesday **
07/05/2016	*CALLED customer was advised she has possession of the vehicle however the CEL is back on. Customer states she picked the vehicle up on Friday drove all day as well as Saturday with no issues until the vehicle sat overnight and on Sunday the light was back on. Customer has contacted the sales rep and service manager but has not heard back. CM advised if she takes the vehicle in for service to contact her CM. CM stated the case is still under review and there has not been a decision made as of yet. Customer was thankful and call ended. --Follow up 7/7
07/07/2016	---------- --Spoke with customer who stated the light is back on and she is opposed to taking the vehicle back in. Customer stated the dealer has had 7 opportunities to repair the vehicle and have not been able to. Custome stated she does not want to take the vehicle to another dealer because the next one is 30 miles away. Customer stated her case should be a high priority. I recommend customer take her vehicle in and let an additional STAR case be opened. I advised case in under review and once a decision is made the offer will be extended. Customer stated she will need to speak with the SM and see if he recommends taking the vehicle in. Customer stated it will not be until next week and she will need a rental she can get her mother in and [redacted]. ***Follow up 07/12/16***
07/12/2016	Called customer and she stated that she spoke to the dealer and SM advised that they would like to order a specific part for the vehicle and have a STAR case opened. I advised that when she speaks to the SM to let her CM know when she will be bringing the vehicle back in for service. She stated that she would call her CM. **Follow Up 7/14**
07/14/2016	Vehicle is at the dealership - PHILLIPS CHRYSLER JEEP DODGE RAM (68680) Update triggered by s59582b
07/14/2016	Called customer and LVM informing her that we have been notified that her vehicle is at the dealer as of today. Informed her that once dealer is able to make a diagnosis and repair the issue that CM would be in contact. **Follow Up 7/18**
07/18/2016	*** Penny with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please direct them to contact her directly at [redacted] Thank you. ***
07/18/2016	Status update provided via email to the following email address: [redacted]om [redacted]a, I am with the Chrysler resolution team. My contact information is: Phone number is [redacted] My hours of business 8:00 am to 4:30 pm Central Time. Monday through Friday. If you have any questions please feel free to contact me. Thank You Penny End of Status Update
07/18/2016	Called the dealership 68680; Spoke with SA Tom and he said that he doesn't have the updated information yet, so he just verified the last time that the vehicle was there, Called the customer at [redacted]; Customer stated that they are working on with the vehicle and replaced the power supply module, and they kept over the weekend to test it, she said they haven't heard from the dealership yet today, customer stated that she wants out of the vehicle, she wants a replacement, follow up 7/20.
07/20/2016	Called the customer at [redacted]; customer stated that she did pick up the vehicle yesterday, customer stated the she hasn't had a chance to drive it much but she will this weekend, I advised that I will follow up 7/25
07/21/2016	Vehicle is at the dealership - PHILLIPS CHRYSLER JEEP DODGE RAM (68680) Update triggered by s59582b
07/21/2016	Customer called and LVM for me to call her back at her direct line, she said she got into the dealership and they got her a loaner, but she wanted to talk to me. Called the dealership 68680; Spoke with SA Brian and he said that the vehicle just got there and they don't have any information on it yet. Called the customer at [redacted]; customer stated that she just dropped off the vehicle and she is tired and she is just needs to be out of the vehicle, the customer wants the package with the back up camera and power seats and doors an absolute must,
07/26/2016	Called the dealership 68680; Spoke with SA Bryan and he said that they
07/26/2016	are in process, and it showed after 300 miles of driving and it showed up then finally, so they did a cold smoke test, Called the customer at [redacted]; I advised that I spoke with the with the dealership and they said they will be calling her when they have it repaired, I advised that I will follow up 7/29
07/28/2016	customer called and request that I call her back at her direct line, Called the customer at [redacted]; customer said that they think they have it fixed she lost confidence in the dealership, in the vehicle, and in the work that has been done, and she needs to go and pick up the vehicle, I advised that she needs to pick up and see if the vehicle is repaired, and I will follow up 8/2
08/02/2016	Called the customer at [redacted]; customer stated that she did pick up the vehicle and it seems ok but she has lost faith in this vehicle as she stated before, and she has been through so much dealing with it but it has also taken up to 300 miles for the light to come back on, I advised that I am still in the process with the resolution, and that I wanted to get to the 300 miles to see what is going on with it, she agreed with that, I advised that I will follow up 8/5
08/05/2016	Called the customer at [redacted]; and she said that she has 150 on the vehicle, but she still feels like it is going to break down again, so I advised that I will follow up 8/10
08/10/2016	Called the customer at [redacted]; customer stated that they are going to take the vehicle on a short trip and will be back next Friday, I advised that I will follow up 8/19 customer agreed with that follow up date
08/16/2016	.
08/19/2016	Called the customer at [redacted]; LVM for customer to call me back at my direct line, I advised that I was calling to see how her trip was, and how the vehicle peformed, I advised that I will follow up 8/23
08/23/2016	Status update provided via email to the following email address [redacted].com [redacted], The name of the company we offer to you for arbitration is National Center for Dispute Settlement at 866-662-4639, EXT 114, or visit their website at www.ncdsusa.org, I will follow up 8/29. if you have any questions please feel free to give me a call at 214/583-2188. Thanks, Penny End of Status Update
08/23/2016	Called the customer at [redacted]; Customer stated that she did take her trip, and the car stalled and she was very noise, and she said that passenger side door is making a noise, I advised she needs to take the vehicle back into the dealership, I advised that I can look into some trade assistance, if she would like me to, and she said that she would call the dealership and see what they can do to trade out too, but e-mailed the arbitration information to her also, customer stated that this is the busiest week at her work they [redacted], so she wont be available this week to talk so please follow up 8/29
08/25/2016	**********Rental Value Updated********** Estimated Rental Amount: $1035 Provided By: CAC Days Authorized: 23
08/25/2016	updated the rental history

Date	Comment
08/29/2016	Called the customer at [redacted]; she said that her life has been crazy and she hasn't gotten a hold of anyone at the dealership, so I explained that I will be out Thursday, Friday, and Monday for the holiday, I advised that I can follow up 9/6 if she is ok with that, she said that would be perfect, so I will follow up 9/6
09/07/2016	Called the customer at [redacted]; LVM for the customer to call me back at my direct line, I advised that I was calling to see if she got a hold of anyone at the dealership, I advised that I will follow up 9/9
09/09/2016	Called the dealership 68680; LVM for the Sales Manager to call me back at my direct line, that I was calling to see if he would participate with a CDI program with the customer, Called the customer at [redacted]; LVM for the customer to call me back at my direct line, I advised that I was calling to see if she got into the dealership and talk to them about trade, but that I was going to put the case on hold, and once she got back in to call me back and we can revisit it then,
09/09/2016	Dealership called back and LVM that they would be happy to help this customer with a trade,
09/09/2016	customer not got in for trade
09/14/2016	Customer called back and stated that she has been so busy with her mom, her being sick, and work that she has just been too busy, but she is going to try this weekend to get in,
09/16/2016	CAIR ESCALATION CLOSURE SEE STAR CASE# [redacted]3 FOR INFORMATION

Email(s)

Date	10/01/2018	***Subject***	[redacted], The name of the company we offer to
From		***To***	***Sent Date/Time*** 08/23/2016 17:00 PM

[redacted] [redacted],

The name of the company we offer to you for arbitration is National Center for Dispute Settlement at 866-662-4639, EXT 114, or visit their website at www.ncdsusa.org, I will follow up 8/29. if you have any questions please feel free to give me a call at 214/583-2188.

Thanks,
Penny

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/27/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/06/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	5,820 Miles	**Market**	U	**Language**	English
Contact Email	nobody@external.fcagroup.com	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	COLUMBIA	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	44058	DODGELAND and FIAT OF COLUMBIA		**Dealer Phone**	8037991900
Dealer Address	190 GREYSTONE BLVD				
	COLUMBIA		SC	29210 8003	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	L
Subject	Doesn't close.				
Synopsis	Customer is working with NCDS.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/27/2016 01:33 PM	Open
07/06/2016 07:48 PM	Closed
09/29/2018 01:05 PM	Closed

Initial Description

0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,Doesn't close.

Case Comments

Date	Comment
06/27/2016	Briefly summarize why the customer is contacting Chrysler: Customer contacted stating she's having an ongoing issue with her rear doors not closing, and while going up a hill the vehicle feels like it's not going to make it. Customer stated she's been working with DLR; however they are not able to get a permanent fix. Agent attempted to contact DLR, was unable to speak with anyone. Briefly summarize what the customer is expecting: Customer is seeking to get vehicle fixed. Customer stated she feels the vehicle is a lemon; however she loves it and wants to stay with a grand caravan. Agent advised she will escalate to case management. Customer advised that they will be contacted within one (1) business day, by COB their time Preferred morning/midday call back number is [redacted]3 Preferred afternoon/evening call back number is [redacted] Customer email address for case updates: N/A Would customer like to receive updates via text message? Y Mobile number: [redacted] Who has possession of the vehicle? Owner Has the vehicle been diagnosed by a CDJR dealer within the last 30 days? Y If a CDJR dealer has diagnosed within 30 days, what is the dealer name or code? 44058 Reassigned to 88F
06/29/2016	* The customer had called in and stated that she was to receive a call back and had not yet received that call. Agent had advised the customer that this had been sent to CM and she will be contacted once the CM gets some information from the dealership. Agent had verified the customers number and had provided her with the case number.
06/30/2016	****** Below Customer Contacted for Documentation Request ****** ryan.simon@fcagroup.com on 2016-06-30 @ 09:35
06/30/2016	OOW: In Warranty MVP: OCS24N Household: 3 New 1 Used
06/30/2016	***** Customer Document Received *****
06/30/2016	Customer seeking CM call back
06/30/2016	Customer Document Reviewed.
06/30/2016	Writer called customer who stated that their trunk lift gate is not closing and sometimes the side door will not open or close as well. Writer referred customer to NCDS for review.
07/06/2016	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40614. The reason for the customer contact was to provide or request the following information: To see how the NCDS call went for the customer and to see if we could move the case along by getting the vehicle in for diagnosis.
07/06/2016	Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and we hope we were able to resolve your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case, therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.
07/06/2016	CLOSED LOOP UPDATE - no need for additional follow-up.
08/29/2016	Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler seeking assistance with speaking to someone regarding a hearing tomorrow for lemon law. Briefly summarize what the customer is expecting: Customer is expecting Chrysler to process a transfer to correct department. Agent advised customer of NCDS contact information and processed a transfer.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/06/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/08/2016	**Origin**	Letter	**Reason**	New problem
Mileage	10,300 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	CHANNAHON	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	67753	TYSON MOTOR CORPORATION		**Dealer Phone**	8157415530
Dealer Address	1 SW FRONTAGE RD				
	SHOREWOOD		IL	60404 4731	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	B
Subject	Several Electrical Components Fail				
Synopsis					
Customer Anomaly	Electronics				
	Gear Electronics				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	13	Vehicle transmission shifting issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/06/2016 07:21 PM	Open
08/08/2016 02:24 PM	Closed
09/29/2018 02:47 PM	Closed

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Several Electrical Components Fail
0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Several Electrical Components Fail
0407000000-Corporate,Lemon Law,Default,Default,Default,Lemon Law,Several Electrical Components Fail
0407000000-Corporate,Lemon Law,Default,Default,Default,Lemon Law,Several Electrical Components Fail
0108005700-Product,Electrical,Unknown,Intermittent or Inoperative,Default,Electrical - Intermittent or Inoperative,Several Electrical Components Fail
0108005700-Product,Electrical,Unknown,Intermittent or Inoperative,Default,Electrical - Intermittent or Inoperative,Several Electrical Components Fail

Case Comments

Date	Comment
07/06/2016	Status update provided via email to the following email address [redacted] Dear [redacted], Your case number is: [redacted]. End of Status Update
07/07/2016	********* Case Management - District P ********* OOW: In Warranty MVP: Active ECG36N ESSENTIAL CARE GOLD - 3 YEARS / 6 OIL CH Active LWM100N LIFETIME UNLIMITED MILEAGE MAXIMUM CARE Household: 1 New 1 Previous CAIR Vehicle Owner: Original.
07/08/2016	CONTACT UPDATE - Customer was contacted today at 2:15pm. Customer was provided with agent's extension: 40709.
07/08/2016	[redacted] has been activated for text message communication.
07/08/2016	Agent spoke with Customer: Cuatomer stated Back up camera and Air bag and Electrical issues, Sliding door was not working. Agent informed once the vehicel is in the shop we can see what we can do for you. Customer understood.
07/14/2016	Agent spoke with SA: Vehicle was brought in yesterday and there is a STAR Case open as well. SA Franco is the one working on the vehicle.
07/15/2016	****** Below Customer Contacted for Documentation Request ****** teja.paladugu1@fcagroup.com on 2016-07-15 @ 14:27
07/22/2016	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40709. reason for the customer contact was to Informed they did not received any information from tech advisor yet so, once have a update will call back.
07/26/2016	Agent spoke with SA Franco: SA Stated the Area Tech Amansky will come 07/27 to look at vehicle so, SA requested to extend 1 day rental. CAC agreed.
07/29/2016	Agent spoke with SM Crystal: SM Stated they replaced Passenger Power Sliding Door Lock Activators. Apart from that they are not able to duplicate any of other customer concerns. Customer concerns: Wiper issues, Electrical, Back up Camera and Power Sliding door.
08/04/2016	CM contacted customer who complained about the quality of her rental vehicles and wished to seek a buy back. CM advised customer that she needs to speak with the DLR about both of those issues. Customer request call back tomorrow.
08/05/2016	**********
08/05/2016	********** STATE LEMON LAW / Magnusson-Moss Act Letter received Law Office of Mike K. Kim, dated 7/27/16 _ Attorney: Mike K. Kim Phone: 773-338-7223 Email: mike@illinoislemoncar.com _
08/05/2016	Per OGC Matrix, reassigned to 82T for their review and handling.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/07/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/29/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	7,994 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	FORK UNION	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60376	WHITTEN BROTHERS OF ASHLAND, INC.		**Dealer Phone**	8047986071
Dealer Address	11409 WASHINGTON HWY				
	ASHLAND		VA	23005 8008	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	Q
Subject	Radio/Spkrs/Clock/Antenna - Inquiry				
Synopsis	Survey by-pass no diagnosis.				
Customer Anomaly	Uconnect / Infotainment				
	Radio tuner				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	68	Issues tuning the radio
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/07/2016 10:30 AM	Open
07/29/2016 01:44 PM	Closed
09/29/2018 01:08 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight
0124000000-Product,Air Conditioning / Heater,Unknown,Other,Default,Air Conditioning / Heater Inquiry,Air Conditioning / Heater Inquiry
0108630000-Product,Electrical,uConnect Cellular System,Other,Default,uConnect Cellular System Inquiry,uConnect Cellular System Inquiry
0123000000-Product,Body / Trim / Paint Finish,Unknown,Other,Unknown,Body / Trim / Paint Finish - Inquiry,Body / Trim / Paint Finish - Inquiry
0108631300-Product,Electrical,uConnect Cellular System,Voice Commands,Default,uConnect - Voice Commands,uConnect - Voice Commands
0118003000-Product,Drivability,Unknown,Poor Idle Quality,Default,Poor Idle Quality,Poor Idle Quality
0123006800-Product,Body / Trim / Paint Finish,Unknown,Wind Noise,Unknown,Wind Noise - Body / Trim, Excessive wind noise
0108600000-Product,Electrical,Radio/Spkrs/Clock/Antenna,Other,Default,Radio/Spkrs/Clock/Antenna - Inquiry,Radio/Spkrs/Clock/Antenna - Inquiry

Case Comments

Date	Comment
07/07/2016	CQI Survey Record Received - DATE : 07/07/2016 Survey Number [redacted] Quality Survey ID Number: [redacted] Survey Date : 07/06/2016 VIN Last 8 [redacted] CQI Comments [redacted]
07/20/2016	****Begin structured narrative T2 - Beginning Narrative Briefly summarize why the customer is contacting Chrysler: Briefly summarize what the customer is expecting: ****End structured narrative T2 - Beginning Narrative Did Customer specify Email or Phone: Phone Customer's Preferred Method of Contact: Phone Preferred call back number is [redacted] Preferred Email address: [redacted] Mileage Updated? n/a Reason Codes Added? Yes Summarize Customer concern: Speakers cut-in/out Excessive wind noise Engine does not idle properly: idles rough, too low, or too high Hands-Free Phone / Bluetooth system voice activation doesnt recognize command Sliding door handle/latch works, but is difficult to operate Rear sliding doors are broken/not working Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location Heating, ventilation and air conditioning doesnt maintain desired temperature Heater never gets hot enough Navigation system works, but missing information; has incorrect information; gives wrong directions Hands-Free Phone / Bluetooth system loses connection Reassigned to 861 **** Please explain further about your choice to recommend your vehicle: My vehicle has been at the dealers for more than welcome months on this latest attempt to repair my door. All the other issues have not actually been taken care of, instead I have been told the problems are normal. Please call me at [redacted]. I purchased this vehicle in Oct and have not had it in my possession enough to even know if everything works. I am beyond disgusted. I had 2 caravans before upgrading to T&C one with over 400000 miles. My daughter did too but just bought a new Honda because of the trouble I have and 3 other family members are having problems with T&C. My son is also considering another brand for his purchase within 2 months. *** Please describe conditions when this trouble occurs: Can't tell where nose talky comes from and dealer said it's normal *** Please describe when this trouble occurs: When stating a name. Frequently doesn't understand name or calls incorrect number...several people have tried to give voice commands with same result *** location Additional Comments: Vehicle has not been on my possession long enough to see if I can work through any issues as it has been at dealers for repairs *** location Additional Comments: Too many questions. I feel that vehicle doesn't warm up enough....I haven't had it in my possession enough to see how AC works *** Additional Comments: Has been at dealers for repair continuously most recently they have had out since May 2 *** Additional Comments: Won't transfer back and forth disconnects calls. Vehicle has been at dreamers more than in my possession so it is hard to answer all questions. Currently has been at dealers since May 2 for repairs....that's correct they have had it for more than 2 months ***

Date	Comment
07/28/2016	Status update provided via email to the following email address: [redacted] Hello [redacted], My name is Scott, and I am following up on a survey that you recently completed regarding your 2016 CHRYSLER TOWN & COUNTRY TOURING WAGON. First, I would like to thank you for taking the time to complete the survey and offering us valuable feedback. Comments like yours are one way we have to learn of problems that may develop, as well as improvements desired by customers. You mentioned in the survey you were having Speakers cut-in/out, Excessive wind noise, Engine does not idle properly: idles rough, too low, or too high. If you require further assistance from Chrysler, please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Chrysler Customer Assistance at 1-800-247-9753 Thank you, Scott End of Status Update
07/29/2016	Status update provided via email to the following email address: [redacted]m Hi [redacted], My name is Scott, and I am following up on a survey that you recently completed regarding your 2016 CHRYSLER TOWN & COUNTRY TOURING WAGON. I have attempted to contact you through email, however I have been unsuccessful. We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are one way we have to learn of problems and opportunities desired by customers. Given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. If you require further assistance from Chrysler, please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Chrysler Customer Assistance at 1-800-247-9753. Thank You, Scott End of Status Update

Email(s)

Date	10/01/2018	***Subject***	Hi [redacted], My name is Scott, and I am		
From		***To***		***Sent Date/Time***	07/29/2016 13:44 PM

Hi [redacted],

My name is Scott, and I am following up on a survey that you recently completed regarding your 2016 CHRYSLER TOWN & COUNTRY TOURING WAGON. I have attempted to contact you through email, however I have been unsuccessful.
We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are one way we have to learn of problems and opportunities desired by customers.
Given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.

If you require further assistance from Chrysler, please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Chrysler Customer Assistance at 1-800-247-9753.

Thank You,
Scott

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	Model Year	2016	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	07/08/2016	CAIR Type	Regular	Status	Closed
Close Date	08/02/2016	Origin	Telephone	Reason	New problem
Mileage	1,300 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone		Contact Mobile	
Caller Address	[redacted]			Source	Customer
Caller City	SUWANEE	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	68510	MALL OF GEORGIA CHRYSLER DODGE		Dealer Phone	7709450839
Dealer Address	4345 BUFORD DR				
	BUFORD	GA	30518 3444	USA	
Dealer Zone	Southeast	Sales District		Service District	J
Subject	customer states that her sliding door has a loud grinding noise				
Synopsis	blue tooth repaired by updating the smart phone.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/08/2016 03:37 PM	Open
08/02/2016 03:23 PM	Closed
09/29/2018 12:55 PM	Closed

Initial Description

0123036709-Product,Body / Trim / Paint Finish,Body Hardware,Noisy,Door-Sliding,Sliding Door Hardware - Noisey,customer states that her sliding door has a loud grinding noise

Case Comments

Date	Comment
07/08/2016	Briefly summarize why the customer is contacting Chrysler: customer is calling in behalf of having issues with her right sliding door. customer states that his has been happing since she bought it from the DLR customer states that they are unable to duplicate the issues with her door, customer states that it sounds like a loud grinding noise and making a loud humming noise like the door is still trying to close, agent advised the customer that can get a CM on the file and have them get in touch with you ion 1 business day but since its Friday would have to be Monday, customer states that's she is on vacation next week and don't know if she can pick up the phone customer thanked and end of call Briefly summarize what the customer is expecting: Customer advised that they will be contacted within one (1) business day, by COB their time Preferred morning/midday call back number is [redacted] Preferred afternoon/evening call back number is [redacted] 7 Customer email address for case updates: [redacted] Would customer like to receive updates via text message? (Y/N) Who has possession of the vehicle? Dealer Has the vehicle been diagnosed by a CDJR dealer within the last 30 days? Y If a CDJR dealer has diagnosed within 30 days, what is the dealer name or code? MALL OF GEORGIA CHRYSLER If a CDJR dealer has not diagnosed within 30 days, when is the customer's appointment scheduled? Confirmed appointment at [dealer code] with [name] Is the customer in a rental? N Reassigned to 88F
07/12/2016	Status update provided via email to the following email [redacted] com Hello, this is Shari your case manager. This email is confirmation that your case, [redacted] was successfully escalated to me. My office hours are 6:00 AM – 2:30 PM (Mountain Time). My contact information is 800.763.8422 EXT 40518. End of Status Update
07/14/2016	CM contacted DLR to get diagnosis, however nobody in service ever answered the phone.
07/14/2016	CONTACT UPDATE - Customer was contacted today at 9:58 Customer was provided with agent's extension: 40518
07/14/2016	Customer stated she is on vacation and would like to be contacted next week. CM will follow up on 7/20/2016.
07/20/2016	Vehicle is at the dealership - MALL OF GEORGIA CHRYSLER DODGE (68510) Update triggered by s39034p
07/20/2016	Status update provided via email to the following email address [redacted], I just got an update stating the vehicle is at the dealership. I will be contacting you on 7/21/2016 after I talk to the dealership to give you a status update. Thank you Shari Case Manager
07/20/2016	End of Status Update
07/21/2016	Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40518 The reason for the dealer contact was to provide or request the following information: status on vehicle.

Date	Comment
07/21/2016	CM contacted Customer who stated the sliding door has not worked properly since they purchased the vehicle. Customer states the Mall of Georgia is very difficult to get in touch with. Customer states since she has gotten an oil change the Bluetooth on her vehicle doesn't work. Customer states her phone pars with the blue tooth just fine but when you make a call it starts to make a noise and you cannot hear the person your talking to because there is a constant noise. Customer states she has had her vehicle in for the same concerns multiple times. Customer states she has a video showing the sliding glass door making a noise and shows what happens to the door. Customer states it she was told that the video doesn't work as being able to duplicate the concern. Customer is frustrated and tired of going into the DLR and having nothing resolved. DLR advised the Customer to open a case with Chrysler. Customer states she was able to duplicate the concern for the technician. Customer states she was told it was the motor. Customer went to the DLR yesterday to have the motor replaced and the Bluetooth. Customer states the Bluetooth is still not working. Customer states the sliding glass door seems to be working. Customer states she is very frustrated and doesn't want to have to take it back into the DLR. Customer states she had tried to get in touch with the SM and was unable to get in touch with him. Customer wants to be put in a loaner so her vehicle can be fixed. Customer states that she left a VM for the SM but has not gotten a call back. Customer states she will not go to the Mall of Georgia anymore after this experience. Customer states she doesn't want to go to Mall Of Georgia because of how she has been being treated.
07/21/2016	CM will contact Troncalli at 6782444100 to schedule an appointment for the Customer. Customer will need a loaner vehicle. Customer states she will be able to drop the vehicle any day next week.
07/21/2016	CM attempted to contact Troncalli DLR but the recording just kept looping around.
07/22/2016	Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40518 The reason for the dealer contact was to provide or request the following information: schedule an appointment, asked SM to contact Customer to schedule an appointment.
07/22/2016	Status update provided via email to the following email address [redacted], I have contacted the dealership who stated the Service Manager needed to schedule the appointment. I provided him with your information and let him know you would need a loaner vehicle while yours
07/22/2016	is being worked on. He should be calling you. If he doesn't call you by 7/26/2016 to get an appointment scheduled please let me know. Thank you Shari Case Manager End of Status Update
07/25/2016	Vehicle is at the dealership - MALL OF GEORGIA CHRYSLER DODGE (68510) Update triggered by s67152p
07/25/2016	Begin Customer Message reviewed: I have not heard back from the Chrysler in Cumming, but the service manager at the Mall of Georgia called me back. He is setting me up with a rental that will be waiting for me on Monday morning. He had asked to give him one more try before I switch to somewhere else. He said they have recently hired many new people and are in the process of going through some much needed training. Thank you for your help. I will let you know if the blue tooth gets repaired.
07/25/2016	End of Reviewed Customer message
07/26/2016	Status update provided via email to the following email address [redacted], I really appreciate the update. I will be in contact with the dealership on 7/28/2016 to get the status of the vehicle. Thank you Shari Case manager End of Status Update
07/28/2016	CM attempted to contact the DLR however the phone just kept ringing
07/28/2016	CM contacted Customer who stated that the DLR says she needs to update the software on her phone. Customer states the Bluetooth was updated so she needs to update her phone to see if that resolves the concern. Customer stated she will do the update on her phone.
08/01/2016	****** Below Customer Contacted for Documentation Request ****** shari.barry@fcagroup.com on 2016-08-01 @ 09:01
08/01/2016	***** Customer Document Received *****
08/01/2016	Begin Customer Message reviewed: The bluetooth finally works! Yeah! On a side note, may I suggest that you send out something to the dealerships and/or include in the owners manual... "If BlueTooth is not working, please make sure your mobile phone software is up-to-date." End of Reviewed Customer message
08/01/2016	Status update provided via email to the following email address: [redacted] Thank you for the update. I will be sure to inform the dealerships to make sure the device is updated. I am so glad to hear your concern has been resolved. Would you like me to leave the case open for a few days so you can test it? Please let me know, thank you. Shari Case Manager End of Status Update
08/02/2016	Status update provided via email to the following email address: [redacted], At this time the case will be closing. If you need any further assistance in the future please give us a call at 800-247-9753. You may receive a survey regarding your satisfaction with how your case was handled. Any feedback would be greatly appreciated. Thank you for being a Chrysler Customer. Thank you Shari Case Manager End of Status Update

Email(s)

Date	10/01/2018	***Subject***	[redacted], At this time the case will be closing		
From		***To***		***Sent Date/Time***	08/02/2016 15:23 PM

[redacted] At this time the case will be closing. If you need any further assistance in the future please give us a call at 800-247-9753. You may receive a survey regarding your satisfaction with how your case was handled. Any feedback would be greatly appreciated. Thank you for being a Chrysler Customer.

Thank you
Shari
Case Manager

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/27/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/02/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	100 Miles	**Market**	U	**Language**	English
Contact Email	nobody@external.fcagroup.com	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	PASSAIC	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	44740	CHRYSLER JEEP DODGE OF PARAMUS		**Dealer Phone**	2014889000
Dealer Address	315 ROUTE 4 WEST				
	PARAMUS		NJ	07652 5104	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	D
Subject	door, alarm and auto start not working properly				
Synopsis	waiting on documentation				
Customer Anomaly	Electronics				
	Gear Electronics				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	13	Vehicle transmission shifting issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/27/2016 06:35 PM	Open
07/27/2016 07:04 PM	Closed
07/27/2016 07:36 PM	Reopen
08/02/2016 07:48 PM	Closed
09/29/2018 05:04 PM	Closed

Initial Description

0108000000-Product,Electrical,Unknown,Other,Default,Electrical Inquiry,door, alarm and auto start not working properly

Case Comments

Date	Comment
07/27/2016	Briefly summarize why the customer is contacting Chrysler: customer is contacting because the automatic start do not work, the alarm goes off and the sliding door does not close properly or lock. DLR stated that they would need to have the vehicle for a few days before diagnosis and would not provide a rental for the customer while her vehicle is down. customer spoke with someone at the DLR when she was setting up her vehicle to come in she was informed that she would be getting a courtesy vehicle and when she contacted in she was told no vehicle would be provided as that is not something they offer. agent contacted the DLR and spoke to SA Steve that stated that they do not have a contract with enterprise as they have had bad experiences with them and that the loaners are currently out with other customers. agent recommended that since the DLR does not provide rental and all loaners are out currently that the customer should pay out of pocket and seek reimbursement afterwards Briefly summarize what the customer is expecting:
07/27/2016	Customer advised that they will be contacted within one (1) business day, by COB their time Preferred morning/midday call back number is [redacted] Who has possession of the vehicle? (Dealer) Has the vehicle been diagnosed by a CDJR dealer within the last 30 days? (N) If a CDJR dealer has diagnosed within 30 days, what is the dealer name or code? If a CDJR dealer has not diagnosed within 30 days, when is the customer's appointment scheduled? Date: 7-28-16 Time: Confirmed appointment at [68277] with [Chrysler Jeep Dodge of Paramus] Is the customer in a rental? (N) Who authorized? From what date? Reassigned to 88F
07/28/2016	* * * * * * * * * Case Management - District 32* * * * * * * * * OOW: IN Basic and Powertrain MVP: LEASE WEAR AND TEAR - 24 MONTHS - $0 DED Household: 2 New. 0 Used.
07/28/2016	CONTACT UPDATE - Customer was contacted today at 12:05 PM. Customer was provided with agent's extension: [40747].
07/28/2016	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40747. The reason for the customer contact was to provide or request the following information: Called to gather expectations and introduce.
08/01/2016	Writer contacted DLR. rang multiple times then went to busy tone.
08/01/2016	Writer contacted customer, stated that they no longer need rental and has worked out a plan with DLR so they wont need a rental or loner, customer requested to close case. Writer stated that is fine and if he needs us to contact the hotline.
08/01/2016	CLOSED LOOP UPDATE - no need for additional follow-up.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/28/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/10/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	370 Miles	**Market**	U	**Language**	English
Contact Email	nobody@external.fcagroup.com	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	FLEMINGTON	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	66932	FULLERTON CHRYSLER JEEP DODGE RAM		**Dealer Phone**	9087222500
Dealer Address	1050 ROUTE 22				
	SOMERVILLE		NJ	08876 1759	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	F
Subject	Customer states the passenger side sliding door is making a noise				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/28/2016 12:58 AM	Open
08/10/2016 11:04 PM	Closed
09/29/2018 05:12 PM	Closed

Initial Description

0123036709-Product,Body / Trim / Paint Finish,Body Hardware,Noisy,Door-Sliding,Sliding Door Hardware - Noisey,Customer states the passenger side sliding door is making a noise

Case Comments

Date	Comment
07/28/2016	Briefly summarize why the customer is contacting Chrysler: Customer stated he went to contact the dealership in fulerton. Customer stated the SM was rude and told him he would have to pay a $120 diagnosis fee before anything can be done on the vehicle and then hung up on the customer. Customer stated the rear passenger side sliding door is making an abnormal noise. Customer stated the drivers side door is not making this noise. Customer stated he would now like to work with the dealership in Somerville for assistance. Briefly summarize what the customer is expecting: Customer is seeking assistance Agent advised customer everything would be documented for him and it would be escalated up for further assistance. Customer advised that they will be contacted within one 1 business day, by COB their time Preferred morning/midday call back number is [redacted] Preferred afternoon/evening call back number is [redacted] Who has possession of the vehicle? Owner Has the vehicle been diagnosed by a CDJR dealer within the last 30 days? N If a CDJR dealer has diagnosed within 30 days, what is the dealer name or code? N If a CDJR dealer has not diagnosed within 30 days, when is the customer's appointment scheduled? Customer will be calling the dealership tomorrow morning to work on booking the appointment. Is the customer in a rental? N Who authorized? N/A From what date? N/A Reassigned to 88F
07/28/2016	"* * * * CASE MANAGER TEAM - District T * * * * * * IN WARRANTY MVP: Active LWM100N LIFETIME UNLIMITED MILEAGE MAXIMUM CARE Household: 1 New, 0 Used"
07/29/2016	CONTACT UPDATE - Customer was contacted today at 07/28/2016 5:59PM MST Customer was provided with agent's extension: 40660. Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40660. The reason for the customer contact was to provide or request the following information: To inquire of the vehicles issues and how writer can assist with an appointment for the customer. Will follow up no later than 8/1/2016.
08/01/2016	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40660. The reason for the customer contact was to provide or request the following information: To inquire of the vehicles issues and how writer can assist, will follow up no later than 8/3/2016 to see what can be done in order to assist.
08/03/2016	Writer contacted Service to inquire if the customer has been in the DLR recently, diagnosis, or if there is an appointment set up. Writer was advised that the customer has not been to this DLR (66932) before. Writer confirmed and will contact the customer.
08/03/2016	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40660. The reason for the customer contact was to provide or request the following information: To inquire of what writer can do to assist the customer, will follow up no later than 8/5/2016, however, if writer does not hear back from the customer by then the case will proceed with closure.
08/05/2016	Customer left VM requesting for a callback, alleges that did get a 2nd opinion from another DLR last Saturday, previous DLR wanted to charge him $125.00 for a diagnosis while in warranty, customer had found another DLR to go to, is requesting to be compensated for his troubles.
08/05/2016	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40660. The reason for the customer contact was to provide or request the following information: To inquire of lines 55-58, what DLR the customer went to for a 2nd opinion, and to see what customer would like to be compensated with. Will follow up no later than 8/9/2016, however, if Writer is unable to get ahold of the customer by then the case will proceed with closure.

Date	Comment
08/09/2016	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40661. Advised case will close.
08/10/2016	****** Below Customer Contacted for Documentation Request ****** KHALIFA.WADE@FCAGROUP.COM on 2016-08-10 @ 09:29
08/10/2016	***** Customer Document Received *****

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	Model Year	2016	Brand	CHRYSLER
Body	RTYR53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING-L WAGON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	08/01/2016	CAIR Type	Regular	Status	Closed
Close Date	08/12/2016	Origin	Telephone	Reason	New problem
Mileage	585 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address	[redacted]			Source	Customer
Caller City	HARSENS ISLAND	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60175	ST. CLAIR CHRYSLER JEEP DODGE RAM		Dealer Phone	8103292100
Dealer Address	1250 S CARNEY DR				
	SAINT CLAIR		MI	48079 5224	USA
Dealer Zone	Great Lakes	Sales District		Service District	A
Subject	the gap was unequal. the back edge was almost metal on metal.				
Synopsis	CQI Survey - by-pass - no response				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/01/2016 10:30 AM	Open
08/12/2016 03:15 PM	Closed
09/29/2018 01:48 PM	Closed

Initial Description

0464230000-Corporate,Survey By-Pass,No Response / Unable To Reach,Default,Default,No Response / Unable To Reach,CQI Survey - by-pass - no response
0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight
0123760000-Product,Body / Trim / Paint Finish,Interior Styling / Appearance,Other,Unknown,Interior Styling / Appearance Inquiry,clips on same dr. for sun shade were missing.
0124000000-Product,Air Conditioning / Heater,Unknown,Other,Default,Air Conditioning / Heater Inquiry,Rear heating, ventilation and air conditioning vents are poorly located
0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,the gap was unequal. the back edge was almost metal on metal.

Case Comments

Date	Comment
08/01/2016	CQI Survey Record Received - DATE : 08/01/2016 Survey Number [redacted] Quality Survey ID Number: [redacted] Survey Date : 07/30/2016 VIN Last 8 [redacted] CQI Comments : \Rear A/C & Heat Controls. 810-278-2025
08/11/2016	Did Customer ask for call back? (Yes/No) Yes Did Customer specify Email or Phone: (Yes/No) Yes Customer's Preferred Method of Contact: phone only Preferred call back number is [redacted] Preferred Email address: Mileage Updated? (Yes/No) No Dealer code: ST CLAIR CHRYSLER JEEP DODGE RAM – 60175 Summarize Customer concern: Rear sliding doors are broken/not working, Rear heating, ventilation and air conditioning vents are difficult to understand/use; are poorly located, clips on same dr. for sun shade were missing.
08/12/2016	*** CUSTOMER CONTACT - [redacted] Called customer regarding survey findings. Left message on VM at 11:07 am EST and asked if his current vehicle issues noted on survey had not been resolved or needed further information regarding rear climate control to call Chrysler brand number for further assistance. *** Final email sent to customer.
08/12/2016	Status update provided via email to the following email address [redacted], My name is Tracy, and I am following up on a survey that you recently completed regarding your 2016 CHRYSLER TOWN & COUNTRY TOURING. I have attempted to contact you at [redacted], and left a message on your voice mail. We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are one way we have to learn of problems and opportunities desired by customers. Given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend working with your authorized dealership to resolve the vehicle issues you have been experiencing. If you require further assistance from CHRYSLER, please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling CHRYSLER Customer Assistance at 1-800-247-9753. Thank You, Tracy End of Status Update

Email(s)

Date	10/01/2018	Subject	HELLO [redacted], My name is Tracy, and I am		
From		To		Sent Date/Time	08/12/2016 15:14 PM

HELLO [redacted],
My name is Tracy, and I am following up on a survey that you recently completed regarding your 2016 CHRYSLER TOWN & COUNTRY TOURING. I have attempted to contact you at 810-278-2025, and left a message on your voice mail.
We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are one way we have to learn of problems and opportunities desired by customers.
Given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend working with your authorized dealership to resolve the vehicle issues you have been experiencing.
If you require further assistance from CHRYSLER, please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling CHRYSLER Customer Assistance at 1-800-247-9753.
Thank You,
Tracy

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/08/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/19/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	1,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	CHICAGO	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	44520	SHERMAN DODGE CHRYSLER JEEP		**Dealer Phone**	8479829500
Dealer Address	7601 N SKOKIE BLVD				
	SKOKIE		IL	60077 3001	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	A
Subject	Liftgate latch works, but is difficult to operate.				
Synopsis	cqi customer contact referred to the dlr				
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/08/2016 10:30 AM	Open
08/19/2016 01:07 PM	Closed
09/29/2018 04:09 PM	Closed

Initial Description

0464230000-Corporate,Survey By-Pass,No Response / Unable To Reach,Default,Default,No Response / Unable To Reach,No Response / Unable To Reach
0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight
0123035609-Product,Body / Trim / Paint Finish,Body Hardware,Misaligned / Poor Fit,Door-Sliding,Sliding Door Hardware - Misaligned / Poor Fit,Rear sliding doors are broken/not working.
0123109400-Product,Body / Trim / Paint Finish,Interior Ornamentation/Mirrors,Buzz, Squeak, Rattle,Unknown,Interior Ornamentation / Mirrors - Buzz, Squeak, Rattle, Squeak/rattle/abnormal noises from instrument panel/dashboard
0123035710-Product,Body / Trim / Paint Finish,Body Hardware,Inoperative,F. Door-Driver,Left Front Door Hardware - Inoperative,Liftgate latch works, but is difficult to operate.

Case Comments

Date	Comment
08/08/2016	CQI Survey Record Received - DATE : 08/08/2016 Survey Number : [redacted] Quality Survey ID Number: [redacted] Survey Date : 07/24/2016 VIN Last 8 : [redacted] CQI Comments : \733 248 0665
08/17/2016	Did Customer ask for call back: Yes. Automatically populated by Customer. Did Customer specify Email or Phone: Yes Customer's Preferred Method of Contact: Phone or Email Preferred call back number is: [redacted] Preferred Email address: Customer did not specify Mileage Updated: Yes. Automatically populated by Customer. Dealer code: 44520 Reason Codes Added: Yes Summarize Customer concern: Liftgate latch works, but is difficult to operate., Squeak/rattle/abnormal noises from instrument panel/dashboard, Rear sliding doors are broken/not working, Reassigned to: 861
08/18/2016	**outbound customer contact: [redacted] **
08/18/2016	Status update provided via email to the following email address: [redacted] My name is Sarha, and I am following up on a survey that you recently completed regarding your 2016 Dodge Grand Caravan. I would like to thank you for taking the time to complete the survey and offering us valuable feedback. Comments like yours are one way we have to learn of problems that may develop, as well as improvements desired by customers. You mentioned in the survey you were experiencing an issue with the rear sliding door and an abnormal noise coming from the dash. If you would like to discuss the survey further, please contact me back by responding to this email or by contacting Dodge Customer Assistance at 1-800-423-6343. Thank you, Sarha. End of Status Update
08/19/2016	**outbound customer contact: [redacted] **
08/19/2016	Status update provided via email to the following email address: [redacted] My name is Sarha and I am following up on a survey that you recently completed regarding your 2016 Dodge Grand Caravan, I have attempted to contact you through email requesting a call back to discuss your concerns further, however I have been unsuccessful. We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are one way we have to learn of problems and opportunities desired by customers. Given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. If you require further assistance from Dodge please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Dodge Customer Assistance at 1-800-423-6343. Thank You, Sarha End of Status Update

Email(s)

Date	10/01/2018	**Subject**	H[redacted] My name is Sarha and I am fol		
From		**To**		**Sent Date/Time**	08/19/2016 13:05 PM

Hi [redacted]
My name is Sarha and I am following up on a survey that you recently completed regarding your 2016 Dodge Grand Caravan, I have attempted to contact you through email requesting a call back to discuss your concerns further, however I have been unsuccessful.
We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are one way we have to learn of problems and opportunities desired by customers.
Given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.
If you require further assistance from Dodge please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Dodge Customer Assistance at 1-800-423-6343.
Thank You,
Sarha

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/09/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/09/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	5,481 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	LAFAYETTE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	68583	STERLING CHRY-DODGE-JEEP		**Dealer Phone**	3379421241
Dealer Address	5504 I-49 NORTH SERVICE ROAD				
	OPELOUSAS		LA	70570 0768	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	V
Subject	Power Door Lock / Deck Lid - Intermittent or Inoperative				
Synopsis	Sliding doors will not open. Customer has had issues in the past. Customer states that she recently went over a bump, and all lamps lit up. Agent contacted 68583, and transferred the caller to SA Lisa to assist the caller further.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/09/2016 08:17 PM	Open
08/09/2016 10:11 PM	Closed
09/29/2018 04:00 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108505700-Product,Electrical,Lamps and Switches,Intermittent or Inoperative,Default,Lamps and Switches - Intermittent or Inoperative,Customer went over a bump/all lamps lit up on dash
0108255700-Product,Electrical,Power Door Lock / Deck Lid,Intermittent or Inoperative,Unknown,Power Door Lock / Deck Lid - Intermittent or Inoperative,Power Door Lock / Deck Lid - Intermittent or Inoperative

Case Comments

Date	Comment
08/09/2016	Briefly summarize why the customer is contacting Chrysler: The customer is calling in with regards to her sliding doors, and that they will not open. Briefly summarize what the customer is expecting: For the doors to work. The customer states that has has mentioned this to 68583 in the past, and that the doors do not always work. However now the issue has gotten to the point where the doors do not operate at all. The customer also states that she recently went over a bump, and that all lamps lit up intermittently. This agent did contact 68583, and did speak with SA Lisa, who this agent did transfer the caller over to assist further with setting up an appt. This agent did provide the caller with her case# if she is needing any further assistance in this matter.
08/09/2016	Agent called DLr after customer informed they have speedometer and radio issues as well.

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	Model Year	2015	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	08/22/2016	CAIR Type	Regular	Status	Closed
Close Date	08/23/2016	Origin	Telephone	Reason	New problem
Mileage	2,000 Miles	Market	U	Language	English
Contact Email	nobody@external.fcagroup.com	Contact Phone		Contact Mobile	
Caller Address	[redacted]			Source	Customer
Caller City	WOODMERE	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	26999	ROCKAWAY CHRYSLER DODGE JEEP RAM		Dealer Phone	5163711500
Dealer Address	550 BURNSIDE AVE				
	INWOOD		NY	11096 1237	USA
Dealer Zone	Northeast	Sales District		Service District	E
Subject	Customers driver side passenger door is making weird noises while closing				
Synopsis	Customer called in regarding issues he was having with the drivers side passenger door, agent advised he would need to go to the DLR for a diagnosis, and then contact us back. Customer understood				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/22/2016 02:31 PM	Open
08/23/2016 08:33 PM	Closed
09/29/2018 09:48 AM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,Customers driver side passenger door is making weird noises while closing

Case Comments

Date	Comment
08/22/2016	Briefly summarize why the customer is contacting Chrysler: Customer called in stating he was having a problem with his drivers side passenger door, when it closes it is making noises he has never heard before almost as if it isn't wanting to latch closed. Briefly summarize what the customer is expecting: Customer is expecting us to do something for him. Agent advised that the warranty is 3yrs/ 36,000, he would need to go to the DLR for a diagnosis and then contact us back, and we would go from there. And then we would see if there was something we could do for the customer.
08/22/2016	Survey Bypass- Diagnosis needed

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	Model Year	2016	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	08/25/2016	CAIR Type	Regular	Status	Closed
Close Date	08/25/2016	Origin	Telephone	Reason	New problem
Mileage	19,000 Miles	Market	U	Language	English
Contact Email	nobody@external.fcagroup.com	Contact Phone		Contact Mobile	
Caller Address	[redacted]			Source	Customer
Caller City	MOUNT MORRIS	Caller Country	USA	Caller Postal Code	[redacted]4
Customer	[redacted]				
Customer Address					
Dealer	41261	CORTESE CHRYSLER JEEP DODGE INC		Dealer Phone	5854243000
Dealer Address	2400 W HENRIETTA RD				
	ROCHESTER		NY	14623 2324	USA
Dealer Zone	Northeast	Sales District		Service District	S
Subject	stated that vehicle unlocks on its own.				
Synopsis	What was the customer's concern? Doors not locking properly What steps did you take to handle the situation? Looked up manual to see if there was something she was doing or not doing. Referred to DLR for diagnosis. What was the final result of the custo				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/25/2016 07:15 PM	Open
08/25/2016 08:36 PM	Closed
09/29/2018 02:01 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,passenger door noisy.
0108255700-Product,Electrical,Power Door Lock / Deck Lid,Intermittent or Inoperative,Unknown,Power Door Lock / Deck Lid - Intermittent or Inoperative,stated that vehicle unlocks on its own.

Case Comments

Date	Comment
08/25/2016	Briefly summarize why the customer is contacting Chrysler: Customer stated that her vehicle unlocks on its own despite locking vehicle. Briefly summarize what the customer is expecting: Why her door locks do not work properly. Agent advised that I did not see anything fix in the owners manual as to why her door locks would unlock themselves. Agent advised to have her DLR diagnose her vehicle to see why its performing the wayu7 it is. She also stated that she was having problems with the passenger door. Agent offered to call her DLR as we need to get it looked at. She stated that she could herself, and would call back if needed.
08/25/2016	Survey bypass No diagnosis Reassign to JT1050

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/26/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/31/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	12,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	NORTH RIDGEVILLE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	41573	NORTH OLMSTED CHRYSLER JEEP DODGE		**Dealer Phone**	4407778200
Dealer Address	27500 LORAIN RD				
	NORTH OLMSTED		OH	44070 4038	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	E
Subject	Passenger sliding door				
Synopsis	duplicate				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/26/2016 08:54 PM	Open
08/31/2016 02:09 PM	Closed
09/29/2018 01:50 PM	Closed

Initial Description

0464100000-Corporate,Survey By-Pass,Duplicate CAIR,Default,Default,Survey By Pass - Duplicate CAIR,30010738
0123000200-Product,Body / Trim / Paint Finish,Unknown,Defective,Unknown,Body / Trim / Paint Finish - Defective,Passenger sliding door

Case Comments

Date	Comment
08/26/2016	**********Customer Email Address Updated********** Following email address is added for communication or survey with the customer[redacted]
08/26/2016	Briefly summarize why the customer is contacting Chrysler:Customer contacted Chrysler seeking assistance with his van. Customer stated that his vehicle's sliding doors are not working properly. Customer stated his vehicle started making a grinding noise which was never fixed. Customer stated that the DLR ended up doing a flash update that started making the vehicle stall in the middle of driving. Customer stated that his sliding passenger door does not always work either and the DLR cannot duplicate the issue either. Briefly summarize what the customer is expecting:Customer is seeking to have his vehicle appropriately repaired. Agent contacted 41573 and spoke with Dealer Principle Paul Hamsler. Paul stated that they believe the door is working properly and it is a user error. DP stated that the only time it will duplicate is when they pull on the door with excessive force. DP stated that they are going to be replacing the door module on the door. DP stated that the customer is in a rental and will be until Monday when they replace the module. DP stated that the update they did was a corrupted file and is causing the vehicle to stall out. DP stated they are working with STAR (CASE NUMBER[redacted]). Agent thanked DP and disconnected call. Agent advised customer that his file will be escalated for review by a CM. Agent gathered the following information from customer for appropriate call back: [redacted]
08/26/2016	****** Below Customer Contacted for Documentation Request ******[redacted] on 2016-08-26 @ 17:10

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/29/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/31/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	401 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	DAVISON	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45551	AL SERRA CHRYSLER DODGE JEEP RAM		**Dealer Phone**	8106945440
Dealer Address	6185 S SAGINAW ST				
	GRAND BLANC		MI	48439 8139	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	B
Subject	Transmission / Transaxle - Improper Shift				
Synopsis	Survey By Pass - No Diagnosis				
Customer Anomaly	Gears & Transmission				
	Automatic Gearbox				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	45	Automatic Gearbox issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/29/2016 10:30 AM	Open
08/31/2016 12:28 PM	Closed
09/29/2018 06:55 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight
0123950000-Product,Body / Trim / Paint Finish,Exterior Styling/Appearance,Other,Unknown,Exterior Styling / Appearance - Inquiry,Abnormal squeaks/rattles/noises coming from rear sliding doors
0109005200-Product,Engine,Unknown,Vibration,Default,Engine - Vibration,Engine stumbles/hesitates/surges
0121000100-Product,Transmission / Transaxle,Unknown,Improper Shift,Default,Transmission / Transaxle - Improper Shift,Transmission / Transaxle - Improper Shift

Case Comments

Date	Comment
08/29/2016	CQI Survey Record Received - DATE : 08/29/2016 Survey Number : [redacted] Survey ID Number: [redacted] Survey Date : 08/27/2016 VIN Last 8 [redacted] CQI Comments : \Automatic rear doors [redacted]
08/30/2016	Did Customer ask for call back? (Yes/No) Yes Customer's Preferred Method of Contact: Yes, by phone or e-mail. Preferred call back number is [redacted] Preferred Email address: [redacted] Summarize Customer concern. Engine stumbles/hesitates /surges. Transmission and Drivetrain, Abnormal squeaks/rattles/noises coming from rear sliding doors. Recalls Y or N: S44 TRANSAXLE OIL PUMP
08/30/2016	Status update provided via email to the following email address: [redacted], My name is Scott, and I am following up on a survey that you recently completed regarding your 2016 CHRYSLER TOWN & COUNTRY. First, I would like to thank you for taking the time to complete the survey and offering us valuable feedback. Comments like yours are one way we have to learn of problems that may develop, as well as improvements desired by customers. You mentioned in the survey you were experiencing issues with Transmission / Transaxle - Improper Shift, Engine stumbles/hesitates/surges, Abnormal squeaks/rattles/noises coming from rear sliding doors. Please be advised there is an open recall S44 TRANSAXLE OIL PUMP, Please contact your local DLR for resolution. If you require further assistance from Chrysler, please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Chrysler Customer Assistance at 1-800-247-9753. Thank you, Scott End of Status Update
08/30/2016	Vehicle is at the dealership - AL SERRA CHRYSLER DODGE JEEP RAM (45551) Update triggered by s20691p
08/31/2016	Status update provided via email to the following email address: [redacted], My name is Scott, and I am following up on a survey that you recently completed regarding your 2016 CHRYSLER TOWN & COUNTRY. I have attempted to contact you through email, however I have been unsuccessful. We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are one way we have to learn of problems and opportunities desired by customers. Given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. If you require further assistance from Chrysler, please contact us and we will be happy to assist you in your vehicle concerns. You may contact us back by calling Chrysler Customer Assistance at 1-800-247-9753. Thank You, Scott End of Status Update

Email(s)

Date	10/01/2018	**Subject**	Hi [redacted], My name is Scott, and I am fol
From		**To**	**Sent Date/Time** 08/31/2016 12:27 PM

Hi [redacted],
My name is Scott, and I am following up on a survey that you recently completed regarding your 2016 CHRYSLER TOWN & COUNTRY. I have attempted to contact you through email, however I have been unsuccessful.
We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are one way we have to learn of problems and opportunities desired by customers.
Given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.
If you require further assistance from Chrysler, please contact us and we will be happy to assist you in your vehicle concerns. You may contact us back by calling Chrysler Customer Assistance at 1-800-247-9753.
Thank You,
Scott

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/31/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/31/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	175 Miles	**Market**	U	**Language**	English
Contact Email	nobody@external.fcagroup.com	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	HARRISBURG	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	66327	PAUL MILLER MOTORS INC		**Dealer Phone**	8703687329
Dealer Address	1570 EAST MAIN STREET				
	MELBOURNE		AR	72556 9315	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	X
Subject	Customer seeking owners manuals.				
Synopsis	Customer is expecting owner's manuals. Agent ordered the manuals and advised the customer that they should arrive in 7-10 business days. Customer concern resolved.				
Customer Anomaly					
Contact Reason	C58	Owners Manual Request	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Warranty - Documentation - Request for Vehicle's Manuals				

Case Status History

Create Date	Status
08/31/2016 12:41 PM	Open
08/31/2016 12:44 PM	Closed
09/29/2018 04:20 PM	Closed

Initial Description

0468000000-Corporate,Hard Copy Manual Order,Default,Default,Default,Hard Copy Manual Order,Customer seeking owners manuals.

Case Comments

Date	Comment
08/31/2016	An order for printed owner materials has been placed with our fulfillment house The following items have been selected: Warranty Radio 430/430N Owner's Manual
08/31/2016	Briefly summarize why the customer is contacting Chrysler: Customer is calling because they would like the owner's manuals. Briefly summarize what the customer is expecting: Customer is expecting owner's manuals. Agent ordered the manuals and advised the customer that they should arrive in 7-10 business days and that they can call us or find the manuals on the Dodge website in the meantime.
08/31/2016	Customer is taking the vehicle to DLR because the passenger rear door will not open from the inside.

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/09/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/09/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	23,110 Miles	**Market**	U	**Language**	English
Contact Email	nobody@external.fcagroup.com	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	JERSEY CITY	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60441	HUDSON CHRYSLER JEEP DODGE RAM		**Dealer Phone**	2013242030
Dealer Address	625 ROUTE 440				
	JERSEY CITY		NJ	07304 1089	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	E
Subject	right side sliding door will not lock				
Synopsis	advised of getting a rental on his own and submit documentation for possible reimbursement				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/09/2016 02:32 PM	Open
09/09/2016 02:57 PM	Closed
09/29/2018 10:17 AM	Closed

Initial Description

0416000000-Corporate,Rental Vehicle,Default,Default,Default,Rental Vehicle,rental while they wait for part
0108250000-Product,Electrical,Power Door Lock / Deck Lid,Other,Unknown,Power Door Lock / Deck Lid - Defective,right side sliding door will not lock

Case Comments

Date	Comment
09/09/2016	Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler as his vehicle needs a new motor for locking the door. Customer does not feel safe leaving his vehicle as he is not able to lock the doors. Agent contacted dealership (60441) and spoke with Lissa. Lissa stated that they have a wait list for the loaner vehicle and they do not deal with a rental agent. Agent advised customer that he can rent a vehicle on his own and submit documentation for possible reimbursement. Agent advised that customer can contact the dealership to
09/09/2016	leave the vehicle in lot as he is unable to lock the doors. Briefly summarize what the customer is expecting: Customer is expecting to get a rental vehicle

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	Model Year	2016	Brand	DODGE
Body	RTKH53	Vehicle	DODGE GRAND CARAVAN SE		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	09/13/2016	CAIR Type	Regular	Status	Closed
Close Date	10/26/2016	Origin	Letter	Reason	New problem
Mileage	1,920 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone		Contact Mobile	
Caller Address	[redacted]			Source	Customer
Caller City	RIDGEFIELD	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	44740	CHRYSLER JEEP DODGE OF PARAMUS		Dealer Phone	2014889000
Dealer Address	315 ROUTE 4 WEST				
	PARAMUS		NJ	07652 5104	USA
Dealer Zone	Northeast	Sales District		Service District	D
Subject	Passenger sliding door locked up				
Synopsis	Customer having repairs completed Obtained rental needed will submit for possible reimbursement.				
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/13/2016 01:47 PM	Open
09/13/2016 01:55 PM	Closed
09/28/2016 10:12 PM	Reopen
10/26/2016 01:40 PM	Closed
09/29/2018 05:13 PM	Closed

Initial Description

0459000000-Corporate,Reimbursement,Default,Default,Default,Corporate - Reimbursement,Rental - Reimbursement
0416000000-Corporate,Rental Vehicle,Default,Default,Default,Rental Vehicle,Customer submitting for rental reimbursment
0123035609-Product,Body / Trim / Paint Finish,Body Hardware,Misaligned / Poor Fit,Door-Sliding,Sliding Door Hardware - Misaligned / Poor Fit,Passenger sliding door locked up

Case Comments

Date	Comment
09/13/2016	****** Below Customer Contacted for Documentation Request ****** [redacted] on 2016-09-13 @ 09:49
09/13/2016	Briefly summarize why the customer is contacting Chrysler: Customer needing rental while repairs are getting completed Briefly summarize what the customer is expecting: Customer needing rental while repairs are being completed and will submit for possible reimbursement. Agent submitted documentation link for customer to send in receipts from rental already obtained
09/28/2016	customer needs another link to be sent out to send in for rental reimbursement
09/28/2016	**********Customer Email Address Updated********** Customer has updated the email address from [redacted] for further communication or for surverys.
09/28/2016	****** Below Customer Contacted for Documentation Request ****** [redacted] on 2016-09-28 @ 18:14
09/29/2016	***** Customer Document Received *****
10/01/2016	reassign to 86Y customer sent in documents to have rental reimbursement
10/22/2016	...
10/26/2016	Customer has submitted request for goodwill for rental while vehicle was at the dealership for warranty repairs. Customer has paid out of pocket. Writer is suggesting reimbursement as a goodwill gesture per customer satisfaction. Customer's proof of payment is: Visa Date of Repair: 09/16/16 In-Service Date: 04/19/16 Original Owner: yes Mileage: 1920 Loyalty: 1 new 1 used Multiple Repairs: no Authorized Chrysler Dealership: 44740 Dealer Opinion: Writer is reimbursing 2016 customer for rental while vehicle was at the dealership for warranty repairs. Service Contract/Warranty: no/560 Out-of-Pocket: $190.99 Labor $0.00 Parts $0.00 Rental $190.99 Misc. $0.00 Tax $0.00 Total $190.99 Writer is submitting check for approval in the amount of $190.99.
10/26/2016	Address on paperwork received matches address in COIN.
10/26/2016	Approved.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/13/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/28/2016	**Origin**	Email	**Reason**	New problem
Mileage	19,000 Miles	**Market**	U	**Language**	English
Contact Email	nobody@external.fcagroup.com	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	WAKE FORREST	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	26453	FRED MARTIN SUPERSTORE		**Dealer Phone**	3307534444
Dealer Address	3195 BARBER RD				
	NORTON		OH	44203 1011	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	E
Subject	customer seeking lemon law				
Synopsis	Performing as designed				
Customer Anomaly	Electronics				
	Control Systems (BCM, etc.)				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	10	Body Control Module (BCM) issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/13/2016 10:56 PM	Unworked
09/20/2016 11:36 PM	Open
09/28/2016 05:02 PM	Closed
09/29/2018 06:00 PM	Closed

Initial Description

0108825700-Product,Electrical,Power/Engine Control Module,Intermittent or Inoperative,Default,PCM/ECM - Intermittent or Inoperative,customer seeking lemon law

Case Comments

Date	Comment
09/13/2016	***** EMAIL BRIEF DESCRIPTION CONTENT ***** We wish to take advantage of The Lemon Buyback Law ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
09/21/2016	To Whom It May Concern: My husband and I are loyal consumers of Chrysler, Dodge and Jeep products over the last 10 years. My father, [redacted] who is a [redacted] in Barberton, OH, has given guidance as to what products are best for our family and gave us great deals. We have purchased 2 Dodge Journeys, a Dodge Avenger, a Jeep Compass and recently a Chrysler Town and Country on 10/20/2015. We absolutely love our van but have great concerns with the safety of our family and the issues at hand. The following has transpired: On August 25th I dropped our van off to get both back passenger doors fixed. The doors were not opening from a few days prior so we brought it to our local dealership. We picked the van up on the 26th and the doors were working. On the 27th of August we were getting ready to leave to go out of town and my husband used the auto start just like he always does since it is in the 100s here in North Carolina. When we got in the van my husband hit the push start button to activate it and the car started to act weird. My husband put it in reverse and the car went forward and we almost went through our garage. The soonest we could get into the dealership was Tuesday August 30th. When I picked my van up on Wednesday August 31st it was supposedly fixed. When I got in my car the issue was still not resolved. The dealership was not able to get me back into the shop until September 12th where they determined that they could not fix it at this time. Today September13th when I left work my vehicle would not start until after 5 attempts. The bottom is what I was given: Case Number [redacted] Release Date: 08/11/2016 Symptom/ Vehicle Issue: Remote Start Fails To Operate After A Recent PCM Flash Discussion: After a remote start attempt, the vehicle will shut off after the keyless Go Button is depressed. Some vehicles may set DTC's B1A28- ECM Mismatch with SKIM and most all set a P0513- Invalid Skim Key. Do not replace any modules aat this time, engineering is investgating the needed updates and will notify the field shortly. Are you serious??? My vehicle was given back to me defective and my familys life now lies in the hands of a malfunctioning van with the possibility of nonfunctioning instruments coliding with the safety and well being of my family. NOT GOING TO HAPPEN!!!! WOULD YOU ALLOW THIS???????????? We want to take advantage of The Lemon Law and have our vehicle replaced immediately and will also request the equivelent or better as a replacment and or rental until you work this out. We have missed work and placed my family in harms way and are ready to hire council if anything less than replacing the vehicle is the solution. Thank You for your Immediate attention (NOW IF NOT SOONER) Sincerely, [redacted] [redacted] Wake Forrest, North Carolina [redacted] *****END OF CUSTOMER EMAIL
09/21/2016	Dear [redacted] Thank you for contacting the FCA Customer Assistance Center. We are sorry to learn you've had such an experience, and can only imagine the frustration you are feeling. I do want to explain that notifying FCA does not mean that you are filing for Lemon Law. Our objective is always to repair the vehicle as per the terms of the original warranty. I am escalating your case to a case manager for a review of the vehicle's repair history to determine the right course of action. You will be contacted within 1-2 business days unless additional research is needed, which may take up to 3 business days. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753. Sincerely, Jody Customer Service Representative FCA Customer Assistance Center *****END OF CAC EMAIL*****

Date	Comment
09/21/2016	Customer was informed that by making this request they are NOT actually filing lemon law or any related process. Their case is being escalated for a review of the vehicle's repair history to determine if their request merits further action and that due to the nature of their request, it will require a call back which will take place within 1-2 business days. The outcome of the review does NOT determine Lemon Law eligibility. Preferred Morning/Midday call back number is[redacted] Preferred Afternoon/Evening call back number is[redacted] Who has possession of the vehicle? (Owner) Reassigned to 91L
09/21/2016	********** 91L Review **********
09/22/2016	*********Case Escalated to I2R********** Reviewed Warranty History which determined this case should be escalated to I2R for case management.
09/22/2016	: Monica with I2R Customer Resolution Team is responsible for this CAIR. The customer may contact Monica directly at (214) 583-2106. Monday – Friday, 8:30 AM–5:00 PM CST. Thank you. :
09/22/2016	Called dealer 44939 Chris Leith spoke to SA Jeremy, stated will fax CM customers RO history to[redacted] Attention:[redacted]. : Called dealer 26453[redacted] no repair history. :
09/22/2016	[redacted] Called customer explained that this case has been escalated for special handling and I would like to assist with vehicle concerns. Advised CM will be assisting with the repair process, to make sure that the vehicle is repaired per the warranty that is placed on it. Advised we are here to review the case for all possible resolutions available. Advised case manager cannot guarantee any outcome. CM provided direct phone number and office hours. Customer inquired about the process, advised could review for compensation, service contract up to replacement of the vehicle. Customer stated does not feel safe in vehicle, took into dealer yesterday, dealer unable to keep vehicle, service appointment will be made when a rental is available, has missed a lot of work due to vehicle concerns, an appointment after 4:30pm works best. Advised would contact dealer regarding next available appointment, and follow up every 2-3 business days as updates are available. Apologized for concerns. Thanked customer for patience. :
09/22/2016	Called dealer 919-570-5000 spoke to SA Jeremy stated there is an area gas shortage, may be the cause of rental shortage. Per SA PCM flash has caused electrical concerns, STAR case states FCA aware of concern, no repairs to be made, developing an update. :
09/26/2016	Briefly summarize why the customer is contacting Chrysler: Customer called in stating that she had a claim that was escalated. The customer states that the person handling her file does not pick up the phone and the VM is full. Briefly summarize what the customer is expecting: Call back Agent Advised: Agent advised the customer that the case would be updated and someone should be in touch.
09/27/2016	-Called dealer 44939 spoke with Adam who looked up the star case that stated FCA is aware of the concern there are no repairs to be done now. Developing and update. -Called the customer LVM advised I was calling on behalf of CM, I stated that FCA is aware of the concern and at this time there is no fix. I advised the CM will follow up 9/29
09/28/2016	: Called dealer 44939, spoke to SA Donovan, per customer when remote start used the vehicle electrical system will go hay wire, tech found STAR case[redacted] addressing that concern, no updates available at this time. Next available appointment will accommodate customer. :
09/28/2016	Called customer advised per dealer to address current concern no updates available at this time, will be notified when update available. Customer stated does not feel safe in vehicle. Apologized to customer, advised could contact NCDS for assistance with desired resolution. Apologized unable to assist further, contact CM if new vehicle concerns arise, will revisit case at that time. :

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/25/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/26/2016	**Origin**	Chat	**Reason**	New problem
Mileage	5,800 Miles	**Market**	U	**Language**	English
Contact Email	nobody@external.fcagroup.com	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	MIDDLETOWN	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	63166	BAILEY'S MOTOR SALES INC		**Dealer Phone**	4012958855
Dealer Address	425 TEN ROD RD				
	NORTH KINGSTOWN		RI	02852 4732	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	A
Subject	customer states door does not work properly				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/25/2016 01:04 PM	Open
09/26/2016 11:17 PM	Closed
09/29/2018 03:43 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,customer states door does not work properly

Case Comments

Date	Comment
09/25/2016	Incident number: [redacted] Hi, my name is Brenda with Dodge Customer Care, How may I help you today? Brenda: Hell[redacted] I have purchased a new Dodge grant caravan on April 30 2016. It currently has 5800 miles on it. I noticed when my kids went to get into the vehicle they did without me unlocking the doors first. Come to fine out the lock on the passenger sliding door does not work, either by power or manually. Is this going to be taken care of. I just had my first service and assumed they checked everything. Brenda: I can certainly understand that would be frustrating for you to have the passenger door not work for you. May you please advise me of the last eight of your vin number? [redacted] Brenda: May you please provide me with your mailing address and mileage so that I can research this further for you? [redacted] Warwick RI [redacted] 5800 Miles Brenda: The vehicle is registered to a business. Are you the business owner? [redacted] Registered to my wife [redacted] We are the owners Brenda: Thank you for the information [redacted] This is a brand new vehicle I would assume that Dodge warranty would cover this for the first year. Brenda: Thank you for your patience [redacted] We are very upset about this as this is our only vehicle and cannot be without. Brenda: I have ensured your vehicle address information is accurate. I have looked into your factory warranty for the vehicle. Your vehicle came with a factory warranty for 3 years and 36,000 miles for defect in product for basic items. Your vehicle has a powertrain warranty of 60 months of 60,000 miles for the powertrain warranty. Any factory defects for doors, electrical etc would fall under the basic factory warranty. The vehicle will need to go into the dealership to be diagnosed [redacted] Our dealership has a habit of telling us it was not a defect. They already replaced our wiper blades and originally tried to charge us.They said they were at 50%. I said impossible in 5 months. They finally covered them. [redacted] I want assurance that Dodge is going to stand by their product. Brenda: I can understand that this is frustrating for you in some cases. Windshield wiper blades, brakes, rotors etc. are wear and tear items and come with a 12 month or 12,000 mile warranty whichever comes first. Certainly if they were worn within that time frame then they should have been covered [redacted] Yes only after I complained. Brenda: You need to bring the vehicle into the dealership for diagnosis. If you would you can certainly speak to the service manager. [redacted] Thanks [redacted] disconnected ('Concluded by End-user').
09/25/2016	Agent is seeking survey bypass - vehicle needs to be diagnosed for problem with sliding door.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/30/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/07/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	6,443 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	YPSILANTI	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	26539	CUETER CHRYSLER JEEP DODGE LLC		**Dealer Phone**	7344342424
Dealer Address	2448 WASHTENAW AVE				
	YPSILANTI		MI	48197 1503	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	O
Subject	customer is calling about blown fuse				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/30/2016 05:31 PM	Open
10/03/2016 01:04 PM	Closed
10/04/2016 10:07 PM	Reopen
12/07/2016 03:23 PM	Closed
09/29/2018 02:31 PM	Closed

Initial Description

0416000000-Corporate,Rental Vehicle,Default,Default,Default,Rental Vehicle,Rental Vehicle
0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,customer is calling about blown fuse

Case Comments

Date	Comment
09/30/2016	Briefly summarize why the customer is contacting Chrysler: Customer called in regards to her vehicle, she said this is the second time the fuse has popped again, has to take to DLR again, wondering why this is reoccurring, she states she has to wait until Monday-Tuesday because she needs a loner, has to call Monday-Tuesday night to see if they have a loner, she states it is ridiculous because she has she said she is not paying for a rental and her insurance won't pay for one until its more than 24 hours, she states she is not looking forward to having to manually open her doors until it is fixed and what if it happens the fuse blows again while their in the vehicle, customer Is looking for a rental vehicle as she states she doesn't want to open her doors manually until it has been fixed, agent advised customer we cant look into a possible rental vehicle until the vehicle has been diagnosed, customer states that is ridiculous and she is most likely looking at terminating her lease If she has to keep dealing with this, agent apologized and once the vehicle has been diagnosed she is more then welcome to call back to see if we can help with a possible rental vehicle. Briefly summarize what the customer is expecting: customer was expecting a rental until the DLR was able to diagnose the vehicle and have a loner.
09/30/2016	Reassigning for survey bypass, no diagnosis.
10/04/2016	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Survey By Pass - No Diagnosis
10/04/2016	Briefly summarize why the customer is contacting Chrysler: The customer contacted CAC stating has been to the dealership for the same issue . The customer had an appointment booked to day and found out that his loaner was not available . The agent advised the customer to take the vehicle in for the rebooked appointment Briefly summarize what the customer is expecting: Customer seeking assistance with: [INSERT VEHICLE CONCERN]. Customer expecting: [INSERT REQUEST]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone numbe Earliest call time: Latest call time: Updates via text: Y/N [Mobile number] Updates via email: Y/N [Email address] Vehicle location: [LAFONTAINE CHRYSLER DODG 45400 Diagnosed by FCA dealer within last 30 days: Y/N Diagnosing dealer: [Dealer and code] If no diagnosis, appointment date and time: [Oct 5 2016 Confirmed appointment with: [Dealer and Dealer Contact] Customer in rental: Y/N Authorized by: Rental start date: [DATE]
10/05/2016	**********Case Management 88 4********** In Warranty All MVP none 1 New 0 Used
10/05/2016	Status update provided via email to the following email address Hello, my name is Shaunna, and I have been assigned as your case manager. This email is confirmation that your case, 302140f8, was successfully escalated to me. I will be calling you at your preferred number My office hours are 7:30 am – 4:00 (Mountain Time). My contact information is 800-763-8422 Ext. 40678 or you can reply to this email. If your preferred telephone number mentioned above isn't correct, please reply with the correction or use. You are a very valued customer to us and I would like to thank you for the opportunity to assist with your situation. Have a great day! End of Status Update

Date	Comment
10/05/2016	Customer called in to state that she took the vehicle in yesterday when they told her they were ready for the vehicle to come in, the DLR did not have an available rental car yesterday, and when she came back today she was given a Chrysler 200, but she states it is inadequate for [redacted], she asked if the DLR had anything bigger, but they said that they don't have anything bigger, and enterprise has nothing bigger available. Customer states her [redacted] and the 200 is inadequate. Customer is seeking a larger loaner vehicle. Agent advised customer that the case had been properly escalated to a case manager and the CM would be in touch by close of business today. Customer will await call.
10/05/2016	DEALER 734-429-9431 SM Paul reported SA John is working to get a larger vehicle to accommodate her [redacted] requirements. Vehicle has not been diagnosed yet and to follow up.
10/05/2016	CONTACT UPDATE - Customer was contacted today at see lines 52-53. Customer was provided with agent's extension:40678.
10/05/2016	CUSTOMER [redacted] reported she needs a larger vehicle for he[redacted], so CM offered to reimburse customer up to $45 per day until the dealership can provide a larger rental. CM will follow up with dealership to ensure the timeline for getting a larger rental and then customer can return her rental when dealership has one available. CM will track and provide updates and send a STAR escalation request for the fuse issues recurring again. CM reported sending a out of office email and Billy Jack will provide updates on the rental and diagnosis/repairs until CM return to the office.
10/05/2016	Status update provided via email to the following email address [redacted] This is the follow up email to our phone conversation for contact information. I will be out of the office until 10/10/16, so if you need assistance please call Billy Jack at 800-763-8422 ext. 40646 or you can leave me a message at ext. 40678, and I will follow up with you once I return. Billy will be providing updates from the dealership and ensure when a larger rental is available, and if you have any additional questions, my contact information is 800-763-8422 Ext 40678 or you may reply to this email. You are a very valued customer to us and I would like to thank you for the opportunity to assist with your situation. Have a great day. End of Status Update
10/05/2016	Task To Dealer: Please open STAR case for unresolved fuse concern. Task Type: STAR case opened
10/06/2016	Customer called in about the rental. She found a minivan but isn't sure about the charges. Called the dealership and spoke with Paul-SM and he will have Rob-SA working with this customer call her and facilitate the rental. Advised we will go up to $45 a day for her. Called [redacted]. [redacted] and advised her that Rob-SA will be calling her and facilitating all.
10/06/2016	Customer called in saying she hasn't heard from the dealer. Called the dealer and they will call her.
10/11/2016	DEALER 734-429-9431 SA John reported customer decline the larger rental and stayed in the 200. Vehicle is repaired and customer has picked it up. Was the customer in a rental? If yes, how many days? 4 Did the customer have a co-pay? If yes, how much? n/a What is the RO #? [redacted] Does the SM have the CAIR #? If no, provide it. yes Review and Confirm the DM Notes with the SM while on the phone. yes Does the SM have everything needed from Customer Care to process the claim? yes Miles out 6,443
10/11/2016	Status update provided via email to the following email address: [redacted] I contacted the dealership and they reported your vehicle is repaired, so I will give you time to test drive and will follow up with you by 10/13/16. If you did get a rental I will reimburse you the out of pocket
10/11/2016	expenses. If you have any additional questions, my contact information is 800-763-8422 Ext 40678 or you may reply to this email. You are a very valued customer to us and the dealership and we would like to thank you for the opportunity to assist with your situation. Have a great day. End of Status Update
10/13/2016	DEALER SA Frank confirmed customer has picked up the vehicle and repair were completed.
10/13/2016	CUSTOMER reported she paid her neighbor to use her vehicle, so CM will compensate customer with SC for oil/tire changes for 4 years, or AAPP3N and CM will follow up 10/14/16 to see which option customer would like. Customer also reported vehicle is working well for now and will like a few more days to test drive it and make decision on SC offer.
10/18/2016	Status update provided via email to the following email address: [redacted] The fax number for sending the proof of payment and detail rental receipt is 801-736-3929 and add your case number [redacted] and I will follow up once I receive the documents. I will also send a separate document link for you to scan and attach a file. If you have any additional questions, my contact information is 800-763-8422 Ext 40678 or you may reply to this email. You are a very valued customer to us and I would like to thank you for the opportunity to assist with your situation. Have a great day. End of Status Update
10/18/2016	****** Below Customer Contacted for Documentation Request ******[redacted] on 2016-10-18 @ 13:35
10/18/2016	********** Create Prep Sheet ********** Prep sheet was saved successfully.
10/21/2016	Status update provided via email to the following email address: [redacted] The fax number for sending the proof of payment and detail rental receipt is 801-736-3929 and add your case number [redacted] and I will follow up once I receive the documents. I will also send a separate document link for you to scan and attach a file. If you have any additional questions, my contact information is 800-763-8422 Ext 40678 or you may reply to this email. You are a very valued customer to us and I would like to thank you for the opportunity to assist with your situation. Have a great day. End of Status Update
10/21/2016	****** Below Customer Contacted for Documentation Request ******[redacted] on 2016-10-21 @ 16:43
10/21/2016	CUSTOMER provided alternative email [redacted] and CM will resend email and document link.
10/24/2016	CUSTOMER [redacted] left message she is having issues with her vehicle's door not opening again.
10/24/2016	CUSTOMER [redacted] reported she would like to take vehicle to another location closer to her home and will make appointment and let CM know the date. Customer will also let dealership know about the rental requirement for [redacted] and CM will follow up to ensure rental meets customer needs and send a resolve concern for vehicle door issues not being resolved.
10/24/2016	**********Rental Value Updated********** Estimated Rental Amount: $180 Provided By: Customer Pay Days Authorized: 4
10/24/2016	Status update provided via email to the following email address [redacted] I spoke with Eric and provided the approval and all is good, so you should not need anything but the case number, if they need that information. End of Status Update
10/24/2016	CUSTOMER [redacted] reported dealership is #26529 Cuter and appointment is for 9:00 and she has reserved a rental meeting he child seat requirements.
10/25/2016	Vehicle is at the dealership - CUETER CHRYSLER JEEP DODGE LLC (26539) Update triggered by s55150p
10/25/2016	CUSTOMER [redacted] reported the Enterprise location did not have the information for rental approval and charged customer's credit card. Customer will follow up with SA and get the rental billing corrected and find out the diagnoses.
10/25/2016	DEALER 734-434-2424 SA Sarica will open a STAR case and also having the previous dealer faxing over what they repaired. SA will also take care of the rental billing and have customer follow up with SA if they encounter any additional issues. SA recommended to call back with an update late tomorrow.
10/25/2016	Status update provided via email to the following email address [redacted] I spoke with your Service Advisor Sarica and she will open a STAR case and also getting previous repair history from your last visit. She also reported getting rental billing corrected and if you had any additional problem you were going to contract her. I will follow up again tomorrow with a status update and if you have any additional questions, my contact information is 800-763-8422 Ext 40678 or you may reply to this email. You are a very valued customer to us and the dealership and we would like to thank you for the opportunity to assist with your situation. Have a great day. End of Status Update
10/26/2016	DEALER SA Saerica tech has replaced the fuse again and has been trying to get the concern to act up, along with getting previous repairs documents from the other dealership, so CM requested a STAR case be open and report the multiple repairs for the same concern and see what they recommend. CM can approve additional rental to ensure we get a STAR case open and see what they determine as next steps.

Date	Comment
10/26/2016	Status update provided via email to the following email address: [redacted] The service advisor reported getting the other repair details and they are going to open a STAR escalation to see what the internal Chrysler tech recommended to resolve this issues as it keeps occurring. I will continue to track and provide updates. You are a very valued customer to us and the dealership and we would like to thank you for the opportunity to assist with your situation. Have a great day. End of Status Update
10/27/2016	DEALER SA reported they have tried to reduplicate the issues and everything is working fine and cannot get the fuse to blow again, so SA will check on co-pilot option to monitor for the concern. Reported STAR opened and they reported unless issues is seen to fail they cannot duplicate the issues.
10/27/2016	Status update provided via email to the following email address: [redacted] The are still working on your vehicle, so I will follow up again in the morning to see what they have found out. Have a great evening. End of Status Update
10/28/2016	DEALER 734-434-2424 SA Sarica is out today and SA Eric is at lunch and will follow up with CM on the status of the vehicle.
10/28/2016	Status update provided via email to the following email address: [redacted] I just got your message and will approve additional rental and am following up with them this afternoon. End of Status Update
10/28/2016	DEALER 734-434-2424 SA Eric approved additional rental day and status of the diagnosis and possible co-pilot option to detect the issues while customer has the vehicle to capture the codes. SA reported the have a recorder, but will require a $500 deposit and will have SA follow up with the customer on Monday to explain the option. CM approved rental through 11/2/16.
10/28/2016	Status update provided via email to the following email address: [redacted] I spoke with the dealership and extended the rental and your service advisor will follow up on Monday as they have an option to detect the codes and will need to explain the process. They use a co-pilot module to track the codes when the part fails. I will also follow up on Monday with you once the Sarica has called and explained the details. Have a great weekend. End of Status Update
10/31/2016	DEALER 734-434-2424 reported the option for the co-pilot is good if the customer will do a $500 deposit, or other options is to disable one side of the vehicle to see if it blows the fuse by driving it for two weeks and then switch to the other side to test and narrow down which side is causing the fuse to blow. SA Saric reported leaving messages with the customer to explain the options and CM will also follow up with customer.
10/31/2016	Status update provided via email to the following email address: [redacted] I spoke with your service advisor and they have a couple of options for you on resolving your vehicle's issues. Please give her a call and she will explain the options and see which one you would like to do first. If you have any additional questions, my contact information is 800-763-8422 Ext 40678 or you may reply to this email. You are a very valued customer to us and the dealership and we would like to thank you for the opportunity to assist with your situation. Have a great day. End of Status Update
11/01/2016	CUSTOMER called and requested call back[redacted].
11/01/2016	CUSTOMER[redacted] reported speaking with SA and they outlined the options and would like to speak with her husband tonight to determine which way to go and follow up with the SA in the morning. CM also outline providing some type of compensation once vehicle is repaired for the delays and multiple visit it is taking to resolve the issues.
11/02/2016	CUSTOMER[redacted] reported she contacted the SA and she has not heard back yet on the option to write a check. CM will follow up and see what they have decided.
11/02/2016	DEALER 734-434-2424 SA Sarica reported the options and they will rather not hold a check, but will follow up and see if customer wants to put it on a credit card or disable each side, otherwise customer will need to drive vehicle until fuse blows again and see if POF can be detected. CM will approve rental to 11/4/16 to see what customer would like to do.
11/04/2016	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 41077. Left VM for customer about what she would like to do about her opinions on the fuse
11/04/2016	Agent attempted to contact dealer Service Manager Jason, however, SM not available. Left message for a return call at extension 41077. Left VM to get an update on what our next steps are going to do with our customer
11/07/2016	CUSTOMER[redacted] Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40678 to determine what customer would like to do about options dealership has recommended.
11/08/2016	DEALER 734-434-2424 SA Sarica reported customer did not want to do the co-pilot option so they disabled one side of the vehicle and will bring vehicle back in 3 weeks or if the fuse blows.
11/08/2016	Status update provided via email to the following email address: [redacted]m I spoke with your service advisor and they disabled one side of your vehicle, so I will check in with you weekly, or please contact me if the fuse does blow out again. If you have any additional questions, my contact information is 800-763-8422 Ext 40678 or you may reply to this email. Please note I will provide some compensation for the time spend trying to resolve this issues and I know how inconvenient this makes your life. You are a very valued customer to us and the dealership and we would like to thank you for the opportunity to assist with your situation. Have a great day. End of Status Update
11/14/2016	Vehicle is at the dealership - CUETER CHRYSLER JEEP DODGE LLC (26539) Update triggered by s55150p
11/15/2016	Vehicle is at the dealership - CUETER CHRYSLER JEEP DODGE LLC (26539) Update triggered by s55150p
11/15/2016	DEALER 734-434-2424 SA reported motor and track are being replaced and ETA for repairs is sometime later today.
11/15/2016	CUSTOMER[redacted] Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40678. reported status of repairs in lines 320-320 and will continue to follow up.
11/16/2016	DEALER 734-434-2424 SA reported they replaced a door wire harness and have not heard back from the customer. SA Sarica will call back with RO and number of rental days.
11/16/2016	Status update provided via email to the following email address: [redacted] I spoke with your service advisor and they reported repairs have been completed and vehicle returned back to you, so I will give you time to test drive it to ensure these issues are resolved. I will follow up the first of next week and If you have any additional questions, my contact information is 800-763-8422 Ext 40678 or you may reply to this email. You are a very valued customer to us and the dealership and we would like to thank you for the opportunity to assist with your situation. Have a great day. End of Status Update
11/21/2016	DEALER 734-434-2424 SA Was the customer in a rental? If yes, how many days? n/a Did the customer have a co-pay? If yes, how much? n/a What is the RO #?[redacted] Does the SM have the CAIR #? If no, provide it. yes Review and Confirm the DM Notes with the SM while on the phone. yes Does the SM have everything needed from Customer Care to process the claim? yes
11/21/2016	CUSTOMER[redacted] Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40678. How vehicle is working, if customer is comfortable to close their case and all issues addressed and expectations met. Offer SC for time spent getting issues resolved.
11/23/2016	CUSTOMER[redacted] Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40678. How vehicle is working and offered SC compensation for the length of time to get issues resolved and vehicle repairs.
11/25/2016	Status update provided via email to the following email address: [redacted] I am checking in on your vehicle and how it is working and if all issues resolved and I would like provide some compensation for the time it took to resolve the issues. Please give me a call, otherwise I will follow up with you by 11/29/16 and enjoy the remaining part of your Thanksgiving holiday weekend. End of Status Update
11/29/2016	CUSTOMER[redacted] reported vehicle door issues resolved, but is having issues with the rear wiper and so they will waiting to see if it works again in the rain. Customer will send rental and oil change in and CM will reimburse customer for the costs and send email with the fax number.

Date	Comment
11/29/2016	Status update provided via email to the following email address [redacted] Please send my your receipts for the rental and oil change and I will process a reimbursement for you. the fax number is 801-736-3929 and add your case nI will be out of the office from 11/30/16 and return 12/7/16, and if you have an issues while I am gone, please Javi at 40560 or contact Billy at ext. 40646 they will be able to assist you, otherwise I will follow up once I return to the office by 12/8/16 If you have a scheduled follow up, while I am out of the office one of my team members will be following up with you, or you can wait until I get back and I will contact you then. If you have any additional questions, my contact information is 800-763-8422 Ext 40678 or you may reply to this email. You are a very valued customer to us and the dealership and we would like to thank you for the opportunity to assist with your situation. Have a great day. umber [redacted] and I will follow up once the documents have been received. End of Status Update
12/06/2016	Close case no receipts
12/07/2016	CUSTOMER [redacted] Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40678. Case will be closing and when customer is ready to send in documents we can reimburse for rental and towing. CM will send closing email for customer's records.
12/07/2016	Status update provided via email to the following email addres [redacted] am following up to report I have not received your document for the reimbursement, and so please when you are able send them to us and I will be happy to reimburse you for the rental costs. I will be deactivate your case today, and if you have any issues with your vehicle or sending the documents in call 800-247-9753 and references your case [redacted] Please enjoy the holiday season and Merry Christmas to you and your family. End of Status Update
12/07/2016	Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and we hope we were able to resolve your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case, therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

Email(s)

Date	10/01/2018	***Subject***	I am following up to report I have not received yo		
From		***To***	***Sent Date/Time***	12/07/2016 15:22 PM	
I am following up to report I have not received your document for the reimbursement, and so please when you are able send them to us and I will be happy to reimburse you for the rental costs. I will be deactivate your case today, and if you have any issues with your vehicle or sending the documents in call 800-247-9753 and references your case [redacted] Please enjoy the holiday season and Merry Christmas to you and your family.					

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTRM55	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/04/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/08/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	7,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	LONGMONT	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	42604	DAVE SMITH MOTORS		**Dealer Phone**	2087841208
Dealer Address	210 NORTH DIVISION				
	KELLOGG		ID	83837 2306	USA
Dealer Zone	West	**Sales District**		**Service District**	A
Subject	Excessive wind noise				
Synopsis	Agent is closing case due to no diagnosis.				
Customer Anomaly	Interior				
	Wind Noise				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	106	Wind noise issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/04/2016 10:30 AM	Open
10/08/2016 12:43 PM	Closed
09/29/2018 05:45 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight
0123039409-Product,Body / Trim / Paint Finish,Body Hardware,Buzz, Squeak, Rattles,Door-Sliding,Sliding Door Hardware - Buzz, Squeak, Rattles,Abnormal squeaks/rattles/noises coming from rear sliding doors
0100006800-Product,Unknown,Unknown,Wind Noise,Default,Wind Noise in Product,Excessive wind noise

Case Comments

Date	Comment
10/04/2016	CQI Survey Record Received - DATE : 10/04/2016 Survey Number : [redacted] Quality Survey ID Numbe[redacted] urvey Date : 10/02/2016 VIN Last 8 [redacted] CQI Comments : \The sliding door problem. I work 7 am to 6 pm in a [redacted] It would be hard for me to receive calls [redacted]
10/06/2016	Customer's Preferred Method of Contact: Phone or Email Preferred call back number is: [redacted] Preferred Email address: [redacted] Mileage Updated? Yes Dealer code: 42604 Summarize Customer concern: Wind noise and noise from the sliding door
10/06/2016	Status update provided via email to the following email address [redacted] My name is Greg, and I am following up on a survey that you recently completed regarding your 2016 DODGE GRAND CARAVAN. First, I would like to thank you for taking the time to complete the survey and offering us valuable feedback. Comments like yours are one way we have to learn of problems that may develop, as well as improvements desired by customers. You mentioned in the survey you were experiencing concerns with wind noise and a problem with the sliding door. If you would like to discuss the survey further, please respond to this email or contact me back at 1-855-675-9291 extension 4718114. Thank you. End of Status Update
10/07/2016	Status update provided via email to the following email address: [redacted] My name is Greg, and I am following up on a survey that you recently completed regarding your 2016 DODGE GRAND CARAVAN. If you would like to discuss the survey further, please contact me back at 1-855-675-9291 extension 4718114. Thank you. End of Status Update
10/08/2016	Status update provided via email to the following email address: [redacted] My name is Greg, and I am following up on a survey that you recently completed regarding your 2016 DODGE GRAND CARAVAN. We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are one way we have to learn of problems and opportunities desired by customers. Given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. If you require further assistance from Dodge please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Dodge Customer Assistance at 1-800-423-6343. Thank You. End of Status Update
10/08/2016	Agent is closing case due to no diagnosis.

Email(s)

Date	10/01/2018	**Subject**	My name is Greg, and I am following up on a survey		
From		**To**	**Sent Date/Time**	10/08/2016 12:43 PM	

My name is Greg, and I am following up on a survey that you recently completed regarding your 2016 DODGE GRAND CARAVAN.
We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are one way we have to learn of problems and opportunities desired by customers.
Given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.
If you require further assistance from Dodge please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Dodge Customer Assistance at 1-800-423-6343.
Thank You.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/14/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/08/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	2,300 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	LOS ALAMITOS	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	43012	CERRITOS DODGE INC		**Dealer Phone**	5624025335
Dealer Address	18803 STUDEBAKER RD				
	CERRITOS		CA	90703 5332	USA
Dealer Zone	California	**Sales District**		**Service District**	M
Subject	Battery light came on				
Synopsis	Failed remote start when its activated. Win Module at fault, slow charge diagnostic, ETC Dispatch				
Customer Anomaly	Battery				
	Additional details				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	102	Battery Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/14/2016 01:47 AM	Open
11/08/2016 10:20 PM	Closed
09/29/2018 01:49 PM	Closed

Initial Description

0108110000-Product,Electrical,Remote/Key Fob,Default,Default,Remote/Key Fob,Customer states remote start is not working
0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,Customer states the power doors arent working properly
0108100000-Product,Electrical,Battery,Other,Default,Battery Inquiry,Battery light came on

Case Comments

Date	Comment
10/14/2016	Briefly summarize why the customer is contacting Chrysler: Customer stated she has been having repeat electrical concerns with the vehicle. Customer stated the following concerns "Couple weeks ago doors weren't opening brought it in and thought it was repaired. After 1 day use it broke again. Replaced wire or shorted wire. Today battery light is staying on, the doors still not working properly, remote start not working properly" Briefly summarize what the customer is expecting: Customer seeking assistance Agent advised customer everything would be documented for her and it would be escalated up to another department for further assistance. Customer seeking assistance with: Customer stated she is having various electrical concerns with the vehicle and her SA is Bryan Grosman. Customer expecting: Assistance with getting the vehicle repaired. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number [redacted] Earliest call time: Anytime Latest call time: Anytime Updates via text: N Updates via email: N Vehicle location: Dealership Confirmed appointment with: No appointment they are working on the vehicle now it was dropped off this morning Customer in rental: Y Authorized by: Dealership Rental start date: 10/13/16
10/14/2016	********** Create Prep Sheet ********** Prep sheet was saved successfully.
10/14/2016	********* Case Management - District O ********** IN WARRANTY MVP: None Household: 2 New 2 Used
10/14/2016	Writer contacted DLR at 562-402-5335 to discuss diagnosis for battery, key fob, and sliding door, requested to speak with SM, SA is Brian and is unavailable, battery light was addressed and was high resistance b plus cable was burned due to loose nut on cable, DLR replaced TIPM and reprogrammed, no information on sliding door or key fob, requested to leave a message with advisor, provided a contact number and EXT 40752.
10/14/2016	CONTACT UPDATE - Customer was contacted today at 6:59 PM EST. Customer was provided with agent's extension: 40752.
10/14/2016	Writer contacted customer a[redacted]o advise of case escalation, discuss concerns and expectations, inform of message left for SA Brian for information on vehicle, advised of conversation with receptionist stating repairs appeared to be complete for the battery light, customer states automatic start wasn't working and SA believed was due to battery light, sliding door is a current concern and was brought back twice for concern, advised CM will try to clarification, customer wanted to let CAC know the concerns with vehicle and is third time in for 3 separate electrical concerns, customer would like concerns documented, writer advised customer that CM will follow up no later than Monday to discuss repairs.
10/15/2016	Vehicle is at the dealership - CERRITOS DODGE INC (43012) Update triggered by s35746n
10/17/2016	CM called DLR to speak with Tina in Service. Vehicle may be done but not sure at this time. Need to talk to SA Brian on case. - Agent attempted to contact dealer Service Advisor (SA) however, SA not available. Left message for a return call at extension 40663
10/19/2016	Vehicle is at the dealership - CERRITOS DODGE INC (43012) Update triggered by s35746n
10/19/2016	SA Brian called CM. 3rd electrical issue on vehicle. 1st time it was a sliding door problem, 2nd time (a week ago) had a battery light on, ton of codes, had to replace TIPM module and reprogram it. Vehicle runs fine normally when started but has problem with the remote start by driving pushing button on dash. WIN module needs replaced. SA requested for auto payment reimbursement. SA ordered WIN Module and will be in 1 week, SA expedited part.

Date	Comment
10/19/2016	Status update provided via email to the following email address [redacted] Hello. [redacted] Your Case Manager. - Here's my contact information 1-800-763-8422 X40663. Follow 10/21 End of Status Update
10/22/2016	Writer contacted customer, advised lines 64-70, customer stated that she has her vehicle, writer advised that DLR will contact her to schedule appointment once part arrives and CM will follow up on 10-26-16 to see if appointment has been or needs to be scheduled.
10/22/2016	Writer contacted DLR and was transferred to SA Brian left vm for call back to ext. 40663
10/22/2016	Writer left VM for customer advising of callback for 10/26
10/26/2016	CM called DLR to speak with Tina from Service. WIN Module part has arrived, DLR will call to set up appointment
10/26/2016	CM called customer. Notify of lines 85-86. Noticed that the battery light is not coming on when turning the vehicle over. CM concerned over vehicle & current revelation; customer asked about possible case escalation. CM advised a STAR CASE can be created if customer still has concerns over not getting vehicle fixed. Follow 10/28 to check on customer.
10/28/2016	Writer called DLR. Tina is out of the office today. Follow up 10/31/16.
10/28/2016	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40663.
10/31/2016	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40663. Follow 11/1 to give reimbursement information.
11/01/2016	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40663. Follow 11/2. If customer doesn't respond CLOSE CASE
11/02/2016	CM called DLR to speak with Lydia from Service. Vehicle was pick-up at the dealership, vehicle wasrepaired and replaced the WIN module
11/02/2016	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40663. Follow 11/4. If customer's vehicle is ok or left message then CLOSE CASE
11/04/2016	CM called DLR to speak with Lita in Service. Vehicle repairs are done, SA Brian needs to complete paperwork in order for the customer to pick-up their vehicle.
11/04/2016	CM called customer to notify of lines 107-109. Follow 11/7. If vehicle is ok repair wise then CLOSE CASE
11/08/2016	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40663. CLOSE CASE
11/08/2016	CM called DLR to speak with Lydia. - Failed remote start when its activated. Win Module at fault, slow charge diagnostic, ETC Dispatch Was the customer in a rental? yes If yes, how many days? 1 (dealer) Did the customer have a co-pay? no If yes, how much? What is the RO #[redacted] Outgoing Mileage ? 2488 Does the SM have the CAIR #? If no, provide it. Review and Confirm the DM Notes with the SM while on the phone. Does the SM have everything needed from Customer Care to process the claim?
11/08/2016	**********Rental Value Updated********** Estimated Rental Amount: $45 Provided By: Dealer Days Authorized: 1

Email(s)

Date	10/01/2018	***Subject***	Hello. [redacted] Your Case Manager. - Here's my co		
From		***To***	***Sent Date/Time***	10/19/2016 23:38 PM	

Hello [redacted] Your Case Manager.

Here's my contact information 1-800-763-8422 X40663. Follow 10/21

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/18/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/11/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	9,822 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	WHITEHOUSE STATI	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	66932	FULLERTON CHRYSLER JEEP DODGE RAM		**Dealer Phone**	9087222500
Dealer Address	1050 ROUTE 22				
	SOMERVILLE		NJ	08876 1759	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	F
Subject	Customer seeking rental				
Synopsis	.				
Customer Anomaly	Electronics				
	Cruise Control/Speed Limiter				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	17	Cruise control or speed limiter issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/18/2016 08:36 PM	Open
01/11/2017 06:43 PM	Closed
09/29/2018 05:28 PM	Closed

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code
0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108700000-Product,Electrical,Speedo/Gauges/Ometer/EIC,Other,Default,Speedo/Gauges/Ometer/EIC - Inquiry,Customer seeking rental

Case Comments

Date	Comment
10/18/2016	Briefly summarize why the customer is contacting Chrysler: Customer is calling stating that her vehicle is down due to the instrument cluster and will be until either Friday or Monday when the part comes in and she needs a rental until that time Briefly summarize what the customer is expecting: Customer is expecting rental Agent contacted dlr and spoke to SA Cathy who advised that their dlr has no rentals available and does not have a contract with a rental company. Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today. Preferred Morning/Midday call back number is [redacted] Reassigned to 86R
10/18/2016	.
10/18/2016	**********Rental Value Updated********** Estimated Rental Amount: $180 Provided By: Customer Pay Days Authorized: 4
10/18/2016	***DEALERSHIP CONTACT*** Writer contacted FULLERTON CHRYSLER JEEP DODGE RAM|32-66932|908-722-2500 who advised that they do not have any loaner vehicles available. ***CUSTOMER CONTACT*** Writer contacted customer at [redacted] writer advised that the customer would need to pay out of pocket. Customer is not satisfied, writer apologized.
10/18/2016	Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number [redacted] Vehicle location: DLR Confirmed appointment with: FULLERTON CHRYSLER JEEP DODGE RAM|32-66932 / Rosa Customer in rental: n Authorized by: customer pay.
10/19/2016	* * * * * * * * * Case Management * * * * * * * * * OOW: In Warranty MVP: None Household: 6 New 0 Used
10/19/2016	********** Create Prep Sheet ********** Prep sheet was saved successfully.
10/19/2016	Agent attempted to contact customer at [redacted] however, customer was not available. No voicemail option.
10/20/2016	Writer contacted DLR at 908-722-2500 and spoke with SA Kathy. Customer informed DLR of issues. Issues reported were dash lights not working, window wipers not turning off, right sliding passenger door not opening consistently, and staining noises from the driver's side window. Kathy stated that they are waiting on an instrument cluster to make repairs on the vehicle. Writer offered to escalate to parts department to see availability of part. Part # 6841686AA Order [redacted]
10/20/2016	Writer contacted DLR at 908-722-2500 and spoke with SA Kathy, informed that Case has been escalated to 96W. Writer inquired what the point of Failure was, SA stated that it was a manufacturers issue. Stated that the is no power in the cluster. Mileage is 9822
10/20/2016	Agent attempted to contact customer at [redacted] however, customer was not available. No voicemail option.
10/20/2016	Agent attempted to contact customer at [redacted] (a number provided by DLR as the Customer's spouse), however, customer was not available. Left message for a return call at extension 41060 Reason for call: To discuss Case, Contact information, and rental situation.
10/20/2016	Customer contacted CAC to speak with CM, CM was available writer transferred customer to CM with their permission.

Date	Comment
10/20/2016	Customer called Writer, Writer informed that our specialized part department is now involved and will be looking into options for the part to be expedited. Customer was informed of possible rental reimbursement parameters, customer inquired if rental company could charge Customer Care directly. Writer said we'd research that if rental information was provided. Customer requested part update tomorrow, and would provide rental company information at that time. Customer provided better number for Customer contact, [redacted]. Customer said that rental cost is roughly $45 starting on 10/19/16. Customer's expectations: Rental Reimbursement
10/21/2016	Customer: [redacted] calling to speak with CM; MT1518 Writer transferred customer to CM extension: 41060
10/21/2016	Customer called Writer inquiring of potential rental options. Customer inquired if rental company can bill Chrysler Customer Care for rental (seeing as their rental expires at 1pm EST today) Writer stated that we'd look into that. Customer's rental company is Hertz, with assistant Jon 908-236-0050. Customer requested call back at[redacted]
10/21/2016	Writer contacted DLR at 908-722-2500 and spoke to PA Roy, Roy stated that the ETA for the part is 10/24 (Monday). They do not have a tracking number on the part.
10/21/2016	***TL448 authorizes $45 a day for rental reimbursement***
10/21/2016	Writer contacted DLR at 908-722-2500 and spoke to SA Kathy and inquired of repair ETA. Kathy said if the part gets in Monday, the repairs should be done Tuesday afternoon. Current Mileage for vehicle is 9822
10/21/2016	Writer contacted Customer a[redacted] informing of the approval for $45 a day. Customer was also informed of ETA for repairs for Tuesday. Customer alleged that rental company would be going to DLR to see if they could work out for the charge to be put on Chrysler. Customer upset, states that Paige from Chrysler said that all of Rental would be covered, and Customer confused as to why we don't cover taxes and insurance etc. Writer will follow up when there's more information.
10/24/2016	**********96W PARTS ESCALALTION********** Agent contacted the dealership at 908-722-2500 and spoke with PA Steve. PA confirmed the part number as 68241686AA with order number[redacted]. PA was thanked for assisting FCA. **********END OF UPDATE **********
10/24/2016	****** Following Corporate Resource has been contacted ****** PARTS EXPEDITING for Part#68241686AA,Order[redacted]OMC#95507165 on 2016-10-24 @ 10:17
10/24/2016	****** Following Corporate Resource has been contacted ****** PARTS EXPEDITED ON: 10/24 PART NUMBER: 68241686AA PART DESCRIPTION: CLUSTER ORDER NUMBER:[redacted] DEALER CODE: 66932 # of DEALERS WITH THE PART: 3 CUSTOMER IN RENTAL (Y OR N): n/a ASSIGN TO: JV1151 (CASE HAS A 88-CM) **********END OF TRIAGE**********
10/24/2016	**********96W PARTS UPDATE ********** Writer checked GPOP and found part status as released to supplier. Tentative ETA for part is 11/07/16 **********END OF UPDATE **********
10/24/2016	Agent attempted to contact dealer Service Manager at 908-722-2500, however, SM not available. Left message for a return call at extension 41060. Reason for calling: to see if the rental company spoke with the DLR about expenses.
10/24/2016	Writer called Rental Company Hertz at 908-236-0050 and spoke with Jon. Writer inquired if Jon had spoken with the Dealership about billing. Jon said he hadn't but he would soon. Writer stated that we'd call back in a few days to follow up. Jon said that they are not charging the customer at this time for the rental, and will not apply charges until after an attempt has been made to work with Chrysler.
10/24/2016	Agent attempted to contact dealer Service Advisor Kathy at 908-722-2500, however, SA not available. Left message for a return call at extension 41060
10/24/2016	Writer contacted DLR at 908-722-2500 and spoke to PA Steve. Steve stated that the part did not come in, and that they are working on reprogramming the part before shipping it.
10/24/2016	SA Kathy called to speak with their Case Manager. Writer warm transferred the customer to at ext. 41060
10/24/2016	SA Kathy called Writer and informed that parts had not come in yet.
10/24/2016	Agent attempted to contact customer at[redacted], however, customer was not available. Left message stating that the new ETA for parts is 11/7 and that we're trying to speed up the process. Also conveyed that Writer has been in contact with Rental company inquiring of their intentions. Writer will follow up on 10/27 with an update. Left extension 41060
10/25/2016	Customer [redacted] : calling to speak with CM. Writer transferred customer to: at extension: 41060
10/25/2016	Customer called Writer. Customer's Father spoke with Writer alleging that Customer is hysterical due to the far ETA. Customer requested that this process be expedited more. Writer informed that case has been escalated to our Parts specialists, who work to expedite this process. Customer requested further research and help, and wants a callback tomorrow with an update, preferably before 10 MST.
10/25/2016	Callback #[redacted], Customer Father's name:[redacted]
10/26/2016	Writer to contact DLR and speak to the parts department to check the status on a part. Parts Roy told me that the part ETA 11/07/16 at this point.
10/26/2016	Writer to contact customer but customer was unavailable left message to have customer call back
10/27/2016	Customer :[redacted] father,[redacted] called to speak to CM mt1518. Caller was warm transferred to CM mt1518.
10/27/2016	Customer called Writer and explained frustrations due to the far ETA of parts. Customer alleged there should be parts somewhere in America. Writer explained that we've done all we could at this point, and that parts team is working hard to expedite process. Customer requested Supervisor to call back. Customer requested call back at[redacted]) if before 1 pm, if after 1pm call back at[redacted]If callback on 10/28, then cal[redacted]
10/27/2016	Deverough regardless of time.
10/29/2016	**********Supervisor call**********[redacted], Customer. Phone just rang. There was no voicemail that picked up. 1st attempt 10-28-2016, will make 2nd attempt on 10-31-2016
10/31/2016	**********96W PARTS UPDATE ********** Writer checked GPOP and found part status as released to supplier. Tentative ETA for part is 11/07/16 **********END OF UPDATE **********
11/02/2016	Writer contacted Customer a[redacted] and inquired if they are still interested in having a supervisor call (Seeing as previous attempts have been unsuccessful) Customer requested a supervisor call still. Writer advised that it would take 1 business day.
11/02/2016	Prefered Call back #[redacted]
11/02/2016	****** START OF SUPPORT ESCALATION by T9693M0****** **** Update from Expediting Team for **** Part#68241686AA,Order[redacted]OMC#95507165 Per supplier, part will ship 11/07. Tentative ETA to dealer, 11/11. ****** END OF SUPPORT ESCALATION ****** by T9693M0
11/03/2016	**********Supervisor********** Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 41060.
11/04/2016	EORD HAS BEEN CHANGED TO 2016-11-03 FOR PN: 68241686AA, ORDER#[redacted], FOR OMC# 95507165
11/04/2016	***Supervisor Call*** Writer contacted the DLR and spoke to Roy who stated the ETA is 11/7/2016.
11/04/2016	***Supervisor Call*** Writer contacted the customer's Mom. Customer stated that she is very upset that it's taking so long for the part to get to the DLR. Customer inquired in this day and age why things can't be shipped over night. Writer advised the customer that we are in the process of expediting the part and the ETA is 11/7/2016. Customer stated her daughter has been driving a rental vehicle and she just wants her daughters vehicle to be repaired or customer taken out of vehicle. Writer advised that she will do anything possible to assist the customer and will look at compensation once the vehicle is repaired and back to the customer. Customer's mom's cell number is[redacted]. Writer will follow-up with the customer no later than 11/8/2016.
11/08/2016	Bill from Hertz left a voicemail stating that he needs a call back in regards to getting a direct check sent to him.
11/08/2016	Agent contacted dlr. Agent spoke to Nate stated they have not received part.

Date	Comment
11/08/2016	****** Following Corporate Resource has been contacted ****** PARTS EXPEDITING for Part#68241686AA,Order[redacted],OMC#95507165 on 2016-11-08 @ 15:22
11/08/2016	Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40598. Writer needs to find out when the part is going to be at the DLR.
11/08/2016	***Supervisor Call*** Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40598. Writer advised the customer that she reached out to her internal resources to get part expedited and that she has been contacting the DLR. Writer spoke to Kathy who stated the customer came in irate because the part was not in. Customer is in a rental vehicle through Hertz as the DLR doesn't have rentals only loaners and no van loaners. Writer inquired if the customer can get into a loaner vehicle if one becomes available and SW stated yes if one becomes available but its been difficult because a lot of the parts that are needed for the repairs are on back order and they are trying to expedite them. Writer advised she can reach out to her internal resources to see if there is anyway we can assist with those parts that are on back order.
11/10/2016	[redacted] has been activated for text message communication.
11/10/2016	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT****** Hello, this is Chrysler Customer Care. We have gotten some other resources involved to try to move up the ETA and we are waiting to hear back, once we do we *****END OF TEXT MESSAGE SENT TO CUSTOMER******
11/10/2016	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT****** will let you know. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
11/14/2016	****** START OF SUPPORT ESCALATION by T9857PR****** **** Update from Expediting Team for **** Part#68241686AA,Order[redacted],OMC#95507165 Supplier has pushed out the ETA to 11/23. ****** END OF SUPPORT ESCALATION ****** by T9857PR
11/15/2016	**********96W PARTS UPDATE ********** Writer checked GPOP and found part status as released to supplier. Tentative ETA for part is 11/23/16 **********END OF UPDATE **********
11/15/2016	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT****** Hello, this is Chrysler Customer Care. We are still exhausting every option and resource we have to get the parts in as fast as possible. At this point, there *****END OF TEXT MESSAGE SENT TO CUSTOMER******
11/15/2016	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT****** is no new information. We will update you when we have more info, but will be in contact with you no later than Thursday. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
11/17/2016	Agent attempted to contact dealer Service Advisor Kathy, however, SA not available. Left message informing that we're trying to expedite the part still, but there's no update at this point.
11/17/2016	**********Rental Value Updated********** Estimated Rental Amount: $1350 ; Addtional Rental Amount: $ 1170.00 ; Provided By: Customer Pay ; Days Authorized: 26
11/18/2016	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT****** Hello, this is Chrysler Customer Care. We apologize for not contacting you yesterday, our systems crashed. We still have no new information about the status of *****END OF TEXT MESSAGE SENT TO CUSTOMER******
11/18/2016	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT****** the parts for your 2016 Chrysler Town & Country, the ETA at this point is still 11/23. We are trying to get them sooner, and will give you another update on *****END OF TEXT MESSAGE SENT TO CUSTOMER******
11/18/2016	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT****** Monday. Thank you for your patience and fortitude throughout this process *****END OF TEXT MESSAGE SENT TO CUSTOMER******
11/21/2016	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT****** Hello, this is Chrysler Customer Care. As of right now, the ETA for your parts to come in is Wednesday. Again, we appreciate your patience up to this point, and *****END OF TEXT MESSAGE SENT TO CUSTOMER******
11/21/2016	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT****** we will be in contact with you again on Wednesday with any updates that we have. Hope you have a wonderful day! *****END OF TEXT MESSAGE SENT TO CUSTOMER******
11/23/2016	**********96W PARTS UPDATE ********** Writer checked GPOP and found part status as released to supplier. Tentative ETA for part is 12/07/16 **********END OF UPDATE **********
11/23/2016	Secondary No : 908-343-9322. [redacted] called, requesting a supervisor as he wants some movement on the case. Transferred customer to HW225.
11/23/2016	********Supervisor********** Customer contacted writer who stated been waiting for the part for 30 days and always the part ETA will change. Customer informed writer rental need to be paid by CAC because Hertz is calling them every time. Writer informed customer CAC don't pay direct check to rental department only DLR can do that. Customer informed want issue to be resolve. Writer informed customer will call DLR if they can pay for the rental will send them an RA. Customer provided phone number to be cal[redacted]. Customer provided SM Anthony and Katy
11/23/2016	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40746. for the rental
11/23/2016	********Supervisor********* Writer contacted DLR spoke to SM Anthony who stated part is in back order and customer is in a rental. SM informed CAC has to pay for the rental because the part is in back order. Writer informed SM CAC cant send a direct check to rental. SM informed will send me the bill and CAC will pay for it. SM informed when bill is send he will take care of it and CAC will pay him
11/23/2016	******Supervisor******* Writer contacted customer and informed SM will take care of the rental but CAC don't pay any extra charger like tax.
11/28/2016	Writer contacted DLR who stated SM is gone for the night. Writer will call back tomorrow
11/29/2016	Writer contacted DLR at 908-722-2500 and spoke to SM Anthony and informed that we will be able to assist with up to $40 a day with rental in an RA and that we'll evaluate the amount of days for the rental when repairs happen with this case. Anthony thanked.
11/30/2016	**********96W PARTS UPDATE ********** Writer checked GPOP and found part status as released to supplier. Tentative ETA for part is 12/07/16 **********END OF UPDATE **********
11/30/2016	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40746.
11/30/2016	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40746.
11/30/2016	Follow up 12-5-16
12/01/2016	[redacted] called and insisted on speaking with HW225. Writer advised that CM is MT1518 and writer would need to contact MT1518 and per our process writer would need to transfer to his CM. Customer again insisted to speaking with HW225. Writer again advised that as his case manager is MT1518 I would need to transfer him to MT1518
12/01/2016	[redacted] demanded to speak with supervisor HW225 because she has taken over the case. writer advised that the supervisor don't take over the cases and the CM is still MT1518. Customer demanded to speak with supervisor and writer transferred call to supervisor for further assistance.
12/01/2016	*********Supervisor********** Customer contacted writer who stated rental still calling them. Writer informed customer will cover the rental for $40.00 a day and the DLR will accept and RA and CAC don't pay taxes and any fees. Writer informed customer has already talk to the SM regarding this concerns. Writer provided ext 40746.
12/07/2016	Writer contacted DLR, spoke to SM Anthony he advised that the part needed for the vehicle is not provided at this time, he explained that the people providing the parts have no parts to refurbished, only need a Gauge cluster, and there is no ETA. SM advise to don't call the customer as he will call the customer once he has something if I do it will just upset the customer even more and if customer calls him he will have nothing to say or give as they are still trying to find a solution for repairs.

Date	Comment
12/07/2016	****** Following Corporate Resource has been contacted ****** PARTS EXPEDITING for Part#68241686AA,Order[redacted],OMC#95507165 on 2016-12-07 @ 11:07
12/07/2016	**********96W PARTS UPDATE ********** Writer checked GPOP and found part status as released to supplier. no Tentative ETA **********END OF UPDATE **********
12/07/2016	****** START OF SUPPORT ESCALATION by T2212GF****** **** Update from Expediting Team for **** Part#68241686AA,Orde[redacted],OMC#95507165 Supplier has pushed out the ETA to 11/23. ****** END OF SUPPORT ESCALATION ****** by T2212GF
12/07/2016	Writer contacted DLR, spoke to Bob he advised they are currently waiting on a ETA for the last part needed for repairs . Bob also sent an email stating he reached out to the AM to see what can be done for this part to get it in sooner.
12/07/2016	Agent attempted to contact customer, however, customer was not available. Was not able to leave a message, automatically hang up after call.
12/07/2016	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8099FV****** Hello, This is Esther form Chrysler customer care I am the agent handling your case now, I just wanted to advise you that the ETA we have on the last part *****END OF TEXT MESSAGE SENT TO CUSTOMER******
12/07/2016	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8099FV****** needed for repair is 12/12/2016. I do apologise it has taken this long to get back to you as I was trying to sort out what I could do to better assist you *****END OF TEXT MESSAGE SENT TO CUSTOMER******
12/07/2016	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8099FV****** managed to speak with the service manager, I will be real with you we are all keeping our fingers crossed the part will arrive 12/12 and things will fall into *****END OF TEXT MESSAGE SENT TO CUSTOMER******
12/07/2016	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8099FV****** place after that, the parts department has gotten the Area manager involved. I have also seeked help from our technician advisers and will be constantly pushing *****END OF TEXT MESSAGE SENT TO CUSTOMER******
12/07/2016	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8099FV****** to see what we could do for you. If you have any questions, do contact me at 18007638422 ext.40329 I will be happy to assist you. Thank you for being patient. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
12/07/2016	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8099FV****** Have a great day *****END OF TEXT MESSAGE SENT TO CUSTOMER******
12/07/2016	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8099FV****** I will also contact the dealership on Monday to see if parts are in , will see what our next step is from that point on. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
12/12/2016	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8099FV****** Hi your case manager here, we are still waiting for the part to get in, however I have included our parts department in it as well to push for the parts to get *****END OF TEXT MESSAGE SENT TO CUSTOMER******
12/12/2016	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8099FV****** in a.s.a.p. I do apologize for the long wait. I thank you for your patience. I will follow up with you on Thursday to see if there is any word on the part. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
12/14/2016	Writer contacted DLR, spoke to SA Bob he advised to hold the line so he could get more information to see if parts have been received yet. SA Bob advised, still waiting on supplier for the parts that have been ordered . He advised of the Supplier number 8004480944 Control number: 95507165. Writer advised, Higher authority is involved now, so SA is advising if Tony Kodra can give him call to see what can be done with this part, he also suggested to see if higher authority can see if they can get a different service Centre to rebuild part needed even if its from a different region. Sa wants to see if we can push for the part to be sent to him, he really thinks this car will be lemon soon seeing how long the parts have taken to get to him. Writer advised she will relay message to team lead and will see what we can do from there.
12/14/2016	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8099FV****** Hello, This is Esther form Chrysler customer care. I wanted to give you an update. We have included our corporate resources to try get the part for your vehicle *****END OF TEXT MESSAGE SENT TO CUSTOMER******
12/14/2016	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8099FV****** I really sympathize with you at this time seeing how long this process has been. THANK YOU for your patience. We will get down to the bottom of this. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
12/14/2016	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8099FV****** I will follow up with you again on Friday if any word. Have a great day. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
12/14/2016	**********96W PARTS UPDATE ********** Writer checked GPOP and found part status as released to supplier. Tentative ETA for part is 12/22/16 **********END OF UPDATE **********
12/16/2016	OMC# 95507165Order#[redacted] FOR PN: 68241686AA IS RESOLVED
12/19/2016	Writer contacted DLR spoke to Zetty he advised he will call back with more information as he is not getting any information at this time. Writer advised of number ext. 40329 for SA to call back.
12/19/2016	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8099FV****** Hello, this is Chrysler Customer Care. I have good news for you ma'am, we have a estimated time of arrival for the part we are waiting on and that would be *****END OF TEXT MESSAGE SENT TO CUSTOMER******
12/19/2016	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8099FV****** this Thursday. I managed to reach out to the dealer as of now just waiting for information as there system is not pulling up any files right now. I will call *****END OF TEXT MESSAGE SENT TO CUSTOMER******
12/19/2016	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8099FV****** you no later then Wednesday to see if any updates. Have a great day and thank you for being patient. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
12/19/2016	Agent contacted dlr.Agent spoke to PA RON stated that part came in was not working for the vehicle so they had to order another. UPS TRACKING#[redacted] Delivered On: Thursday, 12/15/2016 at 12:29 P.M. Left At: Office Received By: NATE
12/19/2016	****** Following Corporate Resource has been contacted ****** PARTS EXPEDITING for Part#68241686AA,Order[redacted]OMC#95910573 on 2016-12-19 @ 10:10
12/19/2016	**********96W PARTS UPDATE ********** Writer checked GPOP and found part status as released to supplier. no eta **********END OF UPDATE **********
12/19/2016	PLEASE PLACE ON URGENT CAIR #[redacted] VIN #[redacted] PART NUMBER: 68241686AA PART DESCRIPTION: CLUSTER ORDER NUMBER[redacted] Rental:n
12/21/2016	****** START OF SUPPORT ESCALATION by T9693M0****** **** Update from Expediting Team for **** Part#68241686AA,Order[redacted],OMC#95910573 Part arrived at dealer. ****** END OF SUPPORT ESCALATION ****** by T9693M0
12/21/2016	Writer contacted DLR, spoke to Bob he advised that the parts that have been sent in lately have not worked so the tech advised he will be sending one today should be received later on today in a vehicle and repairs should be done by Friday . Also spoke to Kathy to advise of last conversation with customer, she advised not to tell customer part is in yet due to several time of telling her and things not falling into place.

Date	Comment
12/21/2016	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8099FV****** Hello, this is Chrysler Customer Care. I just wanted to give you an update, the vehicle is in repairs and fingers crossed that everything will fall into pace *****END OF TEXT MESSAGE SENT TO CUSTOMER******
12/21/2016	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8099FV****** *place, and be done by next week. I will follow up on Friday with you, Have a great day *****END OF TEXT MESSAGE SENT TO CUSTOMER******
12/22/2016	OMC# 95910573Order# [redacted] FOR PN: 68241686AA IS RESOLVED
12/23/2016	Writer contacted DLR, spoke to Bob from parts, he advised the 4th cluster is still on its way the UPS is a little late but Bob is asking writer to call back at around 3.30 and check if the part is in yet. The repairs should be done by today.
12/23/2016	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8099FV****** Hello, This is Esther form Chrysler customer care. I just spoke with Bob from parts he advised the part is arriving today and are trying to get repairs done *****END OF TEXT MESSAGE SENT TO CUSTOMER******
12/23/2016	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8099FV****** as well, I will call him again later on to check in with him if I have any updates by then will definitely contact you, if not then I will contact on Monday. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
12/26/2016	Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40315 Left Message that was following up with about repairs to vehicle.
12/26/2016	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8076TB****** Hello, This is Todd from Chrysler Customer Care. I am assisting Esther today. I have called the dealer and hopefully they will get back to me soon so I can have *****END OF TEXT MESSAGE SENT TO CUSTOMER******
12/26/2016	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8076TB****** an update on the repairs to your Town and Country. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
12/28/2016	Writer called DLR at 908-722-2500 and spoke with Rosa. Part has arrived and they are currently working on vehicle. Estimated time of repair is 12/29/2016
12/30/2016	. WRITER CALLED DEALERSHIP - No one answered Left Message for Callback ext. 40323 .
12/30/2016	. WRITER CALLED CUSTOMER - was unable to Leave message - phone keep ringing nonstop - was going to inform the CU that we are waiting for an update from dealership if the vehicle has been repaired and finished. .
12/30/2016	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8088M1****** Hello, we tried contacting the dealership who was unavailable, we left a message for a call back with dealership to get confirmation of your car being fixed. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
12/30/2016	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8088M1****** As soon as we get an update we will be giving you a call as soon as possible and if not, no later than Tuesday 1/3. enjoy your weekend and Happy New Year *****END OF TEXT MESSAGE SENT TO CUSTOMER******
12/30/2016	Status update provided via email to the following email address: [redacted] Hello this is your Case Manager, we tried contacting the dealership who was unavailable; we left a message for a call back with dealership to get confirmation of your car being fixed today as we were told. As soon as we get an update from the Dealership we will be giving you a call as soon as possible and if not, no later than Tuesday 1/3. We hope to hear from you soon. Enjoy your weekend and have a Happy New Years. FCA 1-800-763-8422 End of Status Update
01/03/2017	Writer contacted DLR and spoke to Bob, advised it would be better to speak with Cathy . Cathy advised the 4th part cluster is working and repairs are done. The vehicle is still at DLR because of a dent on it, should by done by today. Also advised of following. Was the customer in a rental? If yes, how many days? yes, since 0ct 18th Did the customer have a co-pay? If yes, how much? NO What is the RO #? [redacted] Does the SM have the CAIR #? [redacted]
01/03/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40329. Advised what she wants to do with case as repairs are done.
01/04/2017	Customer contacted CAC to speak with CM, CM was available writer transferred customer to CM with their permission.
01/04/2017	Customer contacted the writer to advise she is unsatisfied with how her car has taken this long to repair so she is calling to see what writer has to offer, customer advising to consider car payment writer advised she cannot reimburse car payment. Customer seeking for an extended warranty, writer advised she can look in to a service contract for her. Customer asking to call dlr and ask SA Cathy she needs appropriate documentations of repairs and parts, writer advised she can do that. Writer advised customer she will have to do research and get back to her, customer stating due to the loss of use something should be done and also asked for Chrysler legal department, writer advised there is none but her concern can be reviewed. Also customer, stating that SA Cathy stated due to the cluster issue in her vehicle its causing electronic issues with her door etc. Customer wants writer to look into a SC that will cover the vehicle if anything comes up in the future witch she feels will happen due to the parts being sent down not working and having to order the part 3 times and the fourth finally worked. [redacted]
01/05/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8099FV****** Hello, This is Esther form Chrysler customer care. I called the dealer this morning to speak with Cathy and was advised she is in training to call back at 4PM *****END OF TEXT MESSAGE SENT TO CUSTOMER******
01/05/2017	Agent attempted to contact dealer Service Manager (SM), however, SM not available. told she was in training to call in at 4:00PM eastern Time.
01/05/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8099FV****** I will call her then, and will give you an update. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
01/05/2017	[redacted] has been deactivated for text message communication.
01/05/2017	[redacted] has been activated for text message communication.
01/06/2017	Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40329.
01/06/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40329. called to discuss SC and will call back by Tuesday next week.
01/06/2017	Customer contacted CAC to speak with CM, CM was available writer transferred customer to CM with their permission.
01/06/2017	Writer contacted customer, advised of SC $100 deductible, 5 Years, code: WM560N . Customer accepts offer wants an email sent through stating she will not have to pay 100 deductible for repairs right now seeing she is in warranty, writer advised she will not have to pay $100 for repairs while she is still in warranty. Writer confirm she wont , warranty will cover.
01/06/2017	[redacted] requested manager call back.
01/06/2017	*****Supervisor Call***** Contacted customer at requested number: [redacted] Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40525.
01/06/2017	[redacted] called to speak with CM FV745. With customer's permission, writer transferred customer to CM's voice mail, as CM is not currently available.
01/06/2017	Status update provided via email to the following email address: FV745@chrysler.com,cp1389@chrysler.com,TB1064@chrysler.com * Customer requested call back 1/6 JD1861* End of Status Update

Date	Comment
01/06/2017	*****Supervisor Call***** Writer spoke with the customer who advised that she wanted to be compensated $100 a day for the loss of the use of the options she had purchased in her vehicle and were not present on the loaner vehicle she has been provided, approximately $8100 and accruing every day according to the customer. Writer advised that the CM has offered to provide the customer with a MaxCare SC as compensation and to cover any future issues with the vehicle, the customer stated the she didn't see much compensation value in a SC that she may or may not use in the future, writer informed that this was our only mechanism to compensate her as there is no coverage of this type provided by the warranty of the vehicle, customer states that she wants the SC even though she doesn't find it valuable. Customer inquired if the information in lines 612-615 is correct and writer advised that the vehicle's warranties will always be used to cover a repair before the SC if the warranty covers that repair, customer requested an email guaranteeing this and writer advised that we cannot provide a legal guarantee in that manner as we are not a legal department, customer states that her CM offered this and writer advised that it is against policy and the CM should not have offered this and the information is available online or at the service contract number, customer states that she wants the email not as a legal reference but as personal information and writer advised that she could then refer to the website or contact the SC hotline and customer advised that she needed the information immediately and writer again advised that we were not refusing to provide the information and that it is available online or at the hotline and customer stated that she needed it emailed immediately because she might not have access to a computer and writer advised of the hotline, customer stated writer was not helping her and disconnected the line. Writer spoke with MR2177 and advised that we cannot provide documentation of that type and CM admitted to having said it without realizing, CM requested to close case since SC paperwork has been submitted and case is ready to close. Case approved to close.
01/09/2017	Customer is inquiring if the MaxCare SC has been added, I informed it has been submitted and can take up to 10 days to be added in the system.
01/09/2017	Status update provided via email to the following email address: FV745@chrysler.com,cp1389@chrysler.com,TB1064@chrysler.com Customer request a call back asap End of Status Update
01/09/2017	[redacted] request assistance now and decline any other option. Writer warm transferred customer to CM FV745 since nobody was available and advise to leave a message is CM was not available.
01/10/2017	Was the customer in a rental? If yes, how many days? yes, since 0ct 18th Did the customer have a co-pay? If yes, how much? NO What is the RO [redacted] Does the SM have the CAIR #? [redacted]
01/12/2017	WM560N submitted today
01/13/2017	WM560N Contract created. Contract number is [redacted]
02/02/2017	Anthony warranty administrator called to speak to CM FV745. Writer transferred customer to the CM's VM, as CM is not currently available.
02/03/2017	Anthony warranty administrator stating that they need DM note stating why the vehicle was there longer then 90 days put in the system
02/24/2017	**********Supervisor********** Customer contacted writer informed hertz charge them a $133.00 and didn't give them the money back. Writer informed customer to call the brand line and open a case and a CM will help customer with the riembursement
09/27/2017	****** START OF SUPPORT ESCALATION by T3759FI****** **** Update from Expediting Team for **** Part#68241686AA,Order [redacted] OMC#95507165 Supplier has pushed out the ETA to 11/23. ****** END OF SUPPORT ESCALATION ****** by T3759FI
09/28/2017	OMC# 95507165Order# [redacted] FOR PN: 68241686AA IS RESOLVED

Email(s)

Date	10/01/2018	***Subject***	Customer request a call back asap		
From		***To***	***Sent Date/Time***	01/09/2017 20:52 PM	
Customer request a call back asap					

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2016	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	10/26/2016	CAIR Type	Regular	Status	Closed
Close Date	10/26/2016	Origin	Chat	Reason	New problem
Mileage	1 Miles	Market	U	Language	English
Contact Email	nobody@external.fcagroup.com	Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	FERGUS FALLS	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
Dealer	08704	Corwin Chrysler Dodge Jeep Ram		Dealer Phone	7012825600
Dealer Address	301 38TH ST S				
	FARGO		ND	58103 1112	USA
Dealer Zone	Denver	Sales District		Service District	S
Subject	Power Door Lock / Deck Lid - Defective				
Synopsis	Survey By Pass - No Diagnosis				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/26/2016 03:51 PM	Open
10/26/2016 04:09 PM	Closed
09/29/2018 04:55 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108250200-Product,Electrical,Power Door Lock / Deck Lid,Defective,Unknown,Power Door Lock / Deck Lid - Defective,Power Door Lock / Deck Lid - Defective

Case Comments

Date	Comment
10/26/2016	Reference Hi, my name is Sarah. How may I help you? Sarah: Are you there? My 2016 t&c van is making a loud buzz somewhere around the passenger side sliding door when the automatic locks are unlocking. It will do it when the van is shut off and the front doors are opened and when the handles are used to unlock from outside Sarah: I'm sorry to hear that you are having this concern What I would need to do is get you over to a Chrysler Agent for further assistance, as you have reached Mopar Owner Connect Web Chat. Would you like me to transfer you over? Please do, thanks Sarah: You're welcome, one moment please. 'Sarah' disconnected ('Transferred to Queue'). Hi, my name is Beth-Anne. How may I help you? Beth-Anne: Hello how are you today? My 2016 t&c van is making a loud buzz somewhere around the passenger side sliding door when the automatic locks are unlocking. It will do it when the van is shut off and the front doors are opened and when the handles are used to unlock from outside Beth-Anne: I am sorry to learn of this issue. I would like to look into it further for you. Beth-Anne: Has the vehicle been to the dealership yet? No,not yet. Beth-Anne: Okay. What I would recommend is taking the vehicle to the dealership to have a technician look at the door. I have documented here that your vehicle has had this concern. In the event the dealership is not able to resolve the issue I would recommend contacting us back so that we can escalate a case for you. Beth-Anne: Hello I felt a shock when I used the passenger side door handle to unlock the doors from the outside. This has only happen once Beth-Anne: I can certainly understand the concern. I would like to have a technician go over the vehicle. Would you like me to locate your the nearest dealership? That's ok, we have the maintenance coverage plan through the dealership. I was just wondering if there has been any recalls for that. I had a phone message to call a number about a recall and when I called the number it was just music for 3 minutes before I hung up. Never put on hold by anyone just music Beth-Anne: Thank you for letting us know what happened when you called. I did complete a recall search and there are no open recalls on the vehicle. Beth-Anne: Hello Beth-Anne: It seems we have lost connection. This CHAT will be disconnected due to no response. Thank you for contacting Chrysler Customer Care. Please chat with us again if you need further assistance. You can also look for updates on our website www.Chrysler.com. Have a good day! disconnected ('Concluded by Agent'). - Reassigned to CR887 for survey bypass (No diagnosis)

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYH53	**Vehicle**	CHRYSLER TOWN & COUNTRY LX WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/31/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/15/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	7,793 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	HOUSTON	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45368	TOMBALL DODGE CHRYSLER JEEP		**Dealer Phone**	2813512000
Dealer Address	23777 SH 249				
	TOMBALL		TX	77375	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	F
Subject	back door on drivers side will not lock and unlock				
Synopsis	The customer contacted us about a problem with the power door lock on the sliding door. The vehicle was repaired and returned and the customer is happy.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/31/2016 01:43 PM	Open
11/15/2016 09:02 PM	Closed
11/15/2016 09:02 PM	Reopen
11/15/2016 09:03 PM	Closed
09/29/2018 03:44 PM	Closed

Initial Description

0108250200-Product,Electrical,Power Door Lock / Deck Lid,Defective,Unknown,Power Door Lock / Deck Lid - Defective,back door on drivers side will not lock and unlock

Case Comments

Date	Comment
10/31/2016	Customer called in stating that the rear door on the drivers side is not functioning. The door lock is buzzing loudly when the lock is engaged, which happens each time she drives the vehicle. The customer is afraid to drive the vehicle as she is afraid that this is an indication that there is an electrical issue and she doesn't want a fire or something else to happen. The customer is unable to get it into a DLR until 11/09 as the DLR is booked. The DLR does offer rentals, however they do not offer them until it is diagnosed. The customer cannot be without a vehicle, and needs a rental. Writer explained that the case would be sent up for rental consideration. Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today. Preferred Morning/Midday call back number is [redacted] Preferred Afternoon/Evening call back number is [redacted] Customer email address for case updates: [redacted] Reassigned to 86R
10/31/2016	...
10/31/2016	. ****DEALER CONTACT**** Agent called TOMBALL DODGE CHRYSLER JEEP @ 281-351-2000 and spoke with Darrell SM who advised that customer called in and they booked an appointment for her then customer called CAC and advised that the appointment was three weeks out and now customer is concerned about an electrical issue causing fire which is the first he has heard of it. He said that if customer drops the vehicle off sooner that they would try to fit it in sooner, but if they have to start tracing wires to find the electrical concern then it really will have to wait until customer's appointment which is Nov. 8 @ 7 am. Agent agreed to authorize 3 days of rental through DM notes for customer and would forward to CM for further assistance. Darrell agreed to get customer set up.
10/31/2016	**********Rental Value Updated********** Estimated Rental Amount: $135 Provided By: CAC Days Authorized: 3
10/31/2016	. ****CUSTOMER CONTACT**** Agent called [redacted] and advised her that she did authorize 3 days of rental and that she did speak with Darrell who advised that if she drops the vehicle off sooner that they would try to fit it in sooner. Customer seeking assistance with Door lock buzzing when locked. Customer expecting: Vehicle fixed - and to be put into a loaner until it is. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Updates via email: [redacted] Vehicle location: Customer is going to drop off at the dealership today. Customer in rental: CAC authorized 3 days Rental start date: Oct. 31/16
11/01/2016	Vehicle is at the dealership - TOMBALL DODGE CHRYSLER JEEP (45368) Update triggered by S03661F
11/01/2016	[redacted] has been activated for text message communication.
11/01/2016	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T0983B0******
11/01/2016	H[redacted] I will be your case manager [redacted] and look forward to getting your concern resolved. Talk soon, Billy Jack Chrysler Care 18007638422 x40646 *****END OF TEXT MESSAGE SENT TO CUSTOMER******
11/01/2016	* * * * * * * * * Case Management - District E * * * * * * * * * OOW: Still in Basic MVP: No Household: 1 New
11/01/2016	********** Create Prep Sheet ********** Prep sheet was saved successfully.

Date	Comment
11/01/2016	Task To Dealer: Please provide me an update, and let me know if you need assistance, on this customer's vehicle. Thank You, Billy Jack Chrysler Customer Care 1-800-763-8422 ext 40646 Task Type: Has vehicle been diagnosed Notification of an Assigned Task sent to Dealer at email:darryl@tomballdodge.com
11/07/2016	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T0983B0****** Hi [redacted] Do you have an appointment to take your Town&Country in for repairs. I will follow-up when you do. Billy Jack Chrysler Care 18007638422 x40646 *****END OF TEXT MESSAGE SENT TO CUSTOMER******
11/09/2016	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40646. Asked the customer to call me back and let me know how their experience was.
11/15/2016	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T0983B0****** Hi [redacted]! Has everything been resolved to your satisfaction? Please let me know if we can assist further. Billy Jack Chrysler Care 18007638422 x40646 *****END OF TEXT MESSAGE SENT TO CUSTOMER******
11/15/2016	Was the customer in a rental? No If yes, how many days? Did the customer have a co-pay? No If yes, how much? What is the RO #? [redacted] Mileage 7793 Does the SM have the CAIR #? Yes If no, provide it. Review and Confirm the DM Notes with the SM while on the phone. Does the SM have everything needed from Customer Care to process the claim? Yes
11/15/2016	Thank you for allowing Chrysler Customer Care the opportunity to address your concern and we hope we were able to resolve your concern to your satisfaction. We wanted to let you know that we will attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a Chrysler customer.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2016	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	11/03/2016	CAIR Type	Regular	Status	Closed
Close Date	01/06/2017	Origin	Telephone	Reason	New problem
Mileage	8,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	BRANDYWINE	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
Dealer	65113	WALDORF CHRYSLER JEEP		Dealer Phone	3018435200
Dealer Address	11755 BUSINESS PARK DRIVE				
	WALDORF		MD	20601 2955	USA
Dealer Zone	Mid Atlantic	Sales District		Service District	O
Subject	transmssion needs work on				
Synopsis	Why the customer called: Transmission and paint bubbling vehicle and that there is leaking. What they wanted: Technical Assistance and car payments. Customer is dissapointed. What was advised: Vehicle repaired and returned to customer, customer states n				
Customer Anomaly	Gears & Transmission				
	Automatic Gearbox				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	45	Automatic Gearbox issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/03/2016 03:55 PM	Open
01/06/2017 06:02 PM	Closed
09/29/2018 01:19 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0123039409-Product,Body / Trim / Paint Finish,Body Hardware,Buzz, Squeak, Rattles,Door-Sliding,Sliding Door Hardware - Buzz, Squeak, Rattles,back door noise
0121000200-Product,Transmission / Transaxle,Unknown,Defective,Default,Transmission / Transaxle - Defective,transmssion needs work on

Case Comments

Date	Comment
11/03/2016	Briefly summarize why the customer is contacting Chrysler: Back of March of this year purchased car. Waldorf, Maryland. 2016 town and country was purchased. Wife drives vehicle to work and home. Recently they have heard a right side back door had a noise, wining noise by the engine. DLR says it is the transmission. Paint is buckling at the hood and rust now. Briefly summarize what the customer is expecting: To get this fixed, feels this is a bad car.
11/03/2016	Customer seeking assistance with: [Back of March of this year purchased car. Waldorf, Maryland. 2016 town and country was purchased. Wife drives vehicle to work and home. Recently they have heard a right side back door had a noise, wining noise by the engine. DLR says it is the transmission. Paint is buckling at the hood and rust now.]. Customer expecting: [To get this fixed, feels this is a bad car.]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: Earliest call time: any Latest call time: any Updates via text: Y Updates via email: Y/ ehicle location: [/Dealer/] Confirmed appointment with: [WALDORF CHRYSLER JEEP 65113] Customer in rental: Y/Authorized by: Dealer Rental start date: [11/02/16]
11/03/2016	Customer states that this is very urgent.
11/04/2016	~ ***** OUTBOUND CUSTOMER CONTACT **** CM attempted to contact customer, however, customer was not available. Left message for a return call at 1-866-932-3873 extension 471-7565. Next step: discuss with customer that a diagnostic needs to be completed at the DLR ~
11/07/2016	***** OUTBOUND DEALER CONTACT ***** 65113| WALDORF CHRYSLER | 301-843-5200 SA Kenny stated that the transmission had some bearing making some noises. SA is confident that this will correct the issue. SA stated that the door will also be corrected and then they will take DI and close the RO in order to file the transmission claim. SA stated that they will then open the DI RO to address the paint issues. SA stated that in his opinion there is a concern with the paint however he will have to do DI and then have the vehicle taken to a third party shop for repair as the DLR does not have a body shop. ~
11/07/2016	***** OUTBOUND CUSTOMER CONTACT **** CM left message on customer voice mail advising lines 41-48 ~ NEXT STEPS: CM will follow up with DLR to see when vehicle has been completed and to follow up on DI. CM will keep customer up to date ~
11/07/2016	***** OUTBOUND CUSTOMER EMAIL *****

Date	Comment
11/07/2016	Status update provided via email to the following email address: [redacted] Good Afternoon [redacted], Thank you for taking the time to chat today. My name is Leah and I have been assigned as your Chrysler Case Manager. Thank you for bringing your concerns to our attention. We focus on assisting with getting your vehicle repaired. Your case number is listed above, and you may reach out to me by phone, email or text. To reach me by telephone please call: 1-866-932-3873 Extension 471-7565 By email: follow the link in this email and you will be able to reply to my emails. Text: please request a text and I will text you so that you may text back. My work hours are: 9 am to 5:30 pm Eastern Standard Time Monday-Friday I look forward to speaking with you in regards to your concerns. Regards, Leah End of Status Update
11/07/2016	~
11/09/2016	***** OUTBOUND DEALER CONTACT ***** 65113| WALDORF CHRYSLER [redacted] Customer picked up 11/08/16 and the DI will be submitted and sent to the Body Shop CM to call DLR 11/16/16 ~ ***** OUTBOUND CUSTOMER CONTACT ***** [redacted] | [redacted] CM called customer to advise that will be tracking the case for the DI for next week ~
11/09/2016	NEXT STEPS: Check DI in Dealer Connect call DLR 11/16/16 ~
11/11/2016	NEXT STEPS: Check DI in Dealer Connect call DLR 11/16/16
11/14/2016	Status update provided via email to the following email address: [redacted], I received your voice message and I will be chatting with you tomorrow. Please give your dealer the case number listed above Chat soon, Leah End of Status Update
11/15/2016	~ ***** OUTBOUND DEALER CONTACT ***** 65113| WALDORF CHRYSLER | 301-843-5200 SA Kenny stated the vehicle will be brought back to DLR today 11/15/16 and it will be taken to the body shop as the DI will be approved. Customer had driven to the DLR late last week and stated that the vehicle was jerking and SA stated that they will take a look at this while the vehicle is in for the body work. ~
11/15/2016	***** OUTBOUND CUSTOMER CONTACT ***** [redacted] Husband picked up vehicle and two days later the vehicle was jumping and making noises when going from park to drive or reverse . 11/14/16 (yesterday) the vehicle cut off two times and there is a leak spotted by fluid on the driveway. Customer is upset as she is paying the note on the vehicle and has not been able to drive it. CM will call DLR on 11/17/16 to follow up on status and will then call the customer ~
11/17/2016	***** OUTBOUND DEALER CONTACT ***** 65113| WALDORF CHRYSLER | 301-843-5200 SA Kenny stated that the vehicle is at the body shop. Getting ready to replace the hood. Took care for of the drivability with a quick learn. ~
11/17/2016	***** OUTBOUND CUSTOMER CONTACT ***** [redacted] CM left message stating that the vehicle is at the body shop and the drivability issues have been addressed CM requested customer to call back ~
11/18/2016	NEXT STEPS: Vehicle to be taken to body shop ~
11/21/2016	FU with DLR on body shop ETA
11/22/2016	~ ***** OUTBOUND DEALER CONTACT ***** 65113| WALDORF CHRYSLER | 301-843-5200 SA Kenny Vehicle is at the body shop ~
11/22/2016	***** OUTBOUND CUSTOMER CONTACT ***** [redacted] CM called customer to update that the vehicle is at the body shop however there is no information about the transmission CM advised since SA Kenny is at lunch no update. When able to get update will call customer ~ NEXT STEPS: Call DLR to get update on transmission repairs ~
11/22/2016	***** OUTBOUND DEALER CONTACT ***** 65113| WALDORF CHRYSLER | 301-843-5200 SA Kenny vehicle is done and is at the body shop. The transmission needed to have a software flash. Test drive when it comes back to shop from body shop and then it will be ready ~ ***** OUTBOUND CUSTOMER CONTACT ***** [redacted] CM left message for customer stating that the vehicle will be ready 11/23/16 and to wait fo rthe DLR to call. ~
11/23/2016	Vehicle will be ready 11/23/16 Call customer 11/25/16 ~
11/25/2016	***** OUTBOUND DEALER CONTACT ***** 65113| WALDORF CHRYSLER | 301-843-5200 SA Natasha stated vehicle has been picked up ~
11/28/2016	***** OUTBOUND CUSTOMER CONTACT ***** [redacted] CM left message on Voice Mail follow up on vehicle repair ~
11/28/2016	***** INBOUND CUSTOMER CONTACT ***** [redacted] Customer called and stated that vehicle is still not good when she hits the gas she can feel and hear the transmission changing and shifting gears. Vehicle is still shutting down at the lights. Hit the gas and nothing going on. Customer is requesting DLR to call back. Customer left a detailed message with the DLR. DLR put were 44 miles on the vehicle and Customer expected that vehicle would be towed to the body shop. CM tried to explain that driving was better. Customer is fearful of driving the vehicle and has parked the vehicle. So far the vehicle has been 3 times at the DLR for this repair. NEXT STEPS: CM will call the DLR for input on what to do next. ~
11/28/2016	CM will also get STAR and TA involved. ~
11/28/2016	***** OUTBOUND DEALER CONTACT ***** 65113| WALDORF CHRYSLER | 301-843-5200 SA Kenny Stated that the vehicle has been in two times and he will be calling them to get back in for a 3rd time. SA open a STAR case and get a TA involved. ~ NEXT STEPS: Call customer to review when the return appointment will be set. ~
11/29/2016	***** OUTBOUND CUSTOMER CONTACT ***** [redacted] CM called and left message for customer to call back and also advised that SA Kenny from Waldorf should have called her yesterday to set up an appointment ~
11/30/2016	***** OUTBOUND DEALER CONTACT ***** 65113| WALDORF CHRYSLER | 301-843-5200 SA Kenny vehicle is at the DLR and currently being diagnosed ~
11/30/2016	NEXT STEPS: Call DLR for diagnosis / Call customer ~
12/01/2016	***** OUTBOUND DEALER CONTACT ***** 65113| WALDORF CHRYSLER | 301-843-5200 SA Kenny Don't have an answer hopefully later today. ~
12/01/2016	***** OUTBOUND DEALER CONTACT ***** 65113| WALDORF CHRYSLER | 301-843-5200 SA Kenny states that they still have not been able to duplicate the problem ~ ******** Next Steps: call DLR 12/05/16 ********** NEXT AGENT PLEASE HAVE CUSTOMER SPEAK WITH SA KENNY @ 301-843-5200 CM will return calls on 12/05/16 CM voice mail will be checked for messages ~
12/05/2016	***** OUTBOUND DEALER CONTACT ***** 65113| WALDORF CHRYSLER | 301-843-5200 SA Kenny CM called SA who stated customer picked up Saturday 12/03/16 AM Added fluid and quick learn. Everything come out well. ~ CM will call customer to follow up on how driving ~
12/05/2016	***** OUTBOUND CUSTOMER CONTACT ***** [redacted] CM called customer and left message on voice mail to follow up on repair ~
12/06/2016	********** ********** In-Service Date: 03/14/2016 Original Owner: YES Mileage: 8000 Vehicle purchase loyalty: 1 new 2 used Multiple Repairs/ Previous related repairs: YES MVP plans: MAX Care Other: ********** ********** ~
12/06/2016	Status update provided via email to the following email address: [redacted] Hello [redacted] Please fax proof of payment for your loan to 1-877-768-5076 Please put your case number [redacted] on each page. Thank you and I will call you on Monday. Have a good weekend Leah End of Status Update
12/06/2016	***** OUTBOUND CUSTOMER CONTACT ***** [redacted] Customer states the transmission is still shifing poorly and that customer is looking at options. customer wants a new car. Customer will give it until Monday. Driving like it is an old car. ~ NEXT STEPS: Call Customer on 12/12/16 to follow up on decision ~
12/09/2016	Call Customer on 12/12/16 to follow up on decision
12/12/2016	***** OUTBOUND CUSTOMER CONTACT ***** [redacted] CM left message for customer to call to advise on how vehicle has been driving ~
12/12/2016	Briefly summarize why the customer is contacting Chrysler: Looking to contact CM, Briefly summarize what the customer is expecting: talk to CM, Agent transferred to CM VM.

Date	Comment
12/12/2016	***** OUTBOUND CUSTOMER CONTACT ***** [redacted] Vehicle is still driving the same way the transmission is extremely rough. Still the same way. when put in drive and park and can hear the transmission shifting and when driving can still hear shifting. CM suggested a drive with the technician. ~
12/12/2016	***** OUTBOUND DEALER CONTACT ***** 65113| WALDORF (DARCARS) CHRYSLER | 301-843-5200 SA Kenny CM reviewed new problem with SA Natasha who wanted CM to review with SA Kenny, Bring Thursday 8 AM get a car for the day. Will do a drive with a technician ~
12/12/2016	***** OUTBOUND CUSTOMER CONTACT **** [redacted] CM called customer and advised to take vehicle in on 12/15/16 and customer will do a drive a with a tech. ~ Waiting for DLR appointment 12/15/16 8am ~
12/14/2016	Waiting for DLR appointment 12/15/16 8am
12/15/2016	***** OUTBOUND DEALER CONTACT ***** 65113| WALDORF (DARCARS) CHRYSLER | 301-843-5200 SA Kenny Vehicle did not get brought in until after lunch . Diagnosis will not happen till the AM. Tech will be driving vehicle then. ~ NEXT STEPS: CM to call DLR in PM for diagnosis ~
12/16/2016	Task To Dealer: FCA Case Manager is seeking the diagnostic of the vehicle
12/19/2016	~
12/19/2016	***** OUTBOUND DEALER CONTACT ***** 65113| WALDORF (DARCARS) CHRYSLER | 301-843-5200 SA Kenny not available ~
12/19/2016	SA Kenny stated that they could not duplicate, DLR and owner tested vehicle and shifted the vehicle from park to reverse and park to drive, SA stated that they felt gears shifting and that this was normal. Customer did not leave vehicle. ~
12/19/2016	***** OUTBOUND CUSTOMER CONTACT **** [redacted] Customer does not feel reassured that the vehicle is operating as designed. CM suggested that if they have time and are going past a DLR to drop in and do a test drive to do a comparison. CM reviewed MAX CARE and Warranties as a reassurance and offered to contact customer at end of week for a follow up ~ NEXT STEPS: Call customer for follow up 12/23/16 ~
12/21/2016	NEXT STEPS: Call customer for follow up 12/23/16
12/23/2016	NEXT STEPS: Call customer for follow up 12/23/16
12/23/2016	***** OUTBOUND CUSTOMER CONTACT *** [redacted] CM left message for customer to return call ~
12/26/2016	***** OUTBOUND CUSTOMER CONTACT ***** [redacted] When driving the car and hit the gas there are other problems. Vehicle will be dropped off one day this week. Have talked to Kenny at the DLR and DLR stated that no more rentals. IRF stated that there is a problem. Customer will be looking at getting their own rental. CM offered up to $35 per day reimbursement after diagnosis ~ NEXT STEPS: Customer will call CM when vehicle is at DLR and CM will follow up with DLR on 12/30/16 and with customer ~
12/28/2016	As per lines 344-345. CM to follow-up on 12/30
12/29/2016	As per lines 344-345. CM to follow-up on 12/30
12/30/2016	~
12/30/2016	***** OUTBOUND DEALER CONTACT ***** 65113| WALDORF (DARCARS) CHRYSLER | 301-843-5200 per SA Natasha. No appointment set. ~
01/02/2017	Waiting for Customer to book appointment ~
01/03/2017	***** OUTBOUND CUSTOMER CONTACT ***** [redacted] CM called and left message requesting customer to call back to advise if vehicle will be going back to DLR. CM advised on the voice message that case will be closed in two business days. ~
01/05/2017	***** OUTBOUND CUSTOMER CONTACT ***** [redacted] Customer is to busy to take her vehicle back to the DLR. Customer will call back to the main number to advise when vehicle is to go back CM will close case waiting for new diagnosis ~
01/05/2017	Reassigned for bypass no diagnosis EM1187
01/06/2017	- Bypass added. Please close CAIR.

Email(s)

Date	10/01/2018	***Subject***	Hell[redacted] Please fax proof of payment for		
From	[redacted]	***To***		***Sent Date/Time***	12/06/2016 17:37 PM

Hello [redacted]

Please fax proof of payment for your loan to 1-877-768-5076
Please put your case numbe[redacted] on each page.

Thank you and I will call you on Monday.

Have a good weekend

Leah

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTKX53	**Vehicle**	DODGE WAG GRAND CARAVAN R/T ON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/04/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/04/2016	**Origin**	Chat	**Reason**	New problem
Mileage	16,000 Miles	**Market**	U	**Language**	English
Contact Email	nobody@external.fcagroup.com	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	MADISON	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	58821	MASSEY-YARDLEY DODGE CHRYSLER JEEP		**Dealer Phone**	9543274000
Dealer Address	777 N STATE ROAD #7				
	PLANTATION		FL	33317	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	A
Subject	Locks not working and can not open door.				
Synopsis	Survey By Pass - No Diagnosis				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/04/2016 07:13 PM	Open
11/04/2016 07:30 PM	Closed
09/29/2018 09:46 AM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,Locks not working and can not open door.

Case Comments

Date	Comment
11/04/2016	Incident Hi, my name is Carina. How may I help you? Carina: Hi how are you? already replaced one the slide door locks on the van and my driver side says its locked and won't open from the button or with the handle inside. Are you having issues with the 2016 model doors and locks? Carina: Has the dealership stated what is causing this issue? No they just replaced the other and said it was defective. I have not returned yet for the new side as it just stopped a fe minutes ago.I was hoping you could possibly make a suggestion to open? Carina: If the obvious way to open is not working we do not have any other option to get it open and would recommend taking it to the dealership. Thank you isconnected ('Concluded by End-user'). Reassigning to TL CR887 for survey by-pass.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/14/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/28/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	10,001 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	MENIFEE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	26893	LAKE ELSINORE CHRYSLER DODGE JEEP		**Dealer Phone**	9512919700
Dealer Address	31400 AUTO CENTER DRIVE				
	LAKE ELSINORE		CA	92530 4529	USA
Dealer Zone	California	**Sales District**		**Service District**	N
Subject	Rear sliding doors are broken/not working/dealership fixed				
Synopsis	CQI Survey - closed				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/14/2016 10:30 AM	Open
11/28/2016 07:33 PM	Closed
09/29/2018 01:01 PM	Closed

Initial Description

0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight
0108276700-Product,Electrical,Power Windows,Noisey/Static/Interference,Unknown,Power Window Noisey,Squeak/rattle/abnormal noises from window(s)
0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,Rear sliding doors are broken/not working/dealership fixed

Case Comments

Date	Comment
11/14/2016	CQI Survey Record Received - DATE : 11/14/2016 Survey Number [redacted] uality Survey ID Number: [redacted] Survey Date : 11/13/2016 VIN Last 8 : [redacted] QI Comments : \2013 T&C lifetime warranty pro-rated reimburs ement. [redacted] Home, [redacted] Between hours of 7 AM - 9 PM, 7 days-a-week
11/15/201[redacted]	Did Customer ask for call back? (Yes/No) Yes Did Customer specify Email or Phone: (Yes/No) Yes Customer's Preferred Method of Contact: phone or email Preferred call back number is [redacted] Preferred Email address: [redacted] Mileage Updated? (Yes/No) No- More than 10,000 Dealer code: LAKE ELSINORE CHRYSLER DODGE JEEP- 26893 Summarize Customer concern: Rear sliding doors are broken/not working, Seat belt latch/release is broken/not working, Squeak/rattle /abnormal noises from window(s)
11/15/2016	*** CUSTOMER CONTACT [redacted] Spoke with customer and all the vehicle issues have been resolved by dealership. She states that they had a 2013 vehicle that was in an accident and totaled and is wondering where her money is for the service contract that was on that vehicle. She states that they have talked to Chrysler and still have no check sent to cover the amount of the prorated service contract. Told her I would look into this by calling service contracts to see if they have a pending reimbursement for them.
11/18/2016	*** DCH - 45189 Spoke with John - sales manager at dealership and he is going to look into getting contract cancelled and what he will be able to do for customer. He has mine and customer's contact information and last 8 of VIN. Waiting on callback.
11/21/2016	*** Waiting for John to call
11/23/2016	*** DCH - 45189 Turned over to finance manager -Himay and he has called the customer and Mopar and is in process of getting contract cancelled. Will call back with additional details once he returns to office. Left message with John - Sales Manager to have call returned.
11/23/2016	*** DCH - 45189 John phoned back from dealership and states that financing manager is cancelling and processing paperwork for service contract on customer's 2013 vehicle
11/23/2016	*** CUSTOMER CONTACT - [redacted] Called to speak with customer regarding service contract. No answer - left message on VM at 5:58PM for callback at extension 4717434.
11/25/2016	*** CUSTOMER CONTACT [redacted] No answer - left message on VM at 6:46PM for callback at extension 4717434. Advised her to let me know if she was aware and dealership has been in contact with her to resolve issue satisfactorily.
11/28/2016	*** CUSTOMER CONTACT - [redacted] Spoke with customer and she is working with Himay and John at dealership. They have requested that she bring in another copy of her total loss statement and they will be able to process the cancellation of the service contract. Told her that I would let her work with dealership at this point and if she has any further problems to contact Customer Service.
11/28/2016	Status update provided via email to the following email address: [redacted] If you require further assistance from Chrysler, please contact us and we will be happy to assist you in resolving your vehicle/dealership concerns. You may contact us back by calling Chrysler Customer Assistance at 1-800-247-9753. End of Status Update

Email(s)

Date	10/01/2018	***Subject***	If you require further assistance from Chrysler, p		
From		***To***	***Sent Date/Time***	11/28/2016 19:28 PM	
If you require further assistance from Chrysler, please contact us and we will be happy to assist you in resolving your vehicle/dealership concerns. You may contact us back by calling Chrysler Customer Assistance at 1-800-247-9753.					

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/24/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/30/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	7,001 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	HAMMOND	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	54982	BETTENHAUSEN MOTOR SALES INC		**Dealer Phone**	7085322665
Dealer Address	8355 W 159TH ST				
	TINLEY PARK		IL	60477 1220	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	C
Subject	Continuous Quality Insight				
Synopsis	CQI Survey - by-pass - no response				
Customer Anomaly					
Contact Reason	C222	Existing Case Open	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Customer Care - No further action needed - Closed				

Case Status History

Create Date	Status
11/24/2016 10:55 AM	Open
11/30/2016 02:45 PM	Closed
09/29/2018 01:17 PM	Closed

Initial Description

0464230000-Corporate,Survey By-Pass,No Response / Unable To Reach,Default,Default,No Response / Unable To Reach,CQI Survey - by-pass - no response
0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight

Case Comments

Date	Comment
11/24/2016	CQI Survey Record Received - DATE : 11/24/2016 Survey Number [redacted] Quality Survey ID Number: [redacted] Survey Date : 11/23/2016 VIN Last 8 [redacted] CQI Comments : \-the trouble with the power [redacted]
11/28/2016	Did Customer ask for call back? (Yes/No) Yes Did Customer specify Email or Phone: (Yes/No) Yes Customer's Preferred Method of Contact: phone or email Preferred call back number is [redacted] Preferred Email address [redacted] Mileage Updated? (Yes/No) Yes- 7,000-9,999 Dealer code: BETTENHAUSEN MOTOR SALES INC- 54982 Summarize Customer concern: Vehicle pulls noticeably to the left/right, Visible rust/corrosion-under gas cap, Abnormal squeaks/rattles/noises coming from rear sliding doors, Engine power is less than expected, Engine does not idle properly: idles rough, too low, or too high, Fuel consumption is worse than expected.
11/28/2016	*** CUSTOMER CONTACT - [redacted] No answer - left message on VM at 12:47PM for callback at extension 4717434.
11/28/2016	***
11/29/2016	CUSTOMER CONTACT - [redacted] No answer - left message on VM at 3:20PM for callback at extension 4717434. ***
11/30/2016	Status update provided via email to the following email address: [redacted] My name is Tracy, and I am following up on a survey that you recently completed. I have attempted to contact you a [redacted] and left messages requesting a call back to discuss your concerns further, however I have been unsuccessful. We regret the problems your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are one way we have to learn of problems and opportunities desired by customers. Given the many variables involved, we are unable to diagnose your vehicle's problems via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. If you require further assistance from Dodge, please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Dodge Customer Assistance at 1-800-423-6343. End of Status Update

Email(s)

Date	10/01/2018	**Subject**	My name is Tracy, and I am following up on a surve		
From		**To**	**Sent Date/Time**	11/30/2016 14:44 PM	

My name is Tracy, and I am following up on a survey that you recently completed. I have attempted to contact you at [redacted] and left messages requesting a call back to discuss your concerns further, however I have been unsuccessful.
We regret the problems your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are one way we have to learn of problems and opportunities desired by customers.
Given the many variables involved, we are unable to diagnose your vehicle's problems via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.
If you require further assistance from Dodge, please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Dodge Customer Assistance at 1-800-423-6343.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/28/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/06/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	15,455 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	STEPHENS CITY	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45502	SAFFORD CHRYSLER JEEP DODGE RAM FI		**Dealer Phone**	5406675532
Dealer Address	1659 BERRYVILLE PIKE				
	WINCHESTER		VA	22603 4815	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	P
Subject	Continuous Quality Insight				
Synopsis	Agent is closing case due to no diagnosis.				
Customer Anomaly					
Contact Reason	C222	Existing Case Open	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Customer Care - No further action needed - Closed				

Case Status History

Create Date	Status
11/28/2016 11:02 AM	Open
12/06/2016 11:59 AM	Closed
09/29/2018 03:23 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight

Case Comments

Date	Comment
11/28/2016	CQI Survey Record Received - DATE : 11/28/2016 Survey Number [redacted] Quality Survey ID Number [redacted] Survey Date : 11/27/2016 VIN Last 8 [redacted] CQI Comments : \My 2016 Chrysler Town and Country [redacted] Mo nday through Friday
12/01/2016	Customer's Preferred Method of Contact: Phone or Email Preferred call back number is [redacted] Preferred Email address: [redacted] Mileage Updated? No Dealer code: 45502 Summarize Customer concern: Rear sliding door not opening, radio intermittent, Recliner adjustment is broken/not working and airbag light
12/01/2016	Agent called customer at [redacted] and left a message asking the customer to call back.
12/01/2016	Customer left a message asking for a call back.
12/02/2016	Agent called customer at [redacted] and left a message asking the customer to call back.
12/05/2016	Agent called customer at [redacted] and left a message advising the customer to call Chrysler Customer Care for assistance.
12/06/2016	Status update provided via email to the following email address [redacted]. My name is Greg, and I am following up on a survey that you recently completed regarding your 2016 CHRYSLER TOWN & COUNTRY. We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are one way we have to learn of problems and opportunities desired by customers. Given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. If you require further assistance from Chrysler please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Chrysler Customer Assistance at 1-800-247-9753. Thank You. End of Status Update
12/06/2016	Agent is closing case due to no diagnosis.

Email(s)

Date	10/01/2018	**Subject**	My name is Greg, and I am following up on a survey		
From		**To**	**Sent Date/Time**	12/06/2016 11:58 AM	

My name is Greg, and I am following up on a survey that you recently completed regarding your 2016 CHRYSLER TOWN & COUNTRY.
We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are one way we have to learn of problems and opportunities desired by customers.
Given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.
If you require further assistance from Chrysler please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Chrysler Customer Assistance at 1-800-247-9753.
Thank You.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/03/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/03/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	9,110 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	MERIDIAN	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	59725	LARRY H. MILLER CHRYSLER JEEP		**Dealer Phone**	2089476500
Dealer Address	222 AUTO DRIVE				
	BOISE		ID	83709 0748	USA
Dealer Zone	West	**Sales District**		**Service District**	F
Subject	Customer unable to open door from the inside				
Synopsis	Customer seeking assistance with opening sliding doors Referred customer to DLR Advised customer we will send them an owner's manual				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/03/2016 08:35 PM	Open
12/03/2016 08:40 PM	Closed
09/29/2018 05:54 PM	Closed

Initial Description

0468000000-Corporate,Hard Copy Manual Order,Default,Default,Default,Hard Copy Manual Order,Customer seeking manuals
0108250200-Product,Electrical,Power Door Lock / Deck Lid,Defective,Unknown,Power Door Lock / Deck Lid - Defective,Customer unable to open door from the inside

Case Comments

Date	Comment
12/03/2016	Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler stating they are unable to open their sliding doors from the inside. Customer states they think the vehicle's child protection lock is on. Customer would like to turn this option off. Briefly summarize what the customer is expecting: Customer is expecting assistance with opening their sliding door from the inside. Agent advised customer as per " Things To Know Before Starting Your Vehicle" on page 51, the instruction's on how to disengage the child lock. Agent was advised by customer they do not have the latches to turn off the child lock option. Agent referred customer to a certified DLR for further assistance. Survey bypass/ No diagnosis
12/03/2016	An order for printed owner materials has been placed with our fulfillment house The following items have been selected: Warranty Owner's Manual

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/05/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/08/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	8,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	BROWNS MILLS	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60451	LESTER GLENN CHRYSLER, DODGE, JEEP		**Dealer Phone**	7323494200
Dealer Address	1199 ROUTE 37 W				
	TOMS RIVER		NJ	08755 4919	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	F
Subject	Noisy Suspension				
Synopsis	CQI. Outbound contact made. Abnormal noises. Diagnosis needed.				
Customer Anomaly	Steering / Suspension				
	Suspensions Arms				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	89	Steering/Suspension arms issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/05/2016 10:30 AM	Open
12/08/2016 02:02 PM	Closed
09/29/2018 12:27 PM	Closed

Initial Description

0204014200-Dealer,Sales,Transaction,Sales Terms Unsatisfactory,Default,Sales Terms Unsatisfactory,Sales Terms Unsatisfactory
0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight
0122650000-Product,Wheels and Tires,Tires,Other,Unknown,Tires Inquiry,intermittent road noise
0102006700-Product,Suspension,Unknown,Noisy,Unknown,Noisy Suspension,Noisy Suspension

Case Comments

Date	Comment
12/05/2016	CQI Survey Record Received - DATE : 12/05/2016 Survey Number [redacted] Quality Survey ID Number [redacted] Survey Date : 12/02/2016 VIN Last 8 : [redacted] CQI Comments : \Getting out of my TC and into a Pacifica at no ch arge [redacted]
12/07/2016	Status update provided via email to the following email address: [redacted] My name is Jennifer, and I am following up on a survey that you recently completed regarding your 2016 CHRYSLER TOWN & COUNTRY TOURING-L WAGON. First, I would like to thank you for taking the time to complete the survey and offering us valuable feedback. Comments like yours are one way we have to learn of problems that may develop, as well as improvements desired by customers. You mentioned in the survey you were experiencing concerns with the leasing process as well as concerns with the rear sliding door making abnormal noises when closing. If you would like to discuss the survey further, please contact me directly at 1-855-675-9291 Extension 4718703 or by replying to this email. End of Status Update
12/07/2016	Begin Customer Message reviewed: I'm very unhappy with my '16 TC. The quality is much lower than my '13, which I loved it from the moment I drove it off the lot. I am a [redacted] and use my van all the time. I went to the Philly car show was told that the TC was being phased out for the Pacifica. In Feb. '16, I began shopping and researching to determine what would be the best fit for me at lease turn in, July 2016. 3 dealerships said that they had no idea when to expect the Pacifica and that it would be best for me to just lease the TC again and get the Pacifica on my next trade in. I loved my TC so I opted to trade in early and get the '16. Within the first month, I knew it was not as nice as my last. There was more road noise, was not as comfortable, and then began to have intermittent issues with the passenger door. I can't reproduce or make it do the sound I experience, so there is no point in me taking it to the dealer. Recently, there is a loud rattle in the back of the van I suspect to be a suspension issue will be at the dealer after the holidays. I'm not sure if I will remain brand loyal when the lease is up. I'm disturbed by the lower quality on a vehicle they knew they were phasing out. If I could go back and do it over, I'd wait and test drive the Pacifica, as it came out in April. I'm not sure I'd have leased either, but now I know I won't purchase this out at the end. End of Reviewed Customer message

Date	Comment
12/08/2016	Status update provided via email to the following email address [redacted] Thank you kindly for your response Ms. [redacted] We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are one way we have to learn of problems and opportunities desired by customers. I can assure you that your concerns are all being documented on file. We recommend reaching out to your financial department at the dealership should you wish to discuss the leasing terms. Given the many variables involved, we are unable to diagnose your vehicle's abnormal rattling noises via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. If you require further assistance from Chrysler please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Chrysler Customer Assistance at 1-800-247-9753. End of Status Update

Email(s)

Date	10/01/2018	***Subject***	Thank you kindly for your response [redacted]		
From		***To***		***Sent Date/Time***	12/08/2016 13:58 PM

Thank you kindly for your response [redacted] We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are one way we have to learn of problems and opportunities desired by customers.
I can assure you that your concerns are all being documented on file.
We recommend reaching out to your financial department at the dealership should you wish to discuss the leasing terms.
Given the many variables involved, we are unable to diagnose your vehicle's abnormal rattling noises via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.
If you require further assistance from Chrysler please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Chrysler Customer Assistance at 1-800-247-9753.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTKX53	**Vehicle**	DODGE WAG GRAND CARAVAN R/T ON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/06/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/13/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	12,823 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	MANASSAS	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	26823	LINDSAY CHRYSLER DODGE JEEP RAM		**Dealer Phone**	7033685300
Dealer Address	8100 CENTREVILLE RD.				
	MANASSAS		VA	20111 2220	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	P
Subject	Continuous Quality Insight				
Synopsis	Agent is closing case due to no diagnosis.				
Customer Anomaly					
Contact Reason	C222	Existing Case Open	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Customer Care - No further action needed - Closed				

Case Status History

Create Date	Status
12/06/2016 10:30 AM	Open
12/13/2016 12:25 PM	Closed
09/29/2018 05:36 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight

Case Comments

Date	Comment
12/06/2016	CQI Survey Record Received - DATE : 12/06/2016 Survey Number [redacted] Quality Survey ID Number: [redacted] urvey Date : 12/05/2016 VIN Last 8 [redacted] l Comments : \Everything
12/10/2016	Customer's Preferred Method of Contact: Email only Preferred call back number is [redacted] Preferred Email address: [redacted] Mileage Updated? No Dealer code: 26823 Summarize Customer concern: Abnormal squeaks/rattles/noises coming from rear sliding doors, Shifts at wrong times and Door trim does not line up
12/10/2016	Status update provided via email to the following email address: [redacted] My name is Greg, and I am following up on a survey that you recently completed regarding your 2016 DODGE GRAND CARAVAN. First, I would like to thank you for taking the time to complete the survey and offering us valuable feedback. Comments like yours are one way we have to learn of problems that may develop, as well as improvements desired by customers. You mentioned in the survey you were experiencing noises from the rear sliding doors, shifting concerns and the door trim not lining up. If you would like to discuss the survey further, please contact me back at 1-855-675-9291 extension 4718114. Thank you. End of Status Update
12/12/2016	Status update provided via email to the following email address: [redacted] My name is Greg, and I am following up on a survey that you recently completed regarding your 2016 DODGE GRAND CARAVAN. If you would like to discuss the survey further, please contact me back at 1-855-675-9291 extension 4718114. Thank you. End of Status Update
12/13/2016	Status update provided via email to the following email address [redacted] My name is Greg, and I am following up on a survey that you recently completed regarding your 2016 DODGE GRAND CARAVAN. We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are one way we have to learn of problems and opportunities desired by customers. Given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. If you require further assistance from Dodge please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Dodge Customer Assistance at 1-800-423-6343. Thank You. End of Status Update
12/13/2016	Agent is closing case due to no diagnosis.

Email(s)

Date	10/01/2018	**Subject**	My name is Greg, and I am following up on a survey		
From		**To**	**Sent Date/Time**	12/13/2016 12:25 PM	

My name is Greg, and I am following up on a survey that you recently completed regarding your 2016 DODGE GRAND CARAVAN.
We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are one way we have to learn of problems and opportunities desired by customers.
Given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.
If you require further assistance from Dodge please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Dodge Customer Assistance at 1-800-423-6343.
Thank You.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/08/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/14/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	10,314 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	HOULTON	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	44435	HUDSON CHRYSLER LLC		**Dealer Phone**	7153813000
Dealer Address	1200 CARMICHAEL RD SOUTH				
	HUDSON		WI	54016 7717	USA
Dealer Zone	Denver	**Sales District**		**Service District**	N
Subject	Continuous Quality Insight				
Synopsis	Agent is closing case due to no diagnosis.				
Customer Anomaly					
Contact Reason	C222	Existing Case Open	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Customer Care - No further action needed - Closed				

Case Status History

Create Date	Status
12/08/2016 11:00 AM	Open
12/14/2016 12:25 PM	Closed
09/29/2018 05:02 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight

Case Comments

Date	Comment
12/08/2016	CQI Survey Record Received - DATE : 12/08/2016 Survey Number Quality Survey ID Number: Survey Date : 12/07/2016 VIN Last 8 : CQI Comments : \Mainly if there are any trouble shooting ideas to share about the power slider doors.
12/12/2016	Customer's Preferred Method of Contact: Email only Preferred call back number Preferred Email address: Mileage Updated? No Dealer code: 44435 Summarize Customer concern: Sliding door handle/latch is broken/not working properly
12/12/2016	Status update provided via email to the following email address: My name is Greg, and I am following up on a survey that you recently completed regarding your 2016 CHRYSLER TOWN & COUNTRY. First, I would like to thank you for taking the time to complete the survey and offering us valuable feedback. Comments like yours are one way we have to learn of problems that may develop, as well as improvements desired by customers. You mentioned in the survey you were experiencing concerns with the power sliding door not opening intermittently. If you would like to discuss the survey further, please contact me back at 1-855-675-9291 extension 4718114. Thank you. End of Status Update
12/13/2016	Status update provided via email to the following email address: My name is Greg, and I am following up on a survey that you recently completed regarding your 2016 CHRYSLER TOWN & COUNTRY. If you would like to discuss the survey further, please contact me back at 1-855-675-9291 extension 4718114. Thank you. End of Status Update
12/14/2016	Status update provided via email to the following email address: My name is Greg, and I am following up on a survey that you recently completed regarding your 2016 CHRYSLER TOWN & COUNTRY. We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are one way we have to learn of problems and opportunities desired by customers. Given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. If you require further assistance from Chrysler please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Chrysler Customer Assistance at 1-800-247-9753. Thank You. End of Status Update
12/14/2016	Agent is closing case due to no diagnosis.

Email(s)

Date	10/01/2018	**Subject**	My name is Greg, and I am following up on a survey		
From		**To**	**Sent Date/Time**	12/14/2016 12:25 PM	

My name is Greg, and I am following up on a survey that you recently completed regarding your 2016 CHRYSLER TOWN & COUNTRY.
We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are one way we have to learn of problems and opportunities desired by customers.
Given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.
If you require further assistance from Chrysler please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Chrysler Customer Assistance at 1-800-247-9753.
Thank You.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2016	Brand	CHRYSLER
Body	RTYR53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING-L WAGON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	12/15/2016	CAIR Type	Regular	Status	Closed
Close Date	12/21/2016	Origin	Telephone	Reason	New problem
Mileage	12,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	JEFFERSONVILLE	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
Dealer	61116	BALES MOTOR CO INC		Dealer Phone	8122824356
Dealer Address	630 BROADWAY				
	JEFFERSONVILLE		IN	47130 3526	USA
Dealer Zone	Great Lakes	Sales District		Service District	N
Subject	Continuous Quality Insight				
Synopsis	CQI. Outbound contact made. No response from customer.				
Customer Anomaly					
Contact Reason	C222	Existing Case Open	Customer Anomaly		
Reason Code	After Sales - Information & Assistance requests - Customer Care - No further action needed - Closed				

Case Status History

Create Date	Status
12/15/2016 11:07 AM	Open
12/21/2016 02:12 PM	Closed
09/29/2018 03:17 PM	Closed

Initial Description

0464230000-Corporate,Survey By-Pass,No Response / Unable To Reach,Default,Default,No Response / Unable To Reach,No Response / Unable To Reach
0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight

Case Comments

Date	Comment
12/15/2016	CQI Survey Record Received - DATE : 12/15/2016 Survey Number : Quality Survey ID Number Survey Date : 12/14/2016 VIN Last 8 : CQI Comments : \Control panel
12/19/2016	Did Customer ask for call back? Yes Did Customer specify Email or Phone: phone or email Preferred call back number is Preferred Email address Mileage Updated? 12000 Dealer code: 42-61116 Summarize Customer concern: Abnormal squeaks/rattles/noises coming from rear sliding doors. Entertainment/Navigation System/Connectivity. Vehicle Exterior.
12/19/2016	CUSTOMER CONTACT Voicemail has not been activated. ***
12/19/2016	Status update provided via email to the following email address My name is Jennifer, and I am following up on a survey that you recently completed regarding your 2016 CHRYSLER TOWN & COUNTRY TOURING-L WAGON. First, I would like to thank you for taking the time to complete the survey and offering us valuable feedback. Comments like yours are one way we have to learn of problems that may develop, as well as improvements desired by customers. You mentioned in the survey you were experiencing concerns with abnormal noises coming from the rear sliding door, center console as well as the entertainment center. If you would like to discuss the survey further, please contact me directly at 1-855-675-9291 Extension 4718703 or by replying to this email. End of Status Update
12/20/2016	Status update provided via email to the following email address: My name is Jennifer, and I am following up on a survey that you recently completed regarding your 2016 CHRYSLER TOWN & COUNTRY TOURING-L WAGON. First, I would like to thank you for taking the time to complete the survey and offering us valuable feedback. Comments like yours are one way we have to learn of problems that may develop, as well as improvements desired by customers.
12/20/2016	You mentioned in the survey you were experiencing concerns with abnormal noises coming from the rear sliding door, center console, as well as the entertainment center. If you would like to discuss the survey further, please contact me directly at 855-675-9291 Extension 4718703 or by replying to this email. End of Status Update
12/21/2016	Status update provided via email to the following email address My name is Jennifer, and I am following up on a survey that you recently completed regarding your 2016 CHRYSLER TOWN & COUNTRY TOURING-L WAGON. I have attempted to contact you via email requesting a call back to discuss your concerns further, however I have been unsuccessful. We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are one way we have to learn of problems and opportunities desired by customers. Given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. If you require further assistance from Chrysler please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Chrysler Customer Assistance at 1-800-247-9753. End of Status Update

Email(s)

Date	10/01/2018	Subject	My name is Jennifer, and I am following up on a su		
From		To	Sent Date/Time	12/21/2016 14:11 PM	

My name is Jennifer, and I am following up on a survey that you recently completed regarding your 2016 CHRYSLER TOWN & COUNTRY TOURING-L WAGON. I have attempted to contact you via email requesting a call back to discuss your concerns further, however I have been unsuccessful.
We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are one way we have to learn of problems and opportunities desired by customers.
Given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.
If you require further assistance from Chrysler please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Chrysler Customer Assistance at 1-800-247-9753.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	Model Year	2016	Brand	DODGE
Body	RTKM53	Vehicle	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	12/15/2016	CAIR Type	Regular	Status	Closed
Close Date	01/16/2017	Origin	Telephone	Reason	New problem
Mileage	7,842 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	SILVER SPRING	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	64869	DARCARS CHRYSLER DODGE JEEP RAM OF		Dealer Phone	3016220010
Dealer Address	12511 PROSPERITY DR				
	SILVER SPRING		MD	20904 1662	USA
Dealer Zone	Mid Atlantic	Sales District		Service District	O
Subject	Survey By Pass - No Diagnosis				
Synopsis	No diagnosis SBP				
Customer Anomaly					
Contact Reason	C222	Existing Case Open	Customer Anomaly		
Reason Code	After Sales - Information & Assistance requests - Customer Care - No further action needed - Closed				

Case Status History

Create Date	Status
12/15/2016 01:52 PM	Open
01/16/2017 01:28 PM	Closed
09/29/2018 02:47 PM	Closed

Initial Description

0205018300-Dealer,Service/Body Shop,Transaction,Repeated Trips Required,Default,Repeated Trips for Service Required,Repeated Trips for Service Required
0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis

Case Comments

Date	Comment
12/15/2016	Briefly summarize why the customer is contacting Chrysler: Customer called to put in complaints about her vehicle and the dealership 64869. Customer states she bought an oil change and tire rotation package for $1300. Oil change in October at 9000 miles was charged, dealer put wrong oil in vehicle and was told when next oil change was due they would fix oil and flush out bad oil at that time. Last month sliding door did not work, customer states it took a week to fix, picked up vehicle and sliding door still broken. She took it back to fix again and in total about 3 weeks to fix door. Blue tooth took 3 weeks to fix and set up. Customer states service department at Darcars dealer 64869 is horrible. Now when its cold out and she starts vehicle it ticks, Brian SA told her to drop it off on Monday. Customer requests a call back after agent speaks to dealer. Agent attempted to contact dealer, was on hold to speak with Brian Page or SM for over 20 minutes, agent will call dealer back later in the day. Briefly summarize what the customer is expecting: to document complaints. Agent advised she will call dealer back later today and call customer back today or tomorrow.
12/23/2016	Please see TL or SME.
12/29/2016	** Customer called in for updates Agent advised customer that her cair is still being reviewed Customer states that she is brining the vehicle back to the DRL tomorrow DEC 29/2016 Agent advised customer that if she has any problems at the DRL to call CAC back and that's when we can get a CM involved
01/04/2017	JM3569 please contact customer and see if repairs are needed. Please see TL or SME.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/15/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/15/2016	**Origin**	Chat	**Reason**	New problem
Mileage	7,800 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	MARKLE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	44424	MIKE ANDERSON CHRYSLER DODGE JEEP		**Dealer Phone**	7656743394
Dealer Address	3527 SOUTH WESTERN AVE				
	MARION		IN	46953 4206	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	L
Subject	Sliding door has troubles opening/shutting				
Synopsis	Sliding door has troubles opening/shutting				
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/15/2016 04:27 PM	Open
12/15/2016 05:06 PM	Closed
09/29/2018 04:35 PM	Closed

Initial Description

0123031110-Product,Body / Trim / Paint Finish,Body Hardware,Broken, Cracked,F. Door-Driver,Left Front Door Hardware - Broken, Cracked,Sliding door has troubles opening/shutting

Case Comments

Date	Comment
12/15/2016	Incident [redacted] Hi, my name is Steve. How may I help you [redacted] Hi Steve Steve: H[redacted] I have a question regarding my warranty Steve: For that I can get you over to a Dodge specialist is that okay? [redacted] yes Steve: Will be one moment 'Steve' disconnected ('Transferred to Queue'). Hi, my name is Melissa. How may I help you? Melissa: How are you today, [redacted] I have a question regarding my warranty Melissa: I would be more than happy to answer any questions you may have regarding your warranty! [redacted] My 2016 Dodge caravan is having a latch issue with the slider door which is making it not stay shut or it will make it not open at all [redacted] I took in to get it looked at. At at dodge dealership. I know the part and labor will be covered. I have a question regarding a loaner or rental vehicle Melissa: I understand. That would be very frustrating to have concerns with the door not staying shut or opening properly on a brand new vehicle! When this was diagnosed, did the dealership advise you how long the repair itself would take? [redacted] Yes, they had to order the part and they said it "should" be to the dealership by tomorrow. However, my concern is if it doesnt arrive tomorrow and now my van has a non working slider door over the weekend. [redacted] They said they have loaner vehicles but they are all checked ou[redacted] I thought my warranty covered loaner or rental vehicles while my vehicle is getting repaired [redacted] or is unfit to drive [redacted] I have [redacted] and I dont want to drive them around in van that has unsafe door [redacted] *an Melissa: I understand. So is your vehicle currently at the dealership? Rental is a courtesy unless you have a service contract that covers rental. I am not seeing a rental service contract under your VIN. The vehicle would typically need to be down for an over night repair. Melissa: However, I can look into this for you [redacted] No I picked it back up because of where because I need to get home tonight and they dont have an loaners. Plus work 40 min away from home. The dealership I took it to is in the same town where I work. Melissa: Okay, I can take a look into this for you, one moment please. [redacted] I am fine driving it today. I just dont want to be in a bad position over the weeken[redacted] if the part doest come in tomorrow [redacted] ssa: I completely understand. I would like to contact your dealership, what is the name of your dealership, is it Glenbrook? [redacted] That is where I bought it. However, I am having it worked on in Marion, IN at Mike Anderson. 3527 South Western Ave. [redacted] Melissa: Okay thank you. I will give them a call, one moment please. I appreciate your patience [redacted] Are you still there? Melissa: Thank you for holding [redacted] I appreciate your patience. I spoke to Service Manager Kevin from MIKE ANDERSON CHRYSLER DODGE JEEP and he did advise that he does not see why the part would not be arriving tomorrow, the only way there would be any type of delay with receiving the part/repairing the vehicle is due to the weather. I did mention rental to Kevin and he advised that if for some reason they cannot repair your vehicle tomorrow they may have a loaner returned tomorrow. If for some reason this is not the case, you can definitely contact us back with case number [redacted] and we can look into possible rental for you. [redacted] Thank you so much for your help! Melissa: You're welcome, do you have any other questions today? [redacted] No, that is all for today. Melissa: Thank you for contacting Dodge Customer Care. Please chat with us again if you need further assistance. You can also look for updates on our website www.Dodge.com. Have a good day! [redacted] You too! [redacted] Would you be able to end this chat so I can print off the case number? [redacted] t wont let me print until this ends. Melissa: Yes! Sorry a
12/15/2016	bout that. [redacted] sconnected ('Concluded by Agent').
12/15/2016	**DLR CONTACT - [44424] MIKE ANDERSON CHRYSLER DODGE JEEP** Agent contacted DLR and spoke to SM Kevin who advised they do not deal with Enterprise, they have their own loaners which are all booked up. SM Kevin advised part should be in tomorrow and if there's any sort of delay and a loaner becomes available they could try to assist customer.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/30/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/02/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	30,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	PAINESVILLE	**Caller Country**	USA	**Caller Postal Code**	
Customer	JACLYN CRISSINGER				
Customer Address					
Dealer	44463	FALLS CHRYSLER JEEP DODGE		**Dealer Phone**	3309293066
Dealer Address	4100 STATE RD				
	CUYAHOGA FALLS		OH	44223 2612	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	E
Subject	doesn't open or close all the time.				
Synopsis	power lift gate and power sliding doors not working properly. referred to dealership,				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/30/2016 10:30 AM	Open
01/02/2017 07:25 PM	Closed
09/29/2018 02:32 PM	Closed

Initial Description

0464230000-Corporate,Survey By-Pass,No Response / Unable To Reach,Default,Default,No Response / Unable To Reach,No Response / Unable To Reach
0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight
0108035700-Product,Electrical,Power Hatch/Deck Lid,Intermittent or Inoperative,Default,Power Hatch/Deck Lid - Intermittent or Inoperative,doesn't lift all the way up
0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,doesn't open or close all the time.

Case Comments

Date	Comment
12/30/2016	CQI Survey Record Received - DATE : 12/30/2016 Survey Number ality Survey ID Numbe Survey Date : 12/15/2016 VIN Last 8 : CQI Comments : \Warranty
12/30/2016	Did Customer ask for a call back? Yes Customer's Preferred Method of Contact: by phone or e-mail. Preferred call back number is: Preferred Email addres Mileage updated? More than 10,000. Dealer code: 44463 Summarize customer concern: Things Gone Wrong: Vehicle Exterior. Liftgate is broken/not working, Liftgate latch works, but is difficult to operate. Requires too much effort/force to operate. Not extending all the way open. Abnormal squeaks/rattles/noises coming from rear sliding doors: When opening or closing: Passenger's side rear sliding door. Body panels/doors misaligned/excessive gaps/poor fit: Liftgate. Driver's side rear side panel. Passenger's side rear side panel. Taken vehicle to a dealer: No, have not had a chance/inconvenient location. ---------- Reassigned to RD702
01/02/2017	OUTBOUND CUSTOMER CONTACT: Agent called the customer at and spoke with the concern on the liftgate not lifting up all the way. When it doesn't the passenger side rear sliding door doesn't open or close properly. Agent advised the customer to contact local dealership. Customer wanted to know if she could take vehicle to a local dealership in her area other than the purchasing dealership. Agent to email contact information for 2 other dealerships in customer's area.
01/02/2017	Status update provided via email to the following email address This is Richelle, thank you for taking the opportunity to speak with me regarding your concern with the lift gate on your 2016 Chrysler Town & Country. I had verified that are a couple of local dealerships within your area that you will be able to call to schedule a service appointment with. The first one being Ganley Village Chrysler Dodge Jeep Ram, 2115 Mentor Ave, Painesville, OH 44077-1369 (440) 354-4368 and the 2/ Junction Auto Sales Inc, 12423 Mayfield, Chardon, OH 44024-9476 (440) 286-6161 . If you require further assistance from Chrysler, you may contact us back by calling Chrysler Customer Assistance at 1-800-247-9753 and we will be happy to assist you in resolving your vehicle concerns. Thank You, End of Status Update

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTKX53	**Vehicle**	DODGE WAG GRAND CARAVAN R/T ON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/04/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/10/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	7,840 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	DENVER	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45683	LARRY H. MILLER CHRYSLER DODGE RAM		**Dealer Phone**	3037511104
Dealer Address	2727 S HAVANA ST				
	AURORA		CO	80014 2803	USA
Dealer Zone	Denver	**Sales District**		**Service District**	E
Subject	Vibration in engine				
Synopsis	cqi closing cair at this time				
Customer Anomaly	Engine				
	OTHER				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	30	General engine issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/04/2017 10:30 AM	Open
01/10/2017 01:12 PM	Closed
01/19/2017 05:08 PM	Reopen
02/10/2017 11:04 PM	Closed
09/29/2018 01:42 PM	Closed

Initial Description

0100009400-Product,Unknown,Unknown,Buzz, Squeak, Rattle,Default,Buzz, Squeak, Rattle in Product,noise in door area and door operates poorly
0109000000-Product,Engine,Unknown,Other,Default,Engine Inquiry,Idles roughly
0109005200-Product,Engine,Unknown,Vibration,Default,Engine - Vibration,Vibration in engine

Case Comments

Date	Comment
01/04/2017	CQI Survey Record Received - DATE : 01/04/2017 Survey Number [redacted] uality Survey ID Number: [redacted] urvey Date : 01/03/2017 VIN Last 8 [redacted] CQI Comments : \I need my repairs fixed (sliding rear door, brake s, headphones, engine idle) Complaints about the Uconnect system 720-261-884 8
01/05/2017	Did Customer ask for call back? YES Did Customer specify Email or Phone? NO Customer's Preferred Method of Contact: PHONE/EMAIL Preferred call back number is [redacted] Preferred Email address: Mileage Updated? YES Dealer code: Summarize Customer concern:Abnormal squeaks/rattles/noises coming from rear sliding doors,Battery compartment door broke on both sets of headphones. Brakes do not have enough stopping power.Engine does not idle properly: idles rough, too low, or too high
01/05/2017	****CUSTOMER CONTACT [redacted] ******
01/05/2017	Customer dealership is now LARRY H MILLER DODGE RAM **********
01/05/2017	****CUSTOMER CONTACT: DAVID SCHUTT @ [redacted] ****** Agent spoke to customer who states that he is still experiencing issues with these concerns. Customer states he waits weeks for an appointment and when he takes his vehicle into the dealership they can not find the problems and he is without a vehicle. Customer states he needs his vehicle to get to work and can not keep leaving it there. Agent advised customer to make an appointment when he ready and we will be able to provide assistance thru a case manger. Customer states he will try and make one for next week or the week after. Agent will send via email and provided customer with assistance line for a call back when he has set the appointment up. Customer also referred to cair # [redacted] here he was to get reimbursement from previous top care agent. Agent advised customer to speak to his case manager also about this information. Agent will keep cair open till 1/10/17 in order for the customer to call agent back or will close for the next agent to assist with escalating this cair for case manger.
01/05/2017	Status update provided via email to the following email address [redacted] If you require further assistance from Dodge please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Dodge Customer Assistance at 800-423-6343. End of Status Update
01/10/2017	Agent closing cair no response back **********
01/19/2017	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Continuous Quality Insight Survey By Pass - No Diagnosis
01/19/2017	**********inbound call Customer called to say that vehicle is at DLR and he was told that once it is there he could have case manger. As per notes on CAIR customer was advised of time for call back from case manager Preferred call back number is: [redacted]
01/19/2017	1-800-763-8422 also Case Management 88F
01/20/2017	********** Create Prep Sheet ********** Prep sheet was saved successfully.
01/20/2017	* * * * * * * * * Case Management - District 88 3 * * * * * * * * * STILL IN BASIC AND POWERTRAIN WARRANTY MVP: NONE Household: 1 NEW 0 USED

Date	Comment
01/20/2017	Status update provided via email to the following email address: [redacted] Hello, my name is sia and im your case manager. This email is confirmation that your case, XXXXXXXXXX, was successfully escalated to me. My office hours are 6:00am to 2:30pm (Moutain Time) My contact information is 800.763.8422 EXT 40279. End of Status Update
01/20/2017	CM contacted customer regarding first contact resolution and also seeking customers expectation. CM received VM and left call back information for Customer to call CM back.
01/23/2017	Customer [redacted] requested to speak to Case Manager. transferred to nic FF811 voice mail
01/23/2017	Status update provided via email to the following email address: FF811@chrysler.com,IL502@chrysler.com,as1371@chrysler.com Please call CAIR Customer: [redacted] End of Status Update
01/23/2017	CM received a call from customer stating that his drivers side sliding door has a lot of issues closing; it has been to the DLR 3x for that same issue. Customers stated that the window side of the door also does not roll up properly and is afraid it might break. Customer stated that he received headphones with battery things that dont close. Customer stated that he received the headphones like that when he purchased vehicle. Customer stated he has an appointment on 1/26 but has to leave out of town for work the next day and won be back till 02/01. Customer spoke with SA Austin and was told that they do not offer loaner vehicles. hard for DLR to fix vehicle. Customer stated 2 days ago all electronic started acting weird such as doors open on there own and doors locked up on its own. Customer stated on his last case he was told that we are able to refund him his brakes if he bought different ones because the ones that are on his vehicle right now is not working well. CM advised customer that she will contact DLR and see what options they have regarding rental. CM also informed customer that a diagnosis is required before offering rental; CM informed customer that we can look into brakes issue and seek what the POF would be. CM advised customer that she will look into appointment for customer and if it does not work for him with rental; CM will reschedule customer for appointment on 01/02.
01/23/2017	Agent attempted to contact dealer SA however, SA not available. Left message for a return call at extension 40279.
01/23/2017	CM contacted DLR at 303-636-2549 spoke with WA Shannon. CM advised WA that customer has appointment on 1/26 and needs his vehicle diagnosed to see whether we will be leaving his vehicle at DLR for repairs or if it would be a one day repair. WA stated she will notate that on file. CM advised WA if they will be able to assist with rental and she stated that they will accept. CM advised WA she will follow up with DLR on 01/26.
01/23/2017	CONTACT UPDATE - Customer was contacted today at [redacted] Customer was provided with agent's extension: 40279. CM advised customer of lines 107-112. Customer stated vehicle was already diagnosed and now the DLR is just needing the vehicle there for repairs.
01/24/2017	[redacted] called to speak with CM. Writer transferred to FF811 ext. 40279 voicemail.
01/24/2017	Status update provided via email to the following email address: FF811@chrysler.com,IL502@chrysler.com,as1371@chrysler.com Customer is requesting callback as soon as possible. End of Status Update
01/25/2017	CM received a VM from customer to give him a call back as soon as possible. CM contacted customer but reached VM. CM advised customer to give CM a call back and to leave a detailed message if he is unable to get a hold of CM.
01/25/2017	CM contacted customer and customer stated that WA was being rude to him over the phone regarding repairs for the headphones not being covered. Customer also stated that WA advised her that vehicle has to be diagnosed to give rental. CM advised customer that we do need to have vehicle diagnosed before giving rental to customer. Customer stated that his headphones stopped working since last October; battery compartment covers are broken and wont hold battery in. Customer stated that he is available next week Tuesday 01/31 and can leave vehicle in DLR for 3 days not needing rental; CM advised customer that she will follow up with DLR on 01/31 to see if they have found a diagnosis and if they have found out by the 3rd day; CM will authorize rental for customer to be in for work while repairs are getting done.
01/31/2017	CM contacted DLR spoke with WA Shannon. WA stated that customer rescheduled appointment for February 7th.
01/31/2017	CM contacted customer to confirm if he rescheduled his appointment for Feb 7th. Customer confirmed that it was. Customer also wanted to know if his headphones were covered under warranty. CM advised customer that we don't cover the headphones because it is not a provision of his warranty. CM advised customer that she can talk to DLR to see what they say but even if customer has basic warranty; headphones are not part of the coverage. Customer stated he would like to talk to a supervisor to see if they can approve it to be covered, CM advised customer that they will receive the same answer but customer would like to speak with them. CM informed customer that it would take 1 business day for a supervisor to contact customer.
02/03/2017	***Supervisor Call*** Writer contacted the customer who stated that he is concerned about his headphones not working and wanted to know how to get them covered, writer advised that the headphone are covered under separate warranties offered by their makers, Writer provided the contact number for the customer to contact per AC Answer ID 18678. The customer is concerned about not having a rental on the 7th and would like to see if we are able too, he is having a number of electrical concerns with this door, writer advised that we will be contact the DLR on 2-6-17 to discuss his case further as well
02/06/2017	I called DLR, Austin is handling the appointment tomorrow but he is not in today, so no real info was available.
02/06/2017	I called customer, told him that I haven't been able to speak with Austin. Customer said he'll drop vehicle off tomorrow at 8:30 am, I told him that I have a late shift, but that I will call both he and DLR tomorrow.
02/06/2017	Status update provided via email to the following email address [redacted].com I'm Darrell, and we just spoke. The current Case No. is [redacted], and my phone contact is 800-763-8422, EXT. 40350. End of Status Update
02/07/2017	I called DLR, spoke to Austen (prefers 7[redacted], cell) and told him that I'll invite customer to stop over to DLR to help pinpoint concerns to be diagnosed. Customer is not in a rental now, and the initial efforts of DLR aren't coming up with any reparable items.
02/07/2017	I called customer and he stated that he has multiple meetings today and tomorrow so is not likely to be able to revisit DLR. Said he has the cell no. of Austen and will call him to clarify what he is able to over the phone. He also had a warranty question for me, I told him that I'll get an answer and call him back at the time he stated. I'm setting f/u for both for 2/8 later in the day.
02/08/2017	I called DLR and Austen said that customer is picking vehicle up today before end of business. DLR said that there were no repairs done, because no issues were able to be duplicated. If customer is okay when I call him later this evening, I'll close him, and call DLR for closure tomorrow.
02/09/2017	I called customer, got VM, left a message about him calling me this evening, or me making update calls tomorrow. I mentioned looking at possible case closure.
02/09/2017	CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer's concerns as documented in the reason codes have been addressed with the customer. Customer stated that DLR made some adjustment(s) to the door that he was having problems with and it seems somewhat better, also that DLR did some minor software updates, and that customer understands that some things he experienced were not able to be duplicated so ended up needing to be unaddressed. He feels that his concerns were addressed as well as can be. I read the following paragraph to customer verbatim: Thank you for allowing Dodge Customer Care the opportunity to address your concern and we hope we were able to resolve your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case, therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a Dodge customer.
02/09/2017	I called DLR for case closure and left a VM for SM Mike Warner, my number, the Case No., and that I'll try back later.
02/09/2017	Dealer 45683 (SM) Michael calls to speak with the case manager. Writer transferred the call to dp1360 at ext:40350 .
02/09/2017	Was the customer in a rental? N If yes, how many days? Did the customer have a co-pay? N If yes, how much? What is the RO #? [redacted] Does the SM have the CAIR #? If no, provide it. Already provided Review and Confirm the DM Notes with the SM while on the phone. None Does the SM have everything needed from Customer Care to process the claim? Yes Mileage 10134

Email(s)

Date	10/01/2018	***Subject***	I'm Darrell, and we just spoke. The current Case N		
From		***To***		***Sent Date/Time***	02/06/2017 20:48 PM
I'm Darrell, and we just spoke. The current Case No. is [redacted] and my phone contact is 800-763-8422, EXT. 40350.					

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	Model Year	2016	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	01/17/2017	CAIR Type	Regular	Status	Closed
Close Date	01/17/2017	Origin	Telephone	Reason	New problem
Mileage	11,429 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	COLUMBUS JCT	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	63238	DELZELL BROTHERS INC		Dealer Phone	3198687564
Dealer Address	13409 STATE HIGHWAY 78				
	WAPELLO		IA	52653 1548	USA
Dealer Zone	Midwest	Sales District		Service District	U
Subject	Customers sliding door will not open sometimes				
Synopsis	Customer seeking to have this issue resolved. Agent advised to bring the vehicle to the dealership and give us a call back to have the case escalated to a CM.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/17/2017 01:47 PM	Open
01/17/2017 02:12 PM	Closed
09/29/2018 05:04 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108035700-Product,Electrical,Power Hatch/Deck Lid,Intermittent or Inoperative,Default,Power Hatch/Deck Lid - Intermittent or Inoperative,Customers back hatch will not open sometimes
0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,Customers sliding door will not open sometimes

Case Comments

Date	Comment
01/17/2017	Briefly summarize why the customer is contacting Chrysler: Customer called in stating that he is having an on-going issue with his vehicle that the dealership cannot resolve. Customer stated that his power sliding door and his back hatch will not open with the key fob or the buttons. Customer stated that they have to open them manual but advised that it only happens sometimes. Customer is seeking what can be done. Agent advised customer that this vehicle would need to be taken back to the Chrysler dealership for service. Agent advised once at the Chrysler dealership to give us a call back to have the case escalated to a CM for further assistance. Customer understood Briefly summarize what the customer is expecting: To have this issue resolved. Survey bypass for no diagnosis.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTKX53	**Vehicle**	DODGE WAG GRAND CARAVAN R/T ON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/18/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/15/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	4,600 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	NASHVILLE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	26808	FRANKLIN CHRYSLER DODGE JEEP RAM		**Dealer Phone**	6157945000
Dealer Address	1124 MURFREESBORO RD				
	FRANKLIN		TN	37064 3007	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	S
Subject	Vibration				
Synopsis					
Customer Anomaly	Steering / Suspension				
	Steering Wheel				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	90	Steering wheel issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/18/2017 02:58 PM	Open
06/15/2017 07:37 PM	Closed
09/29/2018 05:16 PM	Closed

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code
0119200000-Product,Steering,Steering Wheel / Column,Other,Default,Steering Wheel / Column Inquiry,Vibration

Case Comments

Date	Comment
01/18/2017	>>> A new CAIR and I2R case has been opened to further assist customer. Previous CAIR was [redacted]
01/19/2017	*** Bridgett with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please direct them to contact Bridgett directly at (214) 583-2194. Thank you. ***
01/19/2017	**Called (26808) SM Will advised the vibration and pulling is in the tire itself. So, they ordered 4 new tires (internally) and replaced all, but concern was worse on front. Road-forced balanced front 2 tires again but concern was still present. Ordered 2 new tires (under warranty) and rotated those 2 tires to the rear, customer left with vehicle. New tires have arrived so, SA Dakota will set appt for customer to bring vehicle back for tire mounting and road-testing. Note: on RO [redacted] customer picked up vehicle each time while waiting for tires to arrive.***Left VM for SA Dakota to confirm actual days down and when customer is bringing vehicle back.
01/19/2017	**Called customer and she stated they already replaced the tires 3 times. She stated SA Dakota told her it's not the tires but the front end so, he's going to take another look at the front end when she brings the vehicle back. Customer was very frustrated the vehicle is still not fixed after all this time and wants a resolution. Advised customer thus far, the diagnosis has been the tires which is not a warranty issue and that's why the case was closed previously. Offered to locate another DLR for a 2nd opinion. She stated other DLR's are too far away. Offered arbitration and customer stated she already contacted them and is now back for repair. Advised customer I am waiting on a call back from SA Dakota and will discuss a possible front end problem and next steps. Customer was very frustrated and ended call. **Follow up 1/20 with DLR and customer
01/20/2017	Customer called and LVM for me to call her back with a resolution
01/26/2017	Status update provided via email to the following email address [redacted] Good Afternoon, This is CHance with Chrysler Resolutions [redacted] is looking to get a second opinion on her vehicle at your dealership. I am authorizing a rental/loaner while customers vehicle is in for service. Up to $35 a day. If there are any questions please feel free to contact the customer's case manager Bridgett at 214-583-2194. Case number [redacted] Thank You, Chance Chrysler Resolutions End of Status Update
01/26/2017	Called customer in regards to her vehicle. She stated that she took her vehicle to dealer 67396 but was informed that they would not give her a loaner without authorization. I advised that I would reach out to Brandy at the dealer to provide authorization. Called dealer 67396 and spoke with Brandy regarding getting the customer into a rental or loaner while vehicle is in for service. She asked that I email her the information and then her and the customer would speak about getting the vehicle in.
02/02/2017	Spoke to SA Ashley and she doesn't see the vehicle is there. Called customer LVM requesting a call back to CM.
02/03/2017	**Customer returned call and LVM requesting an immediate call back about appointment to take vehicle. **Called (67396) spoke with SA Brandy per email noted in lines 31-40. SA advised she received the email authorization and customer can bring vehicle any day next week 9-5pm to get into a rental. **Called customer and she has no more days to take off to take vehicle through the week. She asked for a weekend drop-off.***Called SA Brandy and customer can drop vehicle Saturday 8-12 noon to get into a rental at Enterprise. But customer will have to get to Enterprise on her own.***Called customer back and advised. She stated she will try to take vehicle tomorrow morning but will need a rental large enough for 2 car seats because last repair that was a problem. Advised I will authorize up to $40/day and will update DLR. Advised customer to let me know once vehicle is at DLR.

Date	Comment
02/03/2017	Status update provided via email to the following email address: [redacted] Brandy, Per our conversation today, the customer will contact you regarding a rental for tomorrow, Saturday drop-off. Customer has 2 large car seats and will need a rental comparable to her vehicle, if possible. So, I am increasing the rental authorization up to $40/day under CAIR [redacted] while her vehicle is in for a 2nd opinion. Please let me know if you have any questions. Thanks. Bridgett Chrysler Resolution Team End of Status Update
02/03/2017	**Follow up 2/6 with DLR and customer
02/14/2017	**Customer LVM stating she made appointment for tomorrow at (67396) for 2nd opinion. She stated she is borrowing a vehicle because the rental authorized was only for 2 days. **Called (67396) SA Brandy confirmed appointment for tomorrow 2/15. Advised SA that rental is authorized 5 days at a time. SA misread email authorization and thought it was for only 2 days. Asked if SA needed anything further on rental authorization and she said no. **Called customer and advised rental has been confirmed with SA for as long as vehicle is in for service. She stated she borrowed a vehicle because rental agency didn't have anything large enough for her 2 car seats. Advised if at anytime she needs to go into a rental, I can have DLR check with Enterprise to see if something comparable came in. Customer stated she meets with Arbitration on 2/23 and asked if this case will remain open. Advised her case is still open. **Follow up 2/17 with DLR and customer
02/15/2017	Vehicle is at the dealership - BOB FRENSLEY CHRYSLER JEEP DODGE R (67396) Update triggered by s72454l
02/23/2017	***Called DLR 67396 to update RO history. SA Brandy provided the details. ***Called customer to discuss how vehicle is performing. Just walked out of her Arbitration meeting, the vibration is still there and vehicle is pulling to the left now. 10 days the arbitration counsel will make a decision. Customer does not have time to take off work to take vehicle back to DLR 67396. *** Follow up 02/28/17***
03/08/2017	Called customer LVM requesting a call back regarding the case and the arbitration hearing.
03/10/2017	**Customer returned call and LVM.***Called customer and she stated she did not accept the arbitration decision so, she needs to get her vehicle back in for service. She wants to go back to Bob Frensley (67396) and will need a rental. She asked for a weekend drop-off because of work. Advised I will call back once the appointment is set. **Called (67396) Ashley in Service said SA Brandy handled the vehicle before but was at lunch. She said to call back in an hour to speak with SA about a Saturday drop-off / rental pick-up.
03/10/2017	**Called (67396) SA Brandy advised they have no way to get customer to Enterprise on a Saturday. But if she can get over to Enterprise on her own, she can drop the vehicle on a Saturday and SA can arrange a rental. Otherwise, next available appointment is Tuesday 3/14 anytime she can get there before 5pm to get into a rental. **Called customer LVM advising about Saturday drop-off and Enterprise or Tuesday 3/14 before 5pm. Requested a return call to advise when she plans to take the vehicle. **Follow up 3/14
03/10/2017	**Customer called back and stated its going to snow there this weekend and the DLR is a distance away so, she can't take the vehicle until next Saturday. She will get to Enterprise on her own if a rental is authorized. Advised I will authorize the rental for next Saturday 3/18. **Follow up 3/16 with customer (REMINDER) and DLR (authorize Rental)
03/16/2017	**********Rental Value Updated********** Estimated Rental Amount: $400.00 ; Addtional Rental Amount: $ 200.00 ; Provided By: CAC ; Days Authorized: 5
03/16/2017	**Called customer and she confirmed she's taking vehicle this Sat 3/18 to DLR (67396). She will get to Enterprise to pick up a rental. Advised I will authorize the rental with DLR. **Called (67396) SA Brandy is out until Monday. Spoke with SM Gary and advised customer is bringing vehicle on Sat 3/18 and will get herself over to Enterprise for the rental. SM advised he will reserve a rental for the customer and requested an email with customer's information. Email sent to SM. **Follow up 3/20 with DLR (open STAR case)
03/20/2017	**Called (67396) SM Gary advised customer did not bring her vehicle in Saturday. **Called customer LVM requesting a return call to advise if she plans to reschedule appointment. **Follow up 3/22
03/21/2017	**Customer LVM stating since it's an hour's drive to the DLR, she called Saturday before heading over and they knew nothing about her appointment or rental. So, she didn't take the vehicle.***Called customer back and apologized for the mix-up. She said she can take vehicle this Saturday. **Called (67396) SM Gary advised he was there all day Saturday and had a rental reserved but was not made aware of the customer's call. SM connected me with SA Brandy to reschedule. SA Brandy rescheduled for this Saturday 3/25 and will reserve a rental. **Called customer LVM advising reschedule for Sat 3/25, rental reserved. Requested a call back to confirm receipt of appointment. **Follow up 3/24 with customer (REMINDER)
03/22/2017	**Customer returned call and LVM confirming she will take vehicle to DLR on Sat 3/25. **Follow up 3/24 with customer (REMINDER) and DLR (confirm appt)
03/24/2017	**Called customer and she confirmed she will take vehicle tomorrow. Advised as early as possible for drop-off since it's Saturday. She will get to Enterprise on her own. **Called (67396) confirmed with SA Brandy customer is dropping vehicle tomorrow and will get over to Enterprise on her own. Advised a rental has been authorized. **Follow up 3/27 with DLR (open STAR case)
03/25/2017	Vehicle is at the dealership - BOB FRENSLEY CHRYSLER JEEP DODGE R (67396) Update triggered by s72454l
03/27/2017	**Called (67396) SA Brandy provided RO details and advised they drove vehicle and the vibration is so slight there's not much they can do about it. Everything else is tight and looks good. Advised a STAR case is being opened for support since vehicle is back for same concern.
03/27/2017	****** Following Corporate Resource has been contacted ****** TAPS on 2017-03-27 @ 16:24
03/27/2017	**Called customer and advised STAR has been engaged to assist with diagnosis and repair. She is in a rental. Advised follow up in a couple of days. **Follow up 3/29 with DLR and customer
03/27/2017	CAIR ESCALATION CLOSURE SEE STAR CASE# [redacted] FOR INFORMATION
03/29/2017	**Called (67396) SA Brandy advised they drove vehicle at 70mph and vibration is so minor it can barely be felt. SA advised there's nothing that can be done. **Called customer and she was on her way to pick up the vehicle. She stated the DLR told her the vibration is minor and there's nothing they can do. She stated it wasn't there at purchase and if the DLR told her they can't fix it, what's the next step. She stated she can't take off work anymore for repairs so, something needs to be done. Advised I will look into it to see if anything else is recommended and follow up next week. **Follow up 4/3 with customer
04/04/2017	**STAR (T5422JG) suggested to have customer drive 2 or 3 lot vehicles at the dealer, and if she feels the same vibration its normal, if the other vehicles do not have the concern, he can assist DLR in finding the cause of the concern. **Called customer LVM advising suggestions per STAR. Requested a return call to discuss how she wants to proceed. **Follow up 4/7
04/07/2017	**Called customer and she stated she did test-drive one used R/T at the DLR and it had no vibration and a noticeable difference in how it drove. She's checked on the Dodge website for other R/T models to test-drive but hasn't located any because the 2017s are G/T models. She wants to know what to do. Advised I will look into this and follow up next week. **Follow up 4/12
04/12/2017	**Called customer LVM recommending to look for another like vehicle R/T model on a used car lot. If she finds another like vehicle to test-drive, we may be able to take another look. Requested a return call. **Follow up 4/14
04/14/2017	**Customer LVM wanting to know what information she'll need to provide if she finds other R/T models to test-drive and they don't have the vibration. **Called customer and advised I will get that information and call her back next week. **Follow up 4/18
04/15/2017	Vehicle is at the dealership - FRANKLIN CHRYSLER DODGE JEEP RAM (26808) Update triggered by s40092o
04/18/2017	**Called (26808) vehicle was in for oil change, tire rotation, grinding noise in sliding door. DLR cleaned dirt, debris, greased track.
04/18/2017	Status update provided via email to the following email address: [redacted], I am still reaching out to our technical specialists on how your comparing to a like vehicle will be documented. I will follow up with you in a couple of days. Regards, Bridgett with Dodge Resolution End of Status Update
04/18/2017	**Follow up 4/19 with STAR
04/19/2017	**Emailed STAR (T5422JG) requesting additional information. **Follow up 4/20
04/20/2017	**Requested advice on how the comparison will be documented. STAR (T5422JG) responded via email: Yes the dealer will need to get involved, whether its the dealer the vehicle was at or a new dealer. Or the other alternative would be to have the DM or TA go out.
04/20/2017	**Reached out to CRM via email for next steps. **Called customer and advised follow up once next steps are determined. **Follow up 4/24

Date	Comment
04/24/2017	**Reached out to AM inquiring if anything more can be done or what will be the next step.
04/24/2017	Status update provided via email to the following email address [redacted] I am also reaching out to the Area Manager to see what more can be done. I will follow up in a couple of days. Your patience is so appreciated while we determine what the next step needs to be. Sincerely, Bridgett with Dodge Resolution End of Status Update
04/24/2017	**Follow up 4/26
04/26/2017	Status update provided via email to the following email address [redacted], I received a reply from the Area Manager who is in the process of gathering information from both dealers. I will follow up with you again 4/28. Sincerely, Bridgett with Dodge Resolution End of Status Update
04/26/2017	*Per CM, AM sent the following email on 4/25: From: ****Sent: Tuesday, April 25, 2017 7:39 AM To: Hurt, Bridgett Subject: RE: AM Escalation: VIN: [redacted] Franklin CDJR - 26808 and Bob Frensley CJD - 67396 / Customer [redacted] Gathering the info from both dealers today, will reply all once I have them. *Sent email to customer advising of above and will follow up 4/28
05/03/2017	5/1/2017 11:46:26 AM: User Comment by BH670: **Email response from AM: "I got the tire road force numbers from the dealer on Friday, all were within the acceptable range, dealer SM Gary Dull, stated the vehicle was operating as designed at that time."
05/03/2017	**Called customer and provided assessment per AM that alignment is within the acceptable range. She stated this is not something that she caused. She stated the pulling and vibration were not there when she purchased the vehicle. Those issues did not start until after Franklin Chrysler replaced the steering column, clock spring and left front strut assembly. She stated this problem was created by the dealership and now she's being told she has to live with it. She's not sure what other issues this vibration could be causing. She stated with this vibration, she won't even have any value in trading the vehicle. But, if she keeps the vehicle, it's just going to cost her more money. Advised I can look at adding a service contract to her vehicle at no cost for future reliability concerns. She stated she tried arbitration and due to their insurance, they couldn't drive the vehicle to experience the problem. She stated she's not feeling valued by Dodge at all at this point. She stated again that she did not cause this problem and doesn't know what to do because everyone from Dodge is just taking their hands off it. Advised follow up in a few days. **Follow up 5/5
05/16/2017	**Called customer and she stated she wants out of the vehicle but they bought the vehicle they wanted and Chrysler doesn't make it anymore. She stated on a standard trade, she would be quite in the hole which is unfair because she didn't create this problem. Asked about monthly payments and she pays about $370/mo. Offered 1 payment and a service contract. She stated with all the time out of their vehicle and the money spent going back and forth, 1 payment would not even pay for the gas. Sending link for review of MVPP. Customer will talk with her husband about possibly trading vehicle and call back to advise if interested in exploring a CDI. **Follow up 5/18
05/16/2017	Status update provided via email to the following email address [redacted] ou can use the following link to explore the Max Care Service Contract we discussed [redacted] I will follow up in a couple of days. Sincerely, Bridgett with Dodge Resolution End of Status Update
05/25/2017	**Called customer LVM to offer resolution. Requested a return call. **Follow up 5/26
05/26/2017	**Called customer and offered $1000 Cash Settlement plus a Max Care 5/60/100 MVPP. Customer stated she will have to speak with her husband and will call back Tuesday. **Follow up 5/30
05/30/2017	**Called customer LVM requesting a return call advising acceptance of CRO. **Follow up 6/01
06/01/2017	*Called customer [redacted] behalf of CM. LVM requesting a return call by 5:30pm 6/2 otherwise no further action will be taken on the case as it will be 7 days tomorrow awaiting her decision.
06/02/2017	*Customer LVM 6/1. Called customer [redacted] and she accepted the resolution offer. Inquired if the vehicle is repaired and customer said no, as the vibration is still present and she is extremely unhappy. *Apologized to the customer for what she has gone through and is currently going through and advised we will be reviewing the case for all possible resolution options, however I cannot guarantee anything at this time. Advised customer that we need to obtain all RO's from the dealers to begin the review process and customer said she understands. *Called CDJR Franklin/26808 and obtained email address of SM. Sent email to both SM's and cc'd AM requesting all customer copies of RO's be faxed or emailed. Follow up 6/5 with dealers and 6/7 with customer.
06/06/2017	*Received RO's and attached. Updated RO History. *Follow up with customer 6/7
06/07/2017	Status update provided via email to the following email address [redacted] ve received the repair orders from the dealership and your case is now in review. I will follow up once an update is available. Sincerely, Bridgett with Dodge Resolution End of Status Update
06/07/2017	**Follow up 6/14
06/08/2017	**Called customer and advised we took another look for other options but since the vehicle had already been through arbitration and it was deemed the concern was a normal operating condition when compared to other R/T Grand Caravans, Chrysler considers the vehicle repaired at this time. Customer stated she will just have to go with that and accepted the CRO offer. Advised the service contract will be applied within 5 to 7 business days and she should receive the service contract documentation within 6 to 8 weeks in the mail. Explained an offer letter will be sent for her review and signature. She asked what if this concern gets worse. Advised we will still help within the terms of her warranty and open a new case to begin reviewing from that point forward. Customer verified her mailing and email addresses.
06/08/2017	**Offered $1000 C&K and a Max Care 5/60/100. Customer accepted. Awaiting signed release agreement.
06/08/2017	Status update provided via email to the following email address [redacted] ttached you will find your offer letter and release form, as we discussed. Please review, sign and send back via the documentation link sent after this email. Please note the service contract offer of Max Care 5 years/60,000 miles with $100 deductible is not listed in the agreement. That service plan will automatically be applied to your VIN. You will receive additional information regarding the service plan via US mail. If unable to send by the link, please use the fax number listed below and put "Attention: Bridgett" on the cover letter. As always, feel free to call me with any questions. Regards, Bridgett with Dodge Resolution Fax: 866-849-3869 Attn: Bridgett Below documents are also attached to the email: Plate 30921857 - Offer Letter.pdf End of Status Update
06/08/2017	****** Below Customer Contacted for Documentation Request ** [redacted] on 2017-06-08 @ 14:08
06/08/2017	**Follow up 6/12 (signed agreement)
06/12/2017	**Called customer LVM to make sure she received the email with offer letter and the link to upload documents. Requested a return call. **Follow up 6/14 (signed agreement)
06/13/2017	***** Customer Document Received *****
06/14/2017	**Customer confirmed vehicle repaired. Offered Cash Settlement of $1000.00 and a Maximum Care 5 yrs/60,000 miles with $100 deductible MVPP. Customer accepted. Customer verified mailing address as: [redacted] Nashville, TN [redacted]
06/15/2017	>> Max Care 5 year/60,000 mile $100 deductible MVPP [redacted] has been applied to vehicle for customer's future reliability concerns due to various vehicle repairs and days down. Offer approved by CP1022. Contract cod [redacted]
06/15/2017	Writer is suggesting Cash Settlement as a goodwill gesture for customer satisfaction. Customer's Signed Release attached to CAIR (Y/N): Y Mileage: 14,370 Date of repair(s): 4/15/17 Additional pertinent information: Offered Cash Settlement of $1000.00 for various vehicle repairs and days down. Offer approved by CP1022. Writer is submitting check for approval in the amount of: $1000.00 CNA flag (Y/N): N

Email(s)

Date	10/01/2018	***Subject***	[redacted] Attached you will find your offer le		
From		***To***		***Sent Date/Time***	06/08/2017 18:07 PM

[redacted]

Attached you will find your offer letter and release form, as we discussed. Please review, sign and send back via the documentation link sent after this email. Please note the service contract offer of Max Care 5 years/60,000 miles with $100 deductible is not listed in the agreement. That service plan will automatically be applied to your VIN. You will receive additional information regarding the service plan via US mail. If unable to send by the link, please use the fax number listed below and put "Attention: Bridgett" on the cover letter. As always, feel free to call me with any questions.

Regards,
Bridgett with Dodge Resolution
Fax: 866-849-3869 Attn: Bridgett

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/29/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/08/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	8,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	MARKLE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	42050	GLENBROOK DODGE CHRYSLER JEEP RAM		**Dealer Phone**	2604841533
Dealer Address	100 W COLISEUM BLVD				
	FORT WAYNE		IN	46805 1006	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	L
Subject	Sliding door stuck closed, reoccuring				
Synopsis	Additional test drive				
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/29/2017 06:31 PM	Open
02/08/2017 07:44 PM	Closed
09/29/2018 04:34 PM	Closed

Initial Description

0123030010-Product,Body / Trim / Paint Finish,Body Hardware,Other,F. Door-Driver,Left Front Door Hardware Inquiry,Sliding door stuck closed, reoccuring

Case Comments

Date	Comment
01/29/2017	Briefly summarize why the customer is contacting Chrysler: Customer stated he has had reoccurring issue with the sliding door on his vehicle. customer stated right now it is stuck closed, he called the dealer and they essentially told him there is nothing else they can replace on the door and advised to contact us to begin the repurchasing process. Briefly summarize what the customer is expecting: begin repurchasing process Customer stated the vehicle has been into Mike Anderson Chrysler with SA Kevin and Glenbrook Chrysler with SM Justin.
01/29/2017	Customer was informed that by making this request they are NOT actually filing lemon law or any related process. Their case is being escalated for a review of the vehicle's repair history to determine if their request merits further action and that due to the nature of their request, it will require a call back which will take place within 1-2 business days. The outcome of the review does NOT determine Lemon Law eligibility. Preferred Morning/Midday call back number is [redacted] Preferred Afternoon/Evening call back number is [redacted] Who has possession of the vehicle? Owner Reassigned to 91L
01/29/2017	Customer looking for rental vehicle
01/30/2017	********** 91L Review ********** ********Case Escalated to I2R********** Reviewed Warranty History which determined this case should be escalated to I2R for case management.
01/31/2017	Customer seeking for contact to be made. Agent advised that they should be reciving a call sometime today given the time of escalation. Agent advised that note would be left on case for follow up. Customer advised that if they are not successful on cell as they don't always have best reception, they may be contacted on secondary numbe[redacted]
01/31/2017	---------- --Spoke with customer, completing the initial call. Customer is experiencing issues with the vehicle's sliding door not opening. I advised customer if he is having issues with the vehicle to take it in. Customer agreed to take the vehicle to Glenbrook Dodge Chrysler Jeep (42050). I advised customer to contact the dealer to schedule an appointment. Customer agreed to follow up with CM with appointment detail once scheduled. I explained I2R process and advised I will be in contact every 2-3 business days. Customer agreed. Advised STAR case will be opened and rental can be authorized. ***Follow up 02/03/17***
02/01/2017	Vehicle is at the dealership - GLENBROOK DODGE CHRYSLER JEEP RAM (42050) Update triggered by s18909m
02/03/2017	Briefly summarize why the customer is contacting Chrysler: customer wanted to speak to cm Briefly summarize what the customer is expecting: customer expecting to speak to cm customer has left several vm and would like a phone call back.
02/03/2017	****** Following Corporate Resource has been contacted ****** TAPS on 2017-02-03 @ 12:36
02/03/2017	---------- --Called dealer (42050) transferred to SM Justin's VM. LVM for a callback. --Spoke with customer who advised he is back in possession of his vehicle. Customer stated he is a little upset because the same part was replaced as before. Customer stated his wife just went to pick up the vehicle. I advised he will be given time to test drive the vehicle and compensation will be provided. ***Follow up 02/08/17***
02/03/2017	CAIR ESCALATION UPDATE SEE STAR CASE# [redacted]R INFORMATION
02/06/2017	CAIR ESCALATION CLOSURE SEE STAR CASE[redacted]FOR INFORMATION

Date	Comment
02/08/2017	---------- --Spoke with customer who advised the vehicle has been fine so far, but he is not sure it will stay that way. Customer stated the same part has been replaced three times. Customer agreed he would like to give repairs more time before confirming issues have been resolved . I advised case will be placed on hold and customer agreed to follow up with CM once ready to confirm. ***Standby to close***

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/30/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/21/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	6,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	FAIR LAWN	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45420	ROUTE 46 CHRYSLER JEEP DODGE		**Dealer Phone**	9737741000
Dealer Address	1655 ROUTE 46				
	LITTLE FALLS		NJ	07424 1717	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	D
Subject	issue with wipers not shutting down				
Synopsis	Replacement offered				
Customer Anomaly	Electronics				
	Wiper Blades				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	54	Wipers not working properly (defective, intermittent)
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/30/2017 03:13 PM	Open
04/21/2017 08:28 PM	Closed
09/29/2018 01:35 PM	Closed

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code
0108700200-Product,Electrical,Speedo/Gauges/Ometer/EIC,Defective,Default,Speedo/Gauges/Ometer/EIC - Defective,gas will always read as empty
0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,doors at times will not open need to manually open from outside
0108270210-Product,Electrical,Power Windows,Defective,F. Door-Driver,Defective Left Front Power Window Inquiry,all windows will not work at times will not go down or up
0108500000-Product,Electrical,Lamps and Switches,Other,Default,Lamps and Switches - Inquiry,all lights on dash board light up
0108010000-Product,Electrical,Navigation System,Unknown,Default,Navigation System - Inquiry,issue with radio and navigation not working
0108639800-Product,Electrical,uConnect Cellular System,Connected Services,Default,Uconnect Cellular System - Connected Services,issue with radio and navigation not working
0108420000-Product,Electrical,Wipers / Washers,Other,Unknown,Wipers / Washers - Inquiry,issue with wipers not shutting down

Case Comments

Date	Comment
01/30/2017	Briefly summarize why the customer is contacting Chrysler: issue with vehicle multiple issues Briefly summarize what the customer is expecting: customer has issues with vehicle and believes its a Lemon. looking to buy back vehicle due to multiple issues. issues are wipers will not stop, all lights on dash light up when start vehicle, signals will not work, blind spot detector not working, radio and navigation not working, windows will not go down at times, power doors will not work and need to open doors manually from outside, rear back up not working. customer been to dlr 2x to have issue resolved. dlr replaced radio but still same issue, went back dlr did more repairs still now same issue, customer has appointment with dlr 45420 this Wednesday for another diagnosis since same issues.
01/30/2017	agent advised will send request to LL review since she has issues and falls in parameters of LL.
01/30/2017	Customer was informed that by making this request they are NOT actually filing lemon law or any related process. Their case is being escalated for a review of the vehicle's repair history to determine if their request merits further action and that due to the nature of their request, it will require a call back which will take place within 1-2 business days. The outcome of the review does NOT determine Lemon Law eligibility. Preferred Morning/Midday call back number is [redacted] referred Afternoon/Evening call back number is [redacted] Who has possession of the vehicle? (Owner Reassigned to 91L
01/30/2017	********** 91L Review ********** *********Case Escalated to I2R********** Reviewed Warranty History which determined this case should be escalated to I2R for case management.
01/31/2017	CASE HAS BEEN ASSIGNED TO I2R, CASE MANAGER PATRICIA. IF CUSTOMER CALLS IN PLEASE HAVE THEM CALL CM PATRICIA AT 214-583-2171. THANK YOU.
01/31/2017	1/31/2017 1:25:33 PM: User Comment by Patricia Johnson: Placed initial call to customer. LVM stating that their case has been escalated to me for special handling and I would like to assist with vehicle concerns. I provided my number for a return call and advised I would call again.

Date	Comment
02/01/2017	2/1/2017 3:42:55 PM: User Comment by Patricia Johnson: Placed initial call to customer. I explained that their case has been escalated to me for special handling and I would like to assist with vehicle concerns. I provided my name and number. - >>Customer states shortly after leasing vehicle it started having electrical issues. Customer states wipers will not shut off, windows will not work, back doors will not open, signals stop working, gas gauge goes to empty, no navigation and no blind spot detector. Customer states radio has been replaced twice but vehicle still having problem. Customer states vehicle is unsafe for her and her children and wants vehicle replaced and want to be reimbursed for what she has invested in vehicle. Apologized to customer for issues and explained resolution process. Advised would be happy to review for resolution but unable to guarantee a certain resolution at this time. Customer states no matter what we do to vehicle she will never trust that it is fixed again. Advised I do understand but we do have to start with repair process. Advised will contact dealer concerning getting next level of tech involved in process. Advised will start review and follow up on 02/06<<
02/01/2017	2/1/2017 3:44:07 PM: User Comment by Patricia Johnson: >>Made attempt to reach SA Raul at dealer 45420 but unable to reach LVM with contact and customer info<<
02/02/2017	2/2/2017 4:07:10 PM: User Comment by Patricia Johnson: Made attempt to reach SA Raul at dealer 45420 but unable to reach LM requesting call back
02/02/2017	2/2/2017 4:08:04 PM: User Comment by Patricia Johnson: >>Made attempt to reach SM Rob at dealer 45420 but unable to reach LVM and sent email<<
02/03/2017	****** Following Corporate Resource has been contacted ****** TAPS on 2017-02-03 @ 10:36
02/03/2017	2/3/2017 9:38:38 AM: User Comment by Patricia Johnson: >>Returned call to SA Raul at dealer 45420 who provided RO info and status of vehicle<<
02/03/2017	CAIR ESCALATION CLOSURE SEE STAR CASE#[redacted] FOR INFORMATION
02/08/2017	Status update provided via email to the following email address[redacted] Good Evening, I am contacting you on behalf of your case manager, Patricia. Please contact Patricia at your earliest convenience @ 214-583-2171. Thank you End of Status Update
02/08/2017	verified star case where stated tech was aware what part was needed and on order
02/08/2017	star case closed
02/10/2017	2/10/2017 3:28:55 PM: User Comment by Patricia Johnson: >>Made attempt to reach customer but unable to reach LVM with contact info<<
02/13/2017	Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler hoping to speak to her case manager. Briefly summarize what the customer is expecting: Customer was seeking to speak to her case manager. Agent attempted to contact Patricia, Case Manager, but was unsuccessful. Agent gave customer Patricia's phone number, and advised to contact her directly. Customer understood and stated she would try to contact directly.
02/14/2017	2/14/2017 2:47:04 PM: User Comment by Patricia Johnson: >>Received call from customer who states vehicle not repaired and having the same issue so will be getting it back to dealer. Customer states tired of taking vehicle to dealer and has spent more time in rentals then in vehicle they purchased. Apologized for inconvenience and advised will contact dealer and follow up tomorrow 02/15 as scheduled<<
02/14/2017	Vehicle is at the dealership - ROUTE 46 CHRYSLER JEEP DODGE (45420) Update triggered by s02526m
02/15/2017	****** Following Corporate Resource has been contacted ****** TAPS on 2017-02-15 @ 12:32
02/15/2017	2/15/2017 11:33:43 AM: User Comment by Patricia Johnson: >>Called dealer 45420 and spoke with SA Joe who verified vehicle at dealer and provided RO info<<
02/15/2017	2/15/2017 11:34:51 AM: User Comment by Patricia Johnson: >>Returned call to customer advised did confirm vehicle at dealer being diagnosed. Advised will follow up on 02/20 with an update<<
02/15/2017	CAIR ESCALATION UPDATE SEE STAR CASE#[redacted] FOR INFORMATION
02/15/2017	CAIR ESCALATION UPDATE SEE STAR CASE#[redacted] FOR INFORMATION
02/20/2017	2/20/2017 8:17:41 AM: User Comment by Patricia Johnson: >>Made attempt to reach SA Joe at dealer 45420 but unable to reach LVM with contact and customer info<<
02/20/2017	2/20/2017 4:06:30 PM: User Comment by Patricia Johnson: >>Called dealer 45420 and spoke with SA Joe who states still diagnosing vehicle. Advised I do see that STAR has been trying to reach him concerning vehicle. SA advised will get with his tech and give me a call back<<
02/20/2017	2/20/2017 4:12:21 PM: User Comment by Patricia Johnson: >>Called customer and advised dealer working with tech assist on repairing vehicle and case still being reviewed for resolution. Customer states she is very unsatisfied due to while she is in loaner she does not have features that she paid for and feels that she is losing out. Advised I do understand and once vehicle repaired we can look at compensation for time without vehicle<<
02/20/2017	CAIR ESCALATION UPDATE SEE STAR CASE#[redacted] FOR INFORMATION
02/23/2017	CAIR ESCALATION UPDATE SEE STAR CASE#[redacted] FOR INFORMATION
02/24/2017	2/24/2017 8:07:16 AM: User Comment by Patricia Johnson: >>Called dealer 45420 and spoke with SA Joe who states still working closely with STAR on repairing vehicle<<
02/24/2017	2/24/2017 8:14:04 AM: User Comment by Patricia Johnson: >>Called customer and advised of status of vehicle customer states she did speak with dealer but she is still not reassured that issue was and vehicle will be safe for family. Advised I do understand and explained that case is still being reviewed for final resolution<<
02/24/2017	CAIR ESCALATION UPDATE SEE STAR CASE#[redacted] FOR INFORMATION
02/28/2017	CAIR ESCALATION UPDATE SEE STAR CASE#[redacted] FOR INFORMATION
03/01/2017	3/1/2017 2:17:42 PM: User Comment by Patricia Johnson: >>Made attempt to reach SA Joe at dealer 45420 but unable to reach LM with Madison requesting call back<<
03/01/2017	3/1/2017 2:52:40 PM: User Comment by Patricia Johnson: >>Received call back from SA Joe at dealer 45420 who advised TA came down and assist and vehicle is repaired. Dealer states a few small things to complete and will be returning vehicle to customer<<
03/02/2017	3/2/2017 1:17:45 PM: User Comment by Patricia Johnson: >>Returned call to customer due to VM received customer states dealer contacted her and advised vehicle is repaired and ready for pickup but she does not want vehicle back. Advised I do understand but at this time a decision has not been made to take her out of vehicle so I must request that she pick up vehicle and return rental. Customer states that she is working and can't pick up vehicle until tomorrow advised she will need to call and discuss with dealer<<
03/06/2017	Vehicle is at the dealership - ROUTE 46 CHRYSLER JEEP DODGE (45420) Update triggered by s02526m
03/07/2017	3/7/2017 3:01:47 PM: User Comment by Patricia Johnson: >>Called dealer 45420 and spoke with SA Joe who verified vehicle is back at dealer and provided RO info<< - >>Returned call to customer due to VM received customer states wanted to let me know vehicle is back at dealer and wanted to advised me again how unsafe she feels this vehicle is. Customer states dash went out while driving and she could not even tell what speed she was going. Apologized and advised will update case and continue to review<<
03/07/2017	CAIR ESCALATION UPDATE SEE STAR CASE#[redacted] FOR INFORMATION
03/10/2017	3/10/2017 12:26:05 PM: User Comment by Patricia Johnson: >>Made attempt to reach SA Joe at dealer 45420 but unable to reach LVM with contact info<<
03/10/2017	Status update provided via email to the following email address[redacted], Your case is still being reviewed for resolution. I will follow up once there is an update. If you have any questions or concerns please feel free to contact me at 214-583-2171. Thank you, Patricia End of Status Update
03/14/2017	3/14/2017 3:32:31 PM: User Comment by Patricia Johnson: >>Made attempt to reach dealer 45420 but unable to reach line continued to ring may be closed due to weather<<

Date	Comment
03/14/2017	3/14/2017 3:44:10 PM: User Comment by Patricia Johnson: >>Returned call to customer due to VM received customer states vehicle is back at dealer and they have advised they are replacing some more parts. Advised I am aware that vehicle is back at dealer but I have been able to reach SA Joe for an update. Customer states dealer is closed today due to weather but she did talk to them yesterday and they advised replacing parts. Customer states she is a very dissatisfied customer due to she leased a new vehicle so she would not have to worry about issues but she has had nothing but issues. Customer wants vehicle replaced. Advised still reviewing for resolution and decision has not been made. Customer inquired when will decision be made advised unable to provide a definite time decision will be made. Customer states vehicle is very hazardous for her and her kids and she will never feel safe in vehicle again. Apologized to customer and advised will work to come to a resolution as soon as possible<<
03/17/2017	3/17/2017 2:35:25 PM: User Comment by Patricia Johnson: >>Called dealer 45420 and spoke with SA Joe who states part came today and working on getting it installed should be done around 03/21<<
03/17/2017	Status update provided via email to the following email addres[redacted] Your case is still being reviewed for resolution. I will follow up once there is an update. If you have any questions or concerns please feel free to contact me at 214-583-2171. Thank you, Patricia End of Status Update
03/23/2017	3/23/2017 1:39:56 PM: User Comment by Patricia Johnson: >>Made attempt to reach SA Joe at dealer 45420 but unable to reach due to not in today. Requested to speak with SM and call was transferred LVM with contact and customer info<<
03/23/2017	3/23/2017 2:15:37 PM: User Comment by Patricia Johnson: >>Made attempt to reach customer but unable to reach LVM advising waiting to hear back from dealer concerning vehicle status. Also advised still being reviewed for resolution<<
03/28/2017	Vehicle is at the dealership - ROUTE 46 CHRYSLER JEEP DODGE (45420) Update triggered by s02526m
03/29/2017	3/29/2017 11:24:38 AM: User Comment by Patricia Johnson: >>Called dealer 45420 to inquire about status of vehicle and was told SA Joe not in today and no one else can provided update. Sent email to assistance manager at awaters@route46chryslerjeepdodge.com. Also emailed AM and BC<<
03/29/2017	3/29/2017 11:26:39 AM: User Comment by Patricia Johnson: >>Returned call to customer due to VM received but unable to reach LVM with contact info<<
03/30/2017	3/30/2017 8:59:44 AM: User Comment by Patricia Johnson: >>Returned call to customer due to VM received customer states the dealer has advised vehicle is repaired and before she picks it up wants to know what resolution is. Advised at this time we will verify vehicle is repaired and discuss possible compensation. Customer inquired about replacement advised based on merits of case not being offered at this time. Customer stated even though vehicle is hazardous and unsafe. Advised I am unable to make the determination if vehicle is unsafe and hazardous that is up to techs at dealer. Customer states she is not happy with resolution and would like to speak with someone else advised the next step would be third party arbitration. Customer then inquired about compensation advised only able to offer compensation if satisfied with vehicle being repaired. Customer states at this time she does not know what she wants to do and would like to think about it. Advised okay<<
03/30/2017	Vehicle is at the dealership - ROUTE 46 CHRYSLER JEEP DODGE (45420) Update triggered by s02526m
04/03/2017	4/3/2017 11:48:04 AM: User Comment by Patricia Johnson: >>Called customer who states picked up vehicle on 03/30 and so far so good. Advised will allow time to test drive and will follow up on 04/05 to discuss compensation<<
04/05/2017	4/5/2017 3:07:36 PM: User Comment by Patricia Johnson: >>Called customer and inquired about status of vehicle customer states at this time vehicle seems to be repaired. Advised can offer cash settlement of $1500 and advised of release agreement. Advised to please review and if she agrees sign and email of fax back to me. Advised once received she can expect to receive check in about 3-4 weeks<<
04/11/2017	4/11/2017 8:56:32 AM: User Comment by Patricia Johnson: >>Returned call to customer due to VM recieved but unable to reach LVM with contact info<<
04/17/2017	Vehicle is at the dealership - ROUTE 46 CHRYSLER JEEP DODGE (45420) Update triggered by s02526m
04/18/2017	4/18/2017 10:31:59 AM: User Comment by Patricia Johnson: >>Called dealer 45420 and spoke with SA Joe who verified vehicle back at dealer and provided RO info<<
04/18/2017	4/18/2017 10:32:41 AM: User Comment by Patricia Johnson: >>Returned call to customer due to VM received but unable to reach LVM with contact info<<
04/18/2017	4/18/2017 12:39:00 PM: User Comment by Patricia Johnson: >>Returned call to customer who states vehicle is back at dealer for the same concern. Customer states dealer advised that they basically took the whole car apart last visit and they are not sure what to do next. Customer states at this point she feels vehicle cannot be fixed and would like a replacement. Advised would be happy to continue my review but unable to guarantee a certain resolution<<
04/21/2017	4/21/2017 10:38:38 AM: User Comment by Patricia Johnson: >>Made attempt to reach customer to offer replacement but unable to reach LVM with contact info<<
04/21/2017	4/21/2017 10:49:07 AM: User Comment by Patricia Johnson: Called customer advised of replacement offer. Advised Replacement Coordinator will contact within 3-5 business days. Advised customer still responsible for current vehicle until replacement process complete. Advised customer that when dealer call to state vehicle is repaired must pick up vehicle and return rental
04/26/2017	CAIR ESCALATION CLOSURE SEE STAR CASE#[redacted] FOR INFORMATION
05/08/2017	5/5/2017 8:10:38 AM: User Comment by Patricia Johnson: >>Returned call to cusotmer due to VM received customer states he was approved for replacement but dealer does not seem to want to cooperate and wants to know what else he can do. Advised per notes his CM states if she does not hear back from purchasing dealer she will try another dealer. Customer inquired what happens if they don't cooperate advised I am not sure. Explained I am not familiar with the replacement process so the best person to answer these questions would be his CM<<
05/08/2017	5/8/2017 12:14:48 PM: User Comment by Patricia Johnson: >>Received call from customer who states dealer does not seem to be cooperating concerning replacement and she is still making full payments for a vehicle she does not have so even though vehicle is being replaced she still wants to be compensated for time without vehicle she is paying for. Advised unfortunately I am not able to offer additional compensation. The replacement vehicle would be her compensation<<

Email(s)

Date	10/01/2018	***Subject***	[redacted] Your case is still being reviewed		
From		***To***		***Sent Date/Time***	03/17/2017 19:36 PM

[redacted]

Your case is still being reviewed for resolution. I will follow up once there is an update. If you have any questions or concerns please feel free to contact me at 214-583-2171. Thank you, Patricia

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/31/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/06/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	10,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	HAVERTOWN	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60610	REEDMAN TOLL CHRYSLER DODGE JEEP		**Dealer Phone**	6105445300
Dealer Address	770 BALTIMORE PIKE				
	SPRINGFIELD		PA	19064 3052	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	A
Subject	passenger side door will not open				
Synopsis	Customer door stopped working Dealer fixed it.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/31/2017 12:49 PM	Open
02/06/2017 07:32 PM	Closed
09/29/2018 05:19 PM	Closed

Initial Description

0416000000-Corporate,Rental Vehicle,Default,Default,Default,Rental Vehicle,seeking rental while vehicle is at the DLR
0108029900-Product,Electrical,Power Sliding Door,Complete Failure,Both Sides,Power Sliding Door Both Sides - Complete Failure,passenger side door will not open

Case Comments

Date	Comment
01/31/2017	Briefly summarize why the customer is contacting Chrysler: Briefly summarize what the customer is expecting: Customer called to discuss issue with the vehicle. Customer stated that the passenger side door is not opening and she called the DLR. Customer sated that she booked an appointment and they advised her that if she needs a rental that she needs to call CAC. Agent advised customer that they will escalate a case to the rental CM team for review.
01/31/2017	Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today. Preferred Morning/Midday call back number is [redacted] Preferred Afternoon/Evening call back number is [redacted] Customer email address for case updates: XXXXX@XXXXX.com Please note customer stated that she has [redacted] on 02/02/17 the date of her appointment. Reassigned to 86R
01/31/2017	...
01/31/2017	***CASE UPDATE*** Dealer Contact -- Outbound Call – 35-60610 REEDMAN TOLL CHRYSLER DODGE JEEP 610-544-5300 Agent left a Voicemail with the SM Beverly to call her back in regards to the customer rental.
01/31/2017	***CASE UPDATE*** Customer Contact – Outbound Call – [redacted] Customer stated that both remote and manually will not open. Customer stated that it is passenger side. Agent informed customer she is waiting to hear back from SM Bev in regards to her rental. Agent informed customer she will call her back as soon as she hears from her.
01/31/2017	***CASE UPDATE*** Dealer Contact -- In Bound Call – 35-60610 REEDMAN TOLL CHRYSLER DODGE JEEP 610-544-5300 SM Beverly stated that once it is diagnosed they will know what is wrong. SM Beverly stated they will set the rental up for the customer for tomorrow afternoon. Agent advised SM Beverly that we will do three days of rental to start out with.
01/31/2017	**********Rental Value Updated********** Estimated Rental Amount: $135 Provided By: CAC Days Authorized: 3
01/31/2017	***CASE UPDATE*** Customer Contact – Outbound Call – [redacted] Agent informed customer she can pick up her rental Tomorrow afternoon. Agent informed customer she will not hear from her until Friday after she talks to the dealer. Agent informed customer that we will be going day to day until they fix the vehicle on the rental. Customer thanked agent.
02/03/2017	***CASE UPDATE*** Dealer Contact -- Outbound Call – 35-60610 REEDMAN TOLL CHRYSLER DODGE JEEP 610-544-5300 SM Beverly stated the vehicle was fixed. SM Beverly stated the door latch was faulty. SM Beverly stated that they triple checked to make sure the latch was fixed correctly. SM Beverly stated the customer is picking it up tonight.
02/03/2017	***CASE UPDATE*** Customer Contact – Outbound Call – [redacted] Agents informed customer that she will call her on Monday to make sure all is working with the sliding door.
02/06/2017	***CASE UPDATE*** Customer Contact – Outbound Call – [redacted] Customer stated that the first time it was a faulty door latch that made the door not work again. Customer stated that now it is working fine she got it back on Friday from the dealer and has not had any problems since. Agent informed customer to call into Dodge CAC if she has any problems. Customer thanked agent.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/07/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/16/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	35,559 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	SWARTZ CREEK	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	44393	ADVANTAGE CHRYSLER DODGE JEEP		**Dealer Phone**	3527353777
Dealer Address	18311 US HWY 441				
	MT DORA		FL	32757 6718	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	U
Subject	Right sliding doors locks				
Synopsis	All repairs have been completed to customer's satisfaction				
Customer Anomaly	Body				
	Trunk				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	7	Trunk Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/07/2017 01:10 PM	Open
02/16/2017 03:11 PM	Closed
09/29/2018 01:20 PM	Closed

Initial Description

0108035700-Product,Electrical,Power Hatch/Deck Lid,Intermittent or Inoperative,Default,Power Hatch/Deck Lid - Intermittent or Inoperative,Right sliding doors locks

Case Comments

Date	Comment
02/07/2017	Briefly summarize why the customer is contacting Chrysle[redacted]called as he was having issue with the vehicle sliding door locks, vehicle was in 2 weeks ago dealer 44393 was able to duplicate and do reprogram was good for a few days and is now experiencing same issue took to dealer today 02/07/2017 dealer could not duplicate this current issue, customer is concerned as vehicle has 35500 and will soon be out of warranty for basic and wants this corrected, agent advised due the ongoing issue she would like CM to review and assist possibly Briefly summarize what the customer is expecting: unresolved/ ongoing issue with sliding door Customer seeking assistance with: [Insert Vehicle Concern]. Customer expecting: [Insert Request]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number:[redacted]arliest call time: 0900 Latest call time: 800 Updates via text: N Updates via email: Y[redacted] Vehicle location : customer Date and Time of Appointment: 02/07/2017 Confirmed appointment with: [Dealer 44393 Customer in rental: N Authorized by: Rental start date: 88F
02/07/2017	* * * * * * * * * Case Management - District 88 M * * * * * * * * * Loyalty Snapshot: In Basic Warranty for additional 21 months or 500 miles In Powertrain warranty for additional 45 months or 24,500 miles MVP: None Household: 0 New, 2 Used
02/07/2017	Status update provided via email to the following email address[redacted]This is Tamyra , your case manager with FCA Customer Care. This email is confirmation that your case, [redacted] was successfully escalated to me. After I review the details of your case, I will be calling you at your preferred number,[redacted] My office hours are from 9:30 AM to 5:00 PM MT. My contact information is 800-763-8422 Ext. 40360. If your preferred telephone number mentioned above isn't correct, please reply with the correction. I look forward to working with you. End of Status Update
02/07/2017	CONTACT UPDATE - Customer was contacted today at 5:42 pm. Customer was provided with agent's extension: 40360
02/07/2017	********** Create Prep Sheet ********** Prep sheet was saved successfully.
02/07/2017	Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40360
02/07/2017	Writer contacted Customer. Customer states that passenger automatic sliding door isn't latching correctly. Customer states it has happened 20 -30 times. Customer states he is currently in FL and warmer weather seems to be a factor. Customer states he took vehicle in to DLR 44393 - ADVANTAGE CHRYSLER DODGE JEEP about a week ago and DLR was able to duplicate the issue. DLR determined at that time that it was a software issue. They updated the software and the issue was resolved temporarily. However, it is now doing the same thing. Customer took vehicle back to DLR today. DLR was unable to duplicate issue and told customer there wasn't anything that could be done. Customer requesting assistance in getting this issue resolved and is also concerned that Basic Warranty will expire soon.
02/07/2017	Writer advised customer that vehicle will need to go back into the DLR for diagnosis and DLR may need to reach out to internal resources. Follow up 02/09
02/09/2017	Customer[redacted]alled to speak to CM tc908. Caller was warm transferred to the CM.
02/09/2017	Customer called in. Issue with sliding door is happening again. Customer states he has a video showing it happening. Writer advised customer will need to take it back to the DLR. Customer asked if he can just take it in right now.
02/09/2017	Writer contacted DLR and advised issue is happening now. Service Department advised to have customer bring vehicle in right away and don't turn vehicle off.
02/09/2017	Writer contacted customer to advised lines 72-74. Customer states he is on his way to take vehicle to DLR immediately. Writer advised will follow up 02/10

Date	Comment
02/10/2017	Writer contacted DLR 44393 - ADVANTAGE CHRYSLER DODGE JEEP. Spoke to SA Bobby. They have been able to duplicate the issue. There is a rear latch problem. Parts are in and customer just needs to bring vehicle back in for repairs. SA stated that customer can bring vehicle in on 02/13, 02/14 or 02/15 whichever is easiest for him. Customer will need to leave vehicle with DLR and DLR will either provide shuttle service or a rental.
02/10/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40360. Advised lines 78-83
02/10/2017	Status update provided via email to the following email addres[redacted]This is Tamyra, your case manager with FCA customer care. I have spoken with SA Bobby at ADVANTAGE CHRYSLER DODGE JEEP. He has advised me that he was able to duplicate the issue on your 2016 Chrysler Town and Country. He has also advised that the needed part is in and you can take your vehicle in on Monday (02/13,) Tuesday (02/14,) or Wednesday (02/15) whichever is easiest for you. He has advised they will need to keep the vehicle for the day and will be able to provide either shuttle service or a rental. Please contact me at 800.763.8422 EXT 40360 to let me know when you take it in so I can follow up. Thanks and have a great weekend. End of Status Update
02/13/2017	Vehicle is at the dealership - ADVANTAGE CHRYSLER DODGE JEEP (44393) Update triggered by S54511E
02/14/2017	Writer contacted DLR and spoke to SA Bobby. SA advised vehicle is repaired and customer has vehicle back. SA advised they replaced the passenger side sliding door rear latch. Was the customer in a rental? Yes, 1 day Did the customer have a co-pay? No, under warranty What is the RO #[redacted] Does the SM have the CAIR #[redacted]Review and Confirm the DM Notes with the SM while on the phone: None Does the SM have everything needed from Customer Care to process the claim? Yes Mileage: 35559
02/14/2017	Writer contacted customer. Customer confirmed repairs are completed. Customer states he is going to leave vehicle out in the sun to make sure issue doesn't duplicate again but so far everything is OK. Writer advised customer of 2 day close and survey.
02/14/2017	CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer's concerns as documented in the reason codes have been addressed with the customer.

Email(s)

Date	10/01/2018	***Subject***	This is Tamyra, your case manager with FCA custome		
From		***To***	***Sent Date/Time***	02/10/2017 15:40 PM	

This is Tamyra, your case manager with FCA customer care. I have spoken with SA Bobby at ADVANTAGE CHRYSLER DODGE JEEP. He has advised me that he was able to duplicate the issue on your 2016 Chrysler Town and Country. He has also advised that the needed part is in and you can take your vehicle in on Monday (02/13,) Tuesday (02/14,) or Wednesday (02/15) whichever is easiest for you. He has advised they will need to keep the vehicle for the day and will be able to provide either shuttle service or a rental.
Please contact me at 800.763.8422 EXT 40360 to let me know when you take it in so I can follow up.
Thanks and have a great weekend.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/08/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/13/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	12,014 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	HARRISON TOWNSHIP	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	26016	JIM RIEHL'S FRIENDLY CHRY JEEP INC		**Dealer Phone**	8775590811
Dealer Address	32899 VAN DYKE AVE				
	WARREN		MI	48093 8139	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	A
Subject	Continuous Quality Insight				
Synopsis	CQI Survey - no response				
Customer Anomaly					
Contact Reason	C222	Existing Case Open	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Customer Care - No further action needed - Closed				

Case Status History

Create Date	Status
02/08/2017 10:30 AM	Open
02/13/2017 03:56 PM	Closed
09/29/2018 04:11 PM	Closed

Initial Description

0464230000-Corporate,Survey By-Pass,No Response / Unable To Reach,Default,Default,No Response / Unable To Reach,No Response / Unable To Reach
0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight

Case Comments

Date	Comment
02/08/2017	CQI Survey Record Received DATE : 02/08/2017 Survey Number : uality Survey ID Number: Survey Date : 02/03/2017 VIN Complete 17 CQI Comments : \313-701-7132
02/08/2017	Did Customer specify Email or Phone: (Yes/No) Yes Customer's Preferred Method of Contact: phone or email Preferred call back number is referred Email address: Mileage Updated? (Yes/No) No Dealer code: JIM RIEHL'S FRIENDLY CHRY - 26016 Summarize Customer concern: Lift gate latch works, but is difficult to operate; Sliding door handle/latch is broken/not working properly; Feels like the shift points need to be adjusted; The driver's seat and steering wheel don't align, driver's seat does not adjust like my 2007 TC.
02/09/2017	*** CUSTOMER CONTACT - Left message on customer's voicemail on 02/09/2017 at 12:16 PM for customer to call back with any questions or concerns they may have regarding the survey. ***
02/10/2017	CUSTOMER CONTACT - Left message on customer's voicemail on 02/10/2017 at 4:31 PM for customer to call back with any questions or concerns they may have regarding the survey. ***
02/13/2017	Status update provided via email to the following email address My name is Tracy, and I am following up on a survey that you recently completed. I have attempted to contact you at , however we have been unsuccessful. We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are one way we have to learn of problems and opportunities desired by customers. Given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. If you require further assistance from Chrysler, please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Chrysler Customer Assistance at 1-800-247-9753. End of Status Update

Email(s)

Date	10/01/2018	**Subject**	My name is Tracy, and I am following up on a surve
From		**To**	**Sent Date/Time** 02/13/2017 15:55 PM

My name is Tracy, and I am following up on a survey that you recently completed. I have attempted to contact you a however we have been unsuccessful. We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are one way we have to learn of problems and opportunities desired by customers.
Given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.
If you require further assistance from Chrysler, please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Chrysler Customer Assistance at 1-800-247-9753.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/24/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/21/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	12,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	DOVER	**Caller Country**	USA	**Caller Postal Cod**	
Customer					
Customer Address					
Dealer	67774	PEPPERS CHRYSLER DODGE JEEP, INC.		**Dealer Phone**	7316425661
Dealer Address	2440 EAST WOOD STREET				
	PARIS		TN	38242 9598	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	S
Subject	Body / Trim / Paint Finish - Inquiry				
Synopsis	Customer accepted replacement offer.				
Customer Anomaly	Body				
	Paintwork				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	3	Vehicle Paint Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/24/2017 02:34 PM	Open
03/21/2017 05:10 PM	Closed
09/29/2018 02:57 PM	Closed

Initial Description

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

Case Comments

Date	Comment
02/24/2017	CAIR has been opened to further assist the customer. Previous CAIR was
02/24/2017	Vehicle is at the dealership - PEPPERS CHRYSLER DODGE JEEP, INC. (67774) Update triggered by s97913p
02/27/2017	*** Briana with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please direct them to contact Briana directly at 214-583-2159. Available central/standard time 8:00am-4:30pm Thank you. ***
02/27/2017	>Placed initial call to customer. LVM stating that this case has been escalated to me for special handling and I would like to assist with vehicle concerns. I provided my hours and a number for a return call.
02/28/2017	>Customer LVM for a returned call.
02/28/2017	>Called customer back and LVM advising I will contact the dealer for an update, case is being reviewed and I hope to speak with him when he calls back today. >Called dealer 67774 and spoke with service. SA confirmed the assigned SA is Zach and they have ordered parts for the sliding door. SA confirmed they have never duplicated any noise but have made a few repairs. SA confirmed there are no additional repairs between October 2016 and now. SA confirmed the customer is driving the vehicle and the part should arrive within the next day or two. >Customer called back and advised he is seeking a replacement vehicle for trade assistance with an offer he wont be upside down on. I explained I will review for all possible options but with CDI Trade Assistance he will still be upside down.
03/09/2017	>Customer called and LVM for a returned call >Called customer back and LVM advising I was waiting on his vehicle to be dropped off for repair and the dealer advised the part would arrive near 3/2. Customer was advised to call back and confirm and I can use the last repair and review the whol ion.
03/14/2017	>Called customer a nd offered $1000 C and K Settlement. Customer stated he will review the letter. I advised I will send the letter to his email address now.
03/14/2017	Status update provided via email to the following email address Hello, Attached you will find your offer letter and release form, as we discussed. Please review carefully before signing and returning to me. If you are unable to scan, please use the fax number listed below and put "Attention: Briana" on the cover letter. As always, feel free to call me with any questions. Thank you, Briana Dodge Resolution P:214-583-2159 F:866-849-3869 Below documents are also attached to the email: odf End of Status Update
03/21/2017	>Called customer and offered replacement vehicle. Customer was appreciative and accepted offer. Customer was advised to expect a call regarding details and specifics of offer within 3-5 business days.

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	Model Year	2017	Brand	DODGE
Body	RTKX53	Vehicle	DODGE GRAND CARAVAN GT		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	02/25/2017	CAIR Type	Regular	Status	Closed
Close Date	02/25/2017	Origin	Telephone	Reason	New problem
Mileage	100 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone		Contact Mobile	
Caller Address	[redacted]			Source	Customer
Caller City	CLARKSTON	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	52672	SCHAEFER & BIERLEIN CHRYSLER DODGE		Dealer Phone	9896529965
Dealer Address	1015 WEISS ST				
	FRANKENMUTH		MI	48734 1923	USA
Dealer Zone	Great Lakes	Sales District		Service District	R
Subject	customer called in asking about the power sliding doors				
Synopsis	information				
Customer Anomaly					
Contact Reason	C157	Launch Of New Vehicle Information	Customer Anomaly		
Reason Code	Sales - Information & Assistance requests - Marketing - Vehicle commercial info - Product launch				

Case Status History

Create Date	Status
02/25/2017 01:24 PM	Open
02/25/2017 01:28 PM	Closed
09/29/2018 05:19 PM	Closed

Initial Description

0426000000-Corporate,Product Information,Default,Default,Default,Request for Product Information,customer called in asking about the power sliding doors

Case Comments

Date	Comment
02/25/2017	Briefly summarize why the customer is contacting Chrysler: Customer called in saying the power sliding doors will not work with the buttons inside the vehicle. Agent went to the owners manual and on pg.39 and provided the information for Child Protection Door Lock and they said they will look into this when they stop next. Briefly summarize what the customer is expecting: information

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/14/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/14/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	40,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	HOUSTON	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	49944	MONTEREY BAY CDJR/EAN HOLDING		**Dealer Phone**	8317242463
Dealer Address	555 AUTO CENTER DRIVE				
	WATSONVILLE		CA	95076 3745	USA
Dealer Zone	California	**Sales District**		**Service District**	F
Subject	one of the sliding doors will not open				
Synopsis	customers sliding doors won't open Agent referred customer top the DLR				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/14/2017 06:32 PM	Open
03/14/2017 06:38 PM	Closed
09/29/2018 06:00 PM	Closed

Initial Description

0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,one of the sliding doors will not open

Case Comments

Date	Comment
03/14/2017	Briefly summarize why the customer is contacting Chrysler: sliding door will not open Briefly summarize what the customer is expecting: to get issue resolved Customer having an issue with the vehicles doors not opening on the one side of the vehicle. Agent looked in owners manual to see if they could assist. Agent was not able to find anything, agent informed customer to go to the DLR to get some assistance in getting the door to open. Customer says they are outside of warranty to get that done, agent advised customer to have DLR contact us to see if we can help with the cost of the warranty

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/21/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/04/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	10,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	7189165610
Caller Address				**Source**	Customer
Caller City	BROOKLYN	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	60489	BAY RIDGE CHRYSLER DODGE JEEP RAM		**Dealer Phone**	7188362600
Dealer Address	8825 5TH AVE				
	BROOKLYN		NY	11209 5901	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	E
Subject	door won't open, misaligned				
Synopsis	Customer called because the sliding door would no open. The dealer repaired the door under warranty.				
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/21/2017 06:00 PM	Open
05/04/2017 04:29 PM	Closed
09/29/2018 02:26 PM	Closed

Initial Description

0416000000-Corporate,Rental Vehicle,Default,Default,Default,Rental Vehicle,seeking rental for warranty repair
0123035610-Product,Body / Trim / Paint Finish,Body Hardware,Misaligned / Poor Fit,F. Door-Driver,Left Front Door Hardware - Misaligned / Poor Fit,door won't open, misaligned

Case Comments

Date	Comment
03/21/2017	Name: VIN Phone (w) cell) Email Briefly summarize why the customer is calling Chrysler: she is trying to get her car back to the dealership and was told to call back with her VIN so she could get help to get into a rental from the DLR. Trunk motor repair took a week last year. Now sliding door is completely jammed and cannot be opened manually. She has climbing all over the vehicle to get into the back seats. This has been a month. Customer states she needs a rental before she can book a definite appointment. Bayridge # is waiting, knows of this problem. Selling DLR is Quality – has been sending her to Bayridge for body work. Briefly summarize what the customer expects: rental. Agent advised there is no information on file for past repairs or issues. Agent said she would send to CM for a rental, and follow up.
03/21/2017	Customer seeking assistance with: her vehicle's sliding door/side door is jammed and cannot be opened so children can get into the back. Customer expecting: getting into a loaner so she can have sliding door fixed. Bay Ridge does not have loaner vehicles. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: (cell) Earliest call time: 8 am Latest call time:8 pm Updates via text: Yes ll) Updates via email vehicle location: Customer Date and Time of Appointment: needs approval for loaner/rental first before setting up appointment. Confirmed appointment with: N/A Customer in rental: No Authorized by: Rental start date: [Date]
03/21/2017	Needs appointment at Bay Ridge First, then send to 86R
03/21/2017	Agent called customer to let her know we need an appointment at Bay Ridge before case can be sent to Rental for possible approval. Customer said she would call the service department at 718-236-2600 and call us back.
03/21/2017	Customer advised she made appointment with dlr Bay Ridge First 03/29/2017.
03/21/2017	Sending to 86R
03/21/2017	...
03/21/2017	***CASE UPDATE*** Dealer Contact -- Outbound Call – 60489 BAY RIDGE CHRYSLER DODGE JEEP RAM @ 718-236-2600 agent contacted SA Veronica that stated dealership does not have rentals and is not affiliated with any rental companies. agent advised would be escalating case for customer up to senior case management
03/21/2017	***CASE UPDATE*** Customer Contact -- Outbound Call - agent contacted advised that dealership 60489 Bay Ridge CDJR doe snot have loaner vehicles and is not affiliated with any rental agency. agent advised could authorize up to 3 days of rental beginning on 03/29/2017 the date of her appointment up to $40/day plus tax and any extras would be at customer expense. agent advised would need to pay out of pocket and submit for reimbursement. agent advised would be escalating to Senior case management to take over from there * Customer seeking assistance with: scheduling issues delay in diagnosis and vehicle needs to be repaired. Customer expecting: vehicle repaired and rental while vehicle being worked on Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number Earliest call time: 8 Latest call time: 8 Updates via text: N Updates via email: Y Vehicle location: Dealer Date and Time of Appointment: 03/29/2017 Confirmed appointment with: 60489 Bay Ridge CDJR Customer in rental: Y Authorized by: Customer Pay Rental start date: 03/29/2017

Date	Comment
03/22/2017	********** Create Prep Sheet ********** Prep sheet was saved successfully.
03/22/2017	********** Case Management District 88 T ********** In Warranty Purchased new 3 new 1 used No MVP
03/22/2017	Status update provided via email to the following email address: [redacted] Hello, my name is Gus and I have been assigned as your Case Manager. This email is confirmation that your case [redacted] was successfully escalated to me. After I review the details of your case, I will be calling you at your preferred number, [redacted] My office hours are from 8:00 AM to 4:30 PM Eastern Time. My contact information is 800-763-8422 Ext. 40659. If I'm unavailable and you wish to speak with another case manager about your case, please contact Velma at extension 41082. If your preferred telephone number mentioned above isn't correct, please reply with the correction. I am aware of your appointment on 3/29/17 and will be in contact with them. End of Status Update
03/22/2017	CONTACT UPDATE - Customer was contacted today at 7:54. Customer was provided with agent's extension: 40659.
03/28/2017	Status update provided via email to the following email address: [redacted] Good morning. I just wanted to remind you of your appointment with the dealership on 3/29/17. Have a great day. End of Status Update
03/30/2017	Writer called dealer. SA Michael states the vehicle has not been diagnosed. Follow up on 4/4/17.
03/30/2017	Writer called customer [redacted] Writer advised customer of lines 106-107. Customer states she can not afford a rental vehicle. Writer offered customer contact information and customer disconnected the call.
04/04/2017	Writer called service [redacted] Writer called dealer. No message was left.
04/04/2017	Status update provided via email to the following email address: [redacted] I am trying to get an update from the dealership. I will contact you as soon as I have any information. Have a great day. End of Status Update
04/05/2017	Writer called dealer. SA Michael states the actuator for the door has been ordered but it may be on backorder.
04/06/2017	Writer called service [redacted] Was advised by the parts department the part is at the dealer.
04/11/2017	Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40659
04/11/2017	Status update provided via email to the following email address [redacted] I was advised by the dealer that the part for your vehicle is there. End of Status Update
04/12/2017	Writer called dealer. SA Michael states the vehicle should be repaired by 4/19/17.
04/18/2017	Writer called dealer. SA Michael states customer has not made an appointment.
04/18/2017	Writer called dealer. SA Michael states customer has not made an appointment.
04/18/2017	Status update provided via email to the following email address: [redacted] was advised by the dealer the part for your door is there and they are waiting for you to make an appointment. End of Status Update
04/24/2017	Status update provided via email to the following email address: [redacted] have you been able to make an appointment with the dealership? End of Status Update
04/26/2017	Writer called dealer. SA Michael states the vehicle should be repaired today.
05/01/2017	Writer called dealer. Was on hold over 10 minutes writer disconnected the call.
05/01/2017	**********Customer Email Address Updated********** Customer has updated the email address from [redacted] to [redacted] for further communication or for surverys.
05/01/2017	Writer called customer. No answer.
05/04/2017	Status update provided via email to the following email address: [redacted] Hello, I have attempted to contact you in order to make sure that your vehicle is running well and to see if there is any other assistance I can offer before closing your case. At this time since I have not heard back from you, I will assume that there are no new issues and that you're pleased with repairs. At this time we will be closing your case, but I want you to know that just because the case is closed does not mean that it goes away, this case is a permanent file and is attached to the VIN of your vehicle, so if for any reason the issue comes back or you have new issues we can always reflect on this case and what was done. I would like to thank you for giving us the opportunity to assist you and we hope that it has been resolved to your satisfaction. Once your case is closed you will receive a survey, this survey is based strictly based off of your experience with me as your case manager, you will receive a separate survey from the dealership as well. We would like to ask that you take the time to fill it out to let us know how we are doing, good and bad. If you do experience any issues in the future please feel free to give us a call at 800-423-6343, we are happy to assist however we can. Thank you for working with Dodge and being a valued and loyal customer. Have a great day! End of Status Update

Email(s)

Date	10/01/2018	***Subject***	Hello, I have attempted to contact you in order t		
From		***To***		***Sent Date/Time***	05/04/2017 16:28 PM

Hello,
I have attempted to contact you in order to make sure that your vehicle is running well and to see if there is any other assistance I can offer before closing your case. At this time since I have not heard back from you, I will assume that there are no new issues and that youÂ're pleased with repairs. At this time we will be closing your case, but I want you to know that just because the case is closed does not mean that it goes away, this case is a permanent file and is attached to the VIN of your vehicle, so if for any reason the issue comes back or you have new issues we can always reflect on this case and what was done. I would like to thank you for giving us the opportunity to assist you and we hope that it has been resolved to your satisfaction. Once your case is closed you will receive a survey, this survey is based strictly based off of your experience with me as your case manager, you will receive a separate survey from the dealership as well. We would like to ask that you take the time to fill it out to let us know how we are doing, good and bad. If you do experience any issues in the future please feel free to give us a call at 800-423-6343, we are happy to assist however we can. Thank you for working with Dodge and being a valued and loyal customer. Have a great day!

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/27/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/02/2017	**Origin**	Email	**Reason**	New problem
Mileage	31,985 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	8574157428	**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	FREMONT	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60559	FREMONT CHRYSLER DODGE JEEP RAM		**Dealer Phone**	5106568700
Dealer Address	39639 BALENTINE DR				
	NEWARK		CA	94560 5377	USA
Dealer Zone	California	**Sales District**		**Service District**	F
Subject	Doors are misaligned.				
Synopsis	Customer accepted a service contract.				
Customer Anomaly	Body				
	Sheet Metal				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	8	Sheet Metal Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/27/2017 04:32 AM	Unworked
03/27/2017 05:28 AM	Open
06/02/2017 08:16 PM	Closed
09/29/2018 04:16 PM	Closed

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code
0426000000-Corporate,Product Information,Default,Default,Default,Request for Product Information,Request for Product Information
0123850000-Product,Body / Trim / Paint Finish,Sheet Metal,Other,Unknown,Sheet Metal Inquiry,Doors are misaligned.

Case Comments

Date	Comment
03/27/2017	***** EMAIL BRIEF DESCRIPTION CONTENT ***** Sliding Door issue ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
03/27/2017	*****Customer Email***** Town & Country 2016 has sliding door issue for driver side and door is not opening manually and even chrysler dealer not able to open the door. They are planning to send it to body shop. I think this is a software glitch and would like to brought to your attention because I think it could prove life threatening if passenger got stuck in case of accident and no one able to open the door. Please look into this and would be happy if you can figure out the actual cause. Thanks *****End of Customer Email*****
03/27/2017	Dea[redacted] Thank you for contacting the FCA Customer Assistance Center. We would definitely like to take the opportunity to assist you with your request regarding the power sliding door not working. At this time we will be reaching out to our Case Management department to ensure customer satisfaction they will be facilitating between you and the dealership. This will allow the concerns you are currently experiencing to be resolved quickly. Please be advised that they will be contacting in approximately one business day after reviewing your case. This contact will be made at the following number: [redacted]eanwhile, if you would like to be contacted at an alternate number please advise. Fiat Chrysler Automobiles LLC has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced. This referral action will provide the best opportunity for your request as it will provide the attention your case requires. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753. Sincerely, Michael Customer Service Representative FCA Customer Assistance Center *****End of CAC Email*****
03/27/2017	Customer seeking assistance with: power sliding doors not opening STAR was contacted. Customer expecting: technical assistance getting this resolved; customer been to dealer within 30 days. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: 8AM PST Latest call time: 8PM PST Updates via text: N Updates via email: [redacted] Vehicle location: Customer. Date and Time of Appointment: 03/02/2017. Confirmed appointment with: Dealer - FREMONT CHRYSLER DODGE JEEP RAM (60559). Customer in rental: NA Authorized by: NA. Rental start date: [Date]
03/28/2017	Writer attempted to contact customer, however, customer was not available. Left message for a return call at extension 40341.
03/28/2017	Status update provided via email to the following email address: [redacted] Hello, This is Cathy at Chrysler Customer Care and I wanted to follow up with you today on behalf of your Case Manager Hari. You will receive a follow up no later than 3/29/17. Thank you. My contact number is 800-763-8422 Ext 40725. End of Status Update
03/29/2017	* * * * * * * * * Case Management - District 88 O* * * * * * * * * OOW: IN BASIC - 20 Months or 5,000 Miles MVP: NA Household: 0 new 1 used
03/29/2017	********** Create Prep Sheet ********** Prep sheet was saved successfully.

Date	Comment
03/29/2017	Status update provided via email to the following email address [redacted] Hello, my name is Hari and I have been assigned as your Case Manager. I am out of the office until 4/3/17 This email is confirmation that your case, numbe[redacted], was successfully escalated to me. After I review the details of your case, I will be calling you at your preferred number, [redacted]. My office hours are from 9:30 AM to 6:00 PM Mountain Time. My contact information is 800-763-8422 Ext. 40341. If I'm unavailable and you wish to speak with another case manager about your case please contact ext. 40327 to speak with Ariik about your case. If your preferred telephone number mentioned above isn't correct, please reply with the correction. End of Status Update
03/29/2017	Agent contacted DLR and spoke wit has Sunny who stated that the vehicle received AM approval to send the vehicle to the body shop because the door wouldn't open and they will have to cut open the door.
03/30/2017	SA stated wont have updates until 4/3
03/30/2017	Agent contacted customer who wants to know what the mechanical failure was and what the physical failure was. Follow up with new information no later than 4/3.
03/30/2017	CONTACT UPDATE - Customer was contacted today at 03/29/2017 8:03:24 PM Customer was provided with agent's extension: 40341
04/04/2017	Writer called DLR 31344095 at 510-656-8700. She said SA Sonny is not there and neither are the technicians. She said she did not know if the vehicle was with the body shop yet. Spoke with SM Larry, he said it came back from body shop and there are a lot of repairs to do, but they have the parts. He said they expect to be done toward the end of the week. He said the customer has been in a rental since the 14th of March. Writer said he would authorize 14 days of rental.
04/04/2017	Writer called customer[redacted]. Customer said he wanted to know what the cause was. Writer told him he would find out next time he checks on the repair status.
04/05/2017	Writer called DLR 60559 at 510-656-8700. Spoke with SA Joe. He said they are still expecting the repair to be done at the end of this week at the earliest. He explained what is happening mechanically: latch is electronically controlled, and the electronic motor stopped working, so the latch stuck closed. That is why it had to go to body shop: it had to be forced open before the repair could proceed.
04/05/2017	Writer called customer[redacted]. Writer relayed information from lines 112-117.
04/07/2017	Writer called DLR 60559 at 510-656-8700. SA Sonny said they are still repairing, and expect to be done next week. Writer asked about rental, and he said they would try to get the DM to authorize repairs beyond what has been authorized so far (14 days authorized by writer, plus an undetermined number of days authorized by the dealership).
04/07/2017	Writer called customer[redacted]. Writer informed customer of lines 120-124, but customer said he did not want to wait multiple days for rental authorization, and wanted writer to try to secure more days as soon as possible. Writer informed customer he would try. Customer said he wanted to know how much the value of the vehicle would be impacted by these repairs. Writer said he would find out.
04/07/2017	Writer called AM DMD108 at (949) 241-6278. Writer left voicemail with extension 40341.
04/07/2017	AM DMD108 received voicemail from agent. I am no longer the AM for District G as of October of 2016. The area rep for District G is Jonathan Poserina and his number is 407-463-7632. I will also send him an email and copy you so you can correspond with him moving forward.
04/07/2017	Writer called AM Jonathan Poserina at 407-463-7632. Left message with extension 40341.
04/07/2017	Writer called customer[redacted] Writer informed customer there is still no update on the rental. Customer said he called the dealership and they told him it was fairly certain it would all be covered.
04/11/2017	Writer called DLR 60559 at 510-656-8700. Writer was on hold over 10 minutes, writer disconnected.
04/11/2017	Writer called DLR 60559 at 510-656-8700. Spoke with foreman Joe. He said a door latch retainer had to be ordered and should arrive tomorrow, and they will try to get the vehicle done then as well.
04/11/2017	Writer called customer[redacted]. Writer informed customer of lines 145-147. Informed customer will follow up 4/13.
04/13/2017	Writer called DLR 60559 at 857-415-7428. He said they received the wrong door panel because the box was labeled incorrectly. He said he is not sure when the right one is coming.
04/13/2017	Writer called DLR 60559 at 510-656-8700. Spoke with Will in Parts. Writer was told the new, correct door panel has already arrived.
04/13/2017	Writer called customer[redacted] He said with the amount of time he has been waiting he would like additional compensation. Writer suggested an oil change service contract. Customer asked about vehicle payments.
04/13/2017	Writer[redacted] Writer informed him that there are too many variables to know if the vehicle's trade-in value will be affected by the repair and part replacements, and if so how much. Writer suggested he ask the finance department for more details. Writer promised follow up of two business days.
04/17/2017	Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40341.
04/17/2017	Task To Dealer: I wanted to see what the status of the repair is; when I checked with Parts on Thursday they said the correct door had already arrived. Task Type: Days down
04/17/2017	Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40341.
04/17/2017	Writer called DLR 60559 at 510-656-8700. SM is not available.
04/17/2017	SA Ashley (not this customer's RA) told writer that this is being worked on by the shop foreman, who should be back Wednesday.
04/17/2017	Writer called customer[redacted]. Customer said he is concerned that the repair is taking so long, and is worried that something else might be going on with his vehicle. He expressed some interest in pursuing buyback, but said will wait at least until Wednesday to pursue that further.
04/17/2017	Writer promised follow up of two business days.
04/18/2017	SM Larry called writer. He said door is mostly assembled, needs to be installed. They are expecting that to be done late Wednesday early Thursday.
04/19/2017	Writer called DLR 60559 at 510-656-8700. SM Larry said he thinks the vehicle will be available tomorrow.
04/19/2017	Writer called customer[redacted]. He said his rental vehicle has been helpful, but has not been ideal, and he worries that he would be immediately responsible for anything that happens to it, such as if his children spilled something. He said he would like a vehicle payment if possible, and if not that, then Maximum Care since it covers body mechanisms. He worries about the other door going out in the same way. Writer promised follow up of two business days. -HK333 4/19
04/21/2017	Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40341.
04/21/2017	Task To Dealer: I wanted to check the status of the repair. Task Type: Days down
04/21/2017	Writer called DLR 60559 at 510-656-8700. Spoke with SM Larry, he said the vehicle is being detailed and the repair is completed. He said the rental is still being covered by the AM. mileage 31985 Was the customer in a rental? If yes, how many days? 39 Did the customer have a co-pay? If yes, how much? No What is the RO #? [redacted] Does the SM have the CAIR #? If no, provide it. Done Review and Confirm the DM Notes with the SM while on the phone. NA Does the SM have everything needed from Customer Care to process the claim?
04/21/2017	SM LARRY called regarding case, CM was unavailable and SM was unable to leave message due to busy signal. Please call the SM back at 510-656-8771.
04/21/2017	Status update provided via email to the following email address: HK333@chrysler.com,LK350@chrysler.com,SH1285@chrysler.com *SM LARRY requested a callback 4/21 AS3518* End of Status Update
04/21/2017	Writer called DLR 60559 at 510-656-8700. Spoke with SM Larry, who said they did not need anything from writer, but wanted to make sure writer was updated by Sonny, which writer was.

Date	Comment
04/22/2017	Status update provided via email to the following email address: [redacted] moparvehicleprotection.com will give contract information, including all the components covered. End of Status Update
04/22/2017	Writer called customer [redacted]. Customer went to dealership to pick up the vehicle and they found that that the door is not working consistently, and the vehicle is still there. Writer offered service contract [redacted] Customer asked for an email with all the covered components; writer informed customer that although writer is not able to do that, the customer can check the contract at moparvehicleprotection.com.
04/25/2017	Writer called DLR 60559 at 510-656-8700. SA Sonny said they are still working on it and might possibly have it done by the end of the day.
04/25/2017	*Line 229 is incorrect--writer offered Added Care Plus, WAT5100N.
04/25/2017	Writer called DLR 60559 at 510-656-8700. Writer was on hold over 10 minutes, writer disconnected.
04/25/2017	Writer called DLR 60559 at 510-656-8700. Spoke with SA Sonny. He said that everything is taken apart and they will try to get the adjustment done by tomorrow.
04/25/2017	Writer called customer [redacted]. Writer informed customer of lines 238-240. Customer said that after looking at the service contracts at the Mopar website he wants Maximum Care, because it covers door mechanisms. Writer informed customer that it does not cover the doors themselves, and the customer said that the mechanisms are a concern so he would still like Maximum Care. He said he would also like a vehicle payment or an additional service contract. Writer informed customer he would check into all that, but that it is unlikely that we would be able to get everything for him that he is requesting.
04/27/2017	SA Sonny said they did the door adjustment but have not had time to check yet. Writer informed him that writer would call back later today.
04/27/2017	**********Rental Value Updated********** Estimated Rental Amount: $1890 Provided By: Other Days Authorized: 42
04/27/2017	Writer called DLR 60559 at 510-656-8700. Spoke with SA Sonny. He said that he still has not had a chance to look at the vehicle and check the adjustment.
04/27/2017	Writer called DLR 60559 at 510-656-8700. SA Sonny informed writer that the door is no longer binding and it is ready for the customer to pick up.
04/27/2017	Writer called customer [redacted]. Writer informed customer that vehicle is ready for pickup and that the service contracts authorized are Added Care Plus and an oil change contract, and no vehicle payments. Customer expressed dissatisfaction at this outcome, but writer told customer that that is all that writer could offer. Customer said he would pick up the vehicle and if he still has problems with it he would like us to buy it back. Writer promised follow up of two business days.
05/01/2017	Writer called customer [redacted]. Writer offered contract [redacted] plus oil changes, again. Customer argued again, saying the rental caused a lot of inconvenience and liability. Customer asked the value of the service contract, and writer told him he is not sure if we can give out that information. Writer could not get an immediate answer, and promised to call the customer back.
05/02/2017	Writer called customer [redacted]. Customer said he wants to think over the service contract offer. Writer told him he would contact him back in two business days, customer insisted on three. Writer assented.
05/04/2017	Writer called customer [redacted]. Customer said he wants the vehicle bought back. Customer was informed that by making this request they are NOT actually filing lemon law or any related process. Their case is being escalated for a review of the vehicle's repair history to determine if their request merits further action and that due to the nature of their request, it will require a call back which will take place within 3-5 business days. The outcome of the review does NOT determine Lemon Law eligibility. Preferred Morning/Midday call back number is [redacted] Preferred Afternoon/Evening call back number is [redacted] Who has possession of the vehicle? (Owner) Reassigned to 91L
05/05/2017	********** Update Prep Sheet ********** Prep sheet was updated successfully.
05/08/2017	********** 91L Review ********** *********Case Escalated to I2R********** Reviewed Warranty History which determined this case should be escalated to I2R for case management.
05/08/2017	*** Oscar with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please direct them to contact Oscar directly at 214-583-2146 Thank you. *** 5/8/2017 10:37:59 AM: User Comment by OC163: Placed call to 60559 Fremont Chrysler Dodge Jeep Ram and confirmed with SA Sonny. Placed initial call to customer. I explained that this case has been escalated to me for special handling and I would like to assist with vehicle concerns. I provided my hours and a number for questions. Customers concern were addressed and he confirmed his vehicle is repaired. Customer does not want an Added Care because it does not cover his sliding door. Customer is requesting a Max Care package for future reliability concerns. Will review for a Max Care 7/75 or cash and keep. ----------
05/08/2017	AM is offering customer a 2MAXUL MVP plan for customer satisfaction. Customer was in a rental for 46 days for sliding door issue. AM is offering 2MAXUL plan for time out of vehicle. Customer accepted offer by SA Sonny.
05/10/2017	5/10/2017 3:30:54 PM: User Comment by Oscar Cantu: Placed call to customer to offer CRO of either $1,500.00 or a MVPP Max Care 7/75,000.00 w/ $100.00 deductible. Customer asked if we could provide him an MVPP of 5/100,000 mile MVPP but I advised him we don't offer that particular plan. Customer requested a day to think about it and we will follow up tomorrow.
05/11/2017	5/11/2017 12:38:16 PM: User Comment by OC163: Placed call to customer and he stated he did not accept the AM's offer and prefers to accept the 7/75,000 w/$100.00 deductible. I advised customer I would have to first verify with Fremont Chrysler Dodge Jeep Ram SA Sonny to see if the AM offer was added. SA Sonny stated it did not appear it was added so I emailed the AM and copied CP1022 since I will be OOO week of 5/15-5/19.
05/15/2017	Awaiting confirmation if the AM is planning to add the 2MAXUL MVP plan for customer satisfaction per line 311. Sent email to CP1022. *Called customer on behalf of CM [redacted] advising that I am attempting to get the facts straight regarding the offer from the AM and also inquiring into his request for the MVPP Max Care 7/75,000.00 with $100 deductible. Customer said he understands and agreed to a follow up 5/17.
05/19/2017	*Called customer [redacted] on behalf of CM. Inquired if vehicle is repaired and he is satisfied with it and customer said yes. Offered Max Care MVPP 7/75,000 w/$100.0 deductible and customer accepted. Verified email address and advised that the offer is valid for 10 calendar days. Follow up 5/24
05/25/2017	5/25/2017 10:33:47 AM: User Comment by OC163: Placed call to customer to follow up on offer letter. No answer LVM. ----------
05/26/2017	5/26/2017 5:51:43 PM: User Comment by OC163: Placed call to customer and he wanted to know if the service contract remains on the vehicle once sold. I advised customer the service contract stays with the vehicle thus adding sell value. In addition customer wanted to know if additional problems occur, can we still assist. Customer will send it in on Tuesday.
05/30/2017	5/30/2017 4:25:02 PM: User Comment by OC163: No signed offer letter received, will follow up on Thursday.
06/01/2017	****** Below Customer Contacted for Documentation Request ****** [redacted] on 2017-06-01 @ 17:30
06/01/2017	6/1/2017 4:34:47 PM: User Comment by OC163: Received and attached signed offer letter as customer confirmed vehicle is repaired. ----------
06/01/2017	***** Customer Document Received *****
06/02/2017	>> Max Care 7 year/75,000 mile $100 deductible MVPP [redacted] has been applied to vehicle for customer's future reliability concerns due to various vehicle repairs and days down. Contract code [redacted]

Date	Comment
06/06/2017	Customer sent an email to my FCA address stating he has not received confirmation of receipt of the Signed Release Agreement. Sent reply: Hello [redacted] apologize that you did not receive confirmation, however we received your signed document and a check has been already been created in the amount of $1075.00 made payable to [redacted] and mailed to [redacted] Fremont, CA [redacted] If you have any further questions, please contact your case manager Oscar at 214-583-2146. Respectfully, Angel >>Realized I made an error and sent another email: [redacted] made a mistake and reviewed a different case! Your service contract has been applied to your vehicle. Sorry for any confusion, Angel

Email(s)

Date	10/01/2018	***Subject***	moparvehicleprotection.com will give contract info		
From		***To***		***Sent Date/Time***	04/22/2017 00:20 AM
moparvehicleprotection.com will give contract information, including all the components covered.					

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/06/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/06/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	27,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	ALLENTOWN	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	41230	ROTHROCK CHRYSLER JEEP DODGE		**Dealer Phone**	6104398485
Dealer Address	1648 PLAZA LANE				
	ALLENTOWN		PA	18104 9706	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	E
Subject	Stuck shut				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/06/2017 02:22 PM	Open
04/06/2017 04:28 PM	Closed
09/29/2018 03:50 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,Stuck shut

Case Comments

Date	Comment
04/06/2017	Briefly summarize why the customer is contacting Chrysler: Customer states rear passenger sliding door didn't close completely for 3 tries finally got door shut but now will not open. Briefly summarize what the customer is expecting: Appointment with DLR *Agent advised closet DLR to customer rothrock offered to set up appointment for customer, customer declined will call at own time.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/11/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/17/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	28,500 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	MC COMB	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	45626	FINDLAY CHRYSLER DODGE JEEP RAM		**Dealer Phone**	4194231715
Dealer Address	10305 STATE ROUTE 224 W				
	FINDLAY		OH	45840 1933	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	D
Subject	doesn't always open the doors				
Synopsis	CQI-4/17/17 Vehicle concerns Customer will set up her own appointment				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/11/2017 10:30 AM	Open
04/17/2017 06:34 PM	Closed
09/29/2018 04:50 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight
0118003000-Product,Drivability,Unknown,Poor Idle Quality,Default,Poor Idle Quality,Rough idle
0108110000-Product,Electrical,Remote/Key Fob,Default,Default,Remote/Key Fob,Doesn't always work
0108255700-Product,Electrical,Power Door Lock / Deck Lid,Intermittent or Inoperative,Unknown,Power Door Lock / Deck Lid - Intermittent or Inoperative,doesn't always open the doors

Case Comments

Date	Comment
04/11/2017	CQI Survey Record Received - DATE : 04/11/2017 Survey Number : Quality Survey ID Number: Survey Date : 04/10/2017 VIN Complete 17 CQI Comments : \all of the above
04/17/2017	* Did Customer specify Email or Phone- No Customer's Preferred Method of Contact: phone or e-mail Preferred call back number is: referred Email address Mileage Updated? Yes 20,000-29,999 Dealer code: 45626 Summarize Customer concern:Door locks/key fob entry system- Interior power lock/unlock switch for all doors does not operate properly. Side doors will open close when hit from the ceiling control, but not from the side door button--both left and right side doors -Key fob entry system-the fob seems to freeze up occasionally and not want to start the car or it will start, but every time you hit the button the car turns off and you cannot get it to stay on -Engine does not idle properly: idles rough, too low, or too high. -"Check Engine" light indicated trouble-Rough idle. sounds like I am driving a diesel truck
04/17/2017	*****OUTBOUND CUSTOMER CONTACT: Agent called the customer at and spoke to the customer about her survey. Customer states she is an accountant and is really busy at work. Customer states the concerns listed just started in the last month but she will have time to reach out to them in a couple of weeks when she knows her schedule better. Customer also states she has a SC for extended warranty and she had some questions on the coverage. Agent provided the phone number for Chrysler CAC and explained they are open 24/7.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/19/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/11/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	48,740 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	AUSTIN	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	59122	HOLIDAY CARS AUSTIN INC		**Dealer Phone**	5074338877
Dealer Address	2905 WEST OAKLAND AVENUE				
	AUSTIN		MN	55912 1244	USA
Dealer Zone	Denver	**Sales District**		**Service District**	Q
Subject	Right sliding door wont lock				
Synopsis	Issues: Passenger sliding door does not lock. Passenger sliding door molding separating. Remedy: Replacement of lock and molding. Assistance: Goodwill authorized.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/19/2017 08:36 PM	Open
05/11/2017 09:25 PM	Closed
09/29/2018 05:06 PM	Closed

Initial Description

0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,Right sliding door wont lock

Case Comments

Date	Comment
04/19/2017	Customer contacting Chrysler stating he having a issue with his right side sliding door wont lock. Agent Advised getting vehicle diagnosed Customer stated vehicle is at DLR 59122 HOLIDAY CARS getting looked at now customer. Agent advised reaching out to DLR to see what exactly going on with vehicle. Customer was agreeable. Agent reached out to DLR spoke with Terry who stated the that the vehicle need a latch for the lock and A Activation Motor, Terry stated he suggested to customer to call us because he's a very loyal customer and even his Kids are very loyal to DLR. Agent Advised customer that his case would be escalated up and he will receive a call from a case manager within 1 to 2 business days, Agent provided customer with case number. Customer thanked and disconnected.
04/20/2017	* * * * * * * * * Case Management - District 88 74 * * * * * * * * * Out of Basic, In powertrain. MVP: ESSENTIAL CARE PLUS - 2 YEARS / 4 OIL C Household: 1 new 3 used.
04/20/2017	Writer contacted Terry at dealer, and he advised that this is a very loyal customer to their dealership and they would like goodwill assistance for this customer. Writer advised that customer is within their dealer goodwill parameters but he said they can no longer do self authorization. Terry advised the price for the work is $1125, Parts $905 and labor is $220. Writer advised that CM Christian would follow up with dealer to let them know what we could help with.
04/20/2017	Writer contacted the customer, CM identified himself and stated that we are looking into cost assistance and the customer hung up.
04/20/2017	CONTACT UPDATE - Customer was contacted today at 4:31 PM MST. Customer was provided with agent's extension: 41048
04/21/2017	Writer called DLR. Spoke to SA Robert. SA advised that the SM is out of the office and CM advised a callback Monday to see if an RA can be offered or accepted. Contacting customer.
04/21/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 41048
04/24/2017	Writer called DLR. Spoke to SM Terry. SM advised that an RA would be fine and CM needed to call customer and make offer then call SM back.
04/24/2017	Writer called customer. Writer made offer of $100 co pay and customer accepted. Calling DLR.
04/24/2017	Writer called DLR. Spoke to SM Terry. CM advised that the customer accepted and would like for SM to call customer and get apt set up. SM said that's fine and CM will call tomorrow.
04/25/2017	Writer called customer. Writer was inquiring if customer has had an apt set up. Customer confirmed that the apt is set for Friday. Calling customer then.

Date	
04/28/2017	Status update provided via email to the following email address [redacted] This is Robert, your case manager. This email is confirmation that your case [redacted] was successfully escalated to me. My office hours are 11:30 AM – 8:00 PM (Eastern Standard Time). My contact information is 800.763.8422 EXT 40427. As your case manager, your advocate, and dealer liaison, I will be: 1) Monitoring by dealer contact repairs performed. 2) Keeping you informed as I am informed on stages of repair, diagnostics, repair, etc. 3) Be a guide for dealer in relation to any supportive corporate resources needed, in regard to your vehicle. 4) Be a source for you with any supportive corporate resources needed, in relation to your vehicle. 5) Ensure that everything operates smoothly in understanding and with the necessary intention of vehicular repair. I will not be replacing the dealership in anyway, as they are our important partner, our eyes, ears and hands to assist in your vehicle's health, especially with a special issue. The dealership can contact you directly at any time. I will be calling you as well. -Robert FCA Customer Care Case Manager End of Status Update
04/28/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40427.
04/29/2017	********** Create Prep Sheet ********** Prep sheet was saved successfully.
05/01/2017	Writer telephoned customer. Customer stated that she did not take vehicle to the dealership as the dealership had ordered the wrong part. The dealership said that they will give customer a call to bring her vehicle in when her part arrives.
05/03/2017	Writer called DLR to get more info on parts. was informed by SM Terry Falk they're waiting on one more part to arrive. will contact customer to bring in for repairs with 100$ deductible that customer is fine with the deductible.
05/03/2017	Status update provided via email to the following email addres[redacted] Just a quick note. I spoke to Service Manager Terry. Your part should be arriving tomorrow, keeping our fingers crossed. It appears that everything will be done and your vehicle ready by Friday, 05.05.17. Wait for that call though from the dealership. I will have news for you on cost assistance by then as well. I shall give you a call on Friday as well. If you should receive word prior to Friday from the dealership, Shirley, please give me a call. -Robert FCA Customer Care 800.763.8422 ext. 40427. End of Status Update
05/05/2017	Customer[redacted] calling to speak with CM. Writer transferred customer to: at extension: 40427
05/05/2017	Writer was contacted by customer about part arriving on Monday, 5/8/2017. Dealership had contact customer about part.
05/05/2017	Vehicle is not at dealer.
05/08/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40427.
05/08/2017	>Writer telephoned Service Manager Terry. >Service Manager Terry stated that the vehicle is ready to be released. Work has been performed. >RO#: [redacted] >Out-mileage: 48,740. >Pricing: $505.25. $100 deductible.
05/08/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40427.
05/08/2017	[redacted] called to speak with CM RL1466 . With customer's permission, writer transferred customer to CM's voice mail, as CM is not currently available. Customer unable to leave VM due to line continuously ringing.
05/08/2017	Status update provided via email to the following email address: RL1466@chrysler.com,IL502@chrysler.com,as1371@chrysler.com [redacted] requested a callback 5/08 AS3518* End of Status Update
05/09/2017	>Writer telephoned dealership/warranty office (same as receptionist). >Provided pertinent information for warranty pricing invoice. Provided hard fax number and identification path.
05/09/2017	>Writer telephoned Cair Customer. >Confirmed that customer has picked up her vehicle. Confirmed also payment arrangements-$100 co-payment. Customer very happy. >Writer presented 48 hour closing of case period. >Writer presented possibility of survey.
05/09/2017	****** Below Customer Contacted for Documentation Request ****** jc2647@chrysler.com on 2017-05-09 @ 17:13
05/09/2017	***** Customer Document Received *****
05/11/2017	Writer contacted customer and customer is satisfied and his expectations were met. advised his case will now move to a close. Thank you for allowing Chryser Customer Care the opportunity to address your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. We'd ask you that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a Chrysler customer.
05/11/2017	CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer's concerns as documented in the reason codes have been addressed with the customer.
05/11/2017	*FCA Authorization so authorized and posted by: RL1466.

Email(s)

Date	10/01/2018	***Subject***	[redacted] requested a callback 5/08 AS351		
From		***To***	***Sent Date/Time***	05/08/2017 23:29 PM	
[redacted] equested a callback 5/08 AS3518*					

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/26/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/02/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	10,500 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	VISTA	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	26941	COURTESY CHRYSLER DODGE JEEP RAM		**Dealer Phone**	9493730100
Dealer Address	32881 CAMINO CAPISTRANO				
	SAN JUAN CAPISTRANO		CA	92675 4509	USA
Dealer Zone	California	**Sales District**		**Service District**	M
Subject	Continuous Quality Insight				
Synopsis	Survey Bypass - Unable to Make Initial Contact.				
Customer Anomaly					
Contact Reason	C222	Existing Case Open	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Customer Care - No further action needed - Closed				

Case Status History

Create Date	Status
04/26/2017 10:30 AM	Open
05/02/2017 12:58 PM	Closed
09/29/2018 03:13 PM	Closed

Initial Description

0464230000-Corporate,Survey By-Pass,No Response / Unable To Reach,Default,Default,No Response / Unable To Reach,No Response / Unable To Reach
0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight

Case Comments

Date	Comment
04/26/2017	CQI Survey Record Received - DATE : 04/26/2017 Survey Number : [redacted] Quality Survey ID Number [redacted] Survey Date : 04/12/2017 VIN Complete 17 [redacted] CQI Comments : \7609781765
04/28/2017	Did Customer ask for call back: Yes Did Customer specify Email or Phone: Email Customer's Preferred Method of Contact: Yes, by e-mail only. Preferred call back number is [redacted] Preferred Email address: [redacted] Mileage Updated: 10500 Dealer code: 26941 Summarize Customer concern: Rear sliding doors are difficult to open/close - Unlocked but will not open from inside.
04/28/2017	Status update provided via email to the following email address [redacted] This is Taylor contacting from Dodge. First, I would like to thank you for taking the time to complete the survey and offering us valuable feedback on your 2016 DODGE GRAND CARAVAN SE WAGON. Comments like yours are one way we have to learn of problems that may develop, as well as improvements desired by customers. I am emailing you in regards to the survey that you completed on 04/26/2017 where you mentioned some concerns regarding your rear sliding doors. If you would like to contact me back to discuss the survey you can contact me at 1-855-675-9291, Ext. 4718591 or respond to this email and I will follow-up with you as soon as possible. Thank You, Taylor Dodge 1-855-675-9291, Ext. 4718591. End of Status Update
05/01/2017	Status update provided via email to the following email address: [redacted] This is Taylor from Dodge. We would like to discuss if you require any further assistance or if you would like to discuss your recent survey completed on 04/26/2017 for your 2016 DODGE GRAND CARAVAN SE WAGON. If you would like to contact me at 1-855-675-9291, Ext. 4718591, I will be able to answer any potential questions or concerns that you may have or you can respond to this email and I will follow-up with you as soon as possible. Thank you, Taylor Dodge 1-855-675-9291, Ext. 4718591 End of Status Update
05/02/2017	Status update provided via email to the following email address: [redacted] This is Taylor contacting from Dodge, and I am following up on a survey that you recently completed regarding your vehicle. I have attempted to contact you at 760-978-1765 to discuss your survey further; however was unsuccessful. We appreciate the time and effort you took to complete the survey. Comments like yours are one way we have to learn of problems and opportunities desired by customers. If you require any assistance with any questions or issues please contact our Customer Assistance Department at 1-800-992-1997. Thank you, Taylor Dodge End of Status Update
05/02/2017	Survey Bypass - Unable to Make Initial Contact.

Email(s)

Date	10/01/2018	**Subject**	Dear [redacted] This is Taylor contacting from Dodge		
From		**To**	**Sent Date/Time**	05/02/2017 12:58 PM	

Dear [redacted]
This is Taylor contacting from Dodge, and I am following up on a survey that you recently completed regarding your vehicle. I have attempted to contact you at 760-978-1765 to discuss your survey further; however was unsuccessful. We appreciate the time and effort you took to complete the survey. Comments like yours are one way we have to learn of problems and opportunities desired by customers. If you require any assistance with any questions or issues please contact our Customer Assistance Department at 1-800-992-1997.
Thank you,
Taylor
Dodge

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYS53	**Vehicle**	CHRYSLER TOWN & COUNTRY LIMITED WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/01/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/04/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	25,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	ANTIOCH	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60559	FREMONT CHRYSLER DODGE JEEP RAM		**Dealer Phone**	5106568700
Dealer Address	39639 BALENTINE DR				
	NEWARK		CA	94560 5377	USA
Dealer Zone	California	**Sales District**		**Service District**	F
Subject	Continuous Quality Insight				
Synopsis	Survey Bypass - Unable to Make initial Contact.				
Customer Anomaly					
Contact Reason	C222	Existing Case Open	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Customer Care - No further action needed - Closed				

Case Status History

Create Date	Status
05/01/2017 10:30 AM	Open
05/04/2017 04:06 PM	Closed
09/29/2018 05:15 PM	Closed

Initial Description

0464230000-Corporate,Survey By-Pass,No Response / Unable To Reach,Default,Default,No Response / Unable To Reach,No Response / Unable To Reach
0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight

Case Comments

Date	Comment
05/01/2017	CQI Survey Record Received - DATE : 05/01/2017 Survey Number [redacted] Quality Survey ID Number [redacted] rvey Date : 04/28/2017 VIN Complete 17 [redacted] CQI Comments : \Rattle noises, wind noises from doors and every t hing else
05/02/2017	Did Customer ask for call back: Yes Did Customer specify Email or Phone: No Customer's Preferred Method of Contact: Yes, by phone or e-mail. Preferred call back number is: [redacted] Preferred Email address: [redacted] Mileage Updated: 25000 Dealer code: 60559 Summarize Customer concern: Body panels/doors misaligned/excessive gaps/poor fit - Very disappointed never buying another town and country. Sliding door handle/latch is broken/not working properly - Very dissatisfied and disappointed with this vehicle I will never buy another town and country again. Vehicle vibrates excessively while driving (not braking) - Around 70 mph. Rear sliding doors are difficult to open/close. Strut problem/shock absorber problem - It has a strong squeeze nose while driving. Interior materials soils/scuffs too easily - Seats front panel.
05/02/2017	*****OUTBOUND CUSTOMER CONTACT***** Agent contacted Customer [redacted] and was unable to leave a VM.
05/03/2017	*****OUTBOUND CUSTOMER CONTACT***** Agent contacted Customer [redacted] and Customer disconnected.
05/04/2017	Status update provided via email to the following email address: [redacted] Dea[redacted] This is Taylor contacting from Chrysler, and I am following up on a survey that you recently completed regarding your vehicle. I have attempted to contact you at [redacted] to discuss your survey further; however was unsuccessful. We appreciate the time and effort you took to complete the survey. Comments like yours are one way we have to learn of problems and opportunities desired by customers. If you require any assistance with any questions or issues please contact our Customer Assistance Department at 1-800-992-1997. Thank you, Taylor Chrysler End of Status Update
05/04/2017	Survey Bypass - Unable to Make initial Contact.

Email(s)

Date	10/01/2018	**Subject**	Dear [redacted] This is Taylor contacting from Chr
From	[redacted]	**To**	
		Sent Date/Time	05/04/2017 16:05 PM

Dea[redacted]
This is Taylor contacting from Chrysler, and I am following up on a survey that you recently completed regarding your vehicle. I have attempted to contact you at [redacted] to discuss your survey further; however was unsuccessful. We appreciate the time and effort you took to complete the survey. Comments like yours are one way we have to learn of problems and opportunities desired by customers. If you require any assistance with any questions or issues please contact our Customer Assistance Department at 1-800-992-1997.
Thank you,
Taylor
Chrysler

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/03/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/17/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	12,383 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	LAKEWOOD	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	68822	PINE BELT CHRYSLER JEEP, INC.		**Dealer Phone**	7329013600
Dealer Address	1400 ROUTE 88				
	LAKEWOOD		NJ	08701 4520	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	F
Subject	Power Sliding Door Both Sides - Intermittent or Inoperative				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/03/2017 07:54 PM	Open
05/17/2017 05:45 PM	Closed
09/29/2018 04:15 PM	Closed

Initial Description

0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,Power Sliding Door Both Sides - Intermittent or Inoperative

Case Comments

Date	Comment
05/03/2017	Briefly summarize why the customer is contacting Chrysler: Customer called CAC because he wants to get compensated with the time he wasted for the vehicle. Customer wants to know what Chrysler can offer him. Customer states that vehicle has issue with the sliding door and today he got the vehicle back and states that it's somehow fixed. Briefly summarize what the customer is expecting: Compensation Agent called the DLR and spoke with SA Shaun and he states that customer vehicle sliding door are not operating do they diagnosed the vehicle, order the part and install it. SA Shaun states that if he still has issue, he is welcome to bring back the vehicle to the DLR so they can take a look. Customer seeking assistance with: Sliding door Customer expecting: Compensation of time Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number [redacted] Earliest call time: 8 am Latest call time: 8 Pm Updates via text: Y [redacted] Updates via email: Y Vehicle location: [Customer Date and Time of Appointment: 05/03/2017 Confirmed appointment with: Pine Belt Chrysler Jeep Lakewood NJ Customer in rental: n/a Authorized by: Rental start date: [Date]
05/03/2017	Reviewed with CR887
05/03/2017	Status update provided via email to the following email address [redacted] CAIR # [redacted] End of Status Update
05/04/2017	********** Create Prep Sheet ********** Prep sheet was saved successfully.
05/04/2017	*****Case Management District 883***** Warranty: Basic warranty 22 Months or 24,000 Miles/ powertrain warranty 46 Months or 48,000 Miles MVP: NONE Loyalty: 1new 0 used
05/04/2017	Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40299.
05/04/2017	Writer called and spoke with customer who advised that his vehicle had gone to the DLR and has been fixed as far as the door is not jammed anymore , however the button for the automatic push to open is still not working, CM advised to customer that if he would like to get that repaired that we would need to make an appointment to get that repaired, customer advised he is done going to the DLR and stated he has been there three times to get the vehicle fixed and they did not fix the vehicle. CM asked what the customers expectation was and customer advised he would like compensation a car payment for the 3 times he had to go to the DLR, CM advised that was something she could not do, but advised customer that she was more than willing to look into a SC for oil changes or something customer stated he did not want a SC he did not want to deal with DLRs and advised this is a new vehicle and should never have to go to the DLR CM apologized and advised that vehicle sometimes have issues and customer stated not his vehicle and advised that he didn't want any SC he wanted a vehicle payment and that his oil mechanic changed his oil in his driveway. CM asked customer if he wanted his door repaired and customer stated yes but he didn't want to go to the DLR and CM advised to customer that in order to keep the case open we would need to keep the case open we would need to make customer an appointment and customer stated he doesn't have time and customer advised CM would have to make appointment on Sunday and after 6 pm CM advised that the DLR would be closed and customer finally agreed to let CM make him an appointment on Monday in the morning. Customer requested a SUP call to ask for his vehicle payment.
05/04/201[redacted]	as been activated for text message communication.
05/04/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7450KJ****** Hello Mr. [redacted] his is Kelsey with Chrysler customer care, I just wanted to let you know that I made your appointment at PINE BELT CHRYSLER JEEP, INC *****END OF TEXT MESSAGE SENT TO CUSTOMER******

Date	Comment
05/04/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7450KJ****** for Monday May 8, 2017 at 8 am. If you have any questions please feel free to call me at 800-763-8422 Ext. 40299. Thank you and have a great day. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
05/04/2017	Status update provided via email to the following email address: [redacted], this is Kelsey with Chrysler customer care, I just wanted to let you know that I made your appointment at PINE BELT CHRYSLER JEEP, INC for Monday May 8, 2017 at 8 am. If you have any questions please feel free to call me at 800-763-8422 Ext. 40299. Thank you and have a great day. End of Status Update
05/04/2017	Text message received from [redacted]
05/04/2017	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Thu May 04 15:08:17 EDT 2017 Text: To early ********** End SMS Reply From Customer **********
05/04/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7450KJ****** That is fine. You can go ahead and schedule when it's convenient for you. I will follow-up with you on 5-10-17. The case will be closing on 5-10-17 if no *****END OF TEXT MESSAGE SENT TO CUSTOMER******
05/04/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7450KJ****** appointment is made. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
05/05/2017	***Supervisor Call*** Writer contacted the customer. Customer stated that he's been into the DLR 3 times for a power door and lock issue with the vehicle. Customer is still having issues with his button on the power door not working. Customer stated that he doesn't want to take the vehicle back into the DLR to get it repaired and would like a vehicle payment. Writer advised the customer that we can not reimburse him for a vehicle payment but we can look into SC for him. Customer was not interested in SC. Writer advised we can look into accessories for the vehicle and customer stated he's not interested in that either. Writer advised the customer that if he doesn't want to pursue repairs then we would have to close the case. Customer was displeased.
05/05/2017	Writer called and spoke with customer who advised CM that when he first took his vehicle to the DLR he dropped the vehicle off for one day day they called the customer mid day and advised to the customer that he could come pick up his vehicle and that parts for the repairs had to be ordered, customer advised a week later the DLR called him and he had to drop his vehicle off and he left his vehicle at the DLR for two days for the repairs to be completed and then he picked the vehicle up so the vehicle was at the DLR for a total of 3 days, customer is seeking one vehicle payment for this, CM asked if customer could send in documentation of these visits and customer advised that he does have the documentation. CM also asked customer roughly what his vehicle payment was and customer advised $268.00, CM also asked customer to send in documents of proof of lease or vehicle payment so we could review documents for possible reimbursement.
05/05/2017	****** Below Customer Contacted for Documentation Request ****** [redacted] on 2017-05-05 @ 16:07
05/08/2017	***** Customer Document Received *****
05/09/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7450KJ****** I would also need some sort of proof of a vehicle payment, like a lease payment or something to prove the amount of payment you make each month for your vehicle *****END OF TEXT MESSAGE SENT TO CUSTOMER******
05/09/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7450KJ****** Were you able to make an appointment ? If so what is the appointment time and date ? *****END OF TEXT MESSAGE SENT TO CUSTOMER******
05/09/2017	Text message received from [redacted]
05/09/2017	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Tue May 09 16:02:46 EDT 2017 Text: I'm working on it ********** End SMS Reply From Customer **********
05/09/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7450KJ****** The appointment? or the vehicle payment? As we discussed before we would need an appointment scheduled in order to keep this case open if you are wanting to *****END OF TEXT MESSAGE SENT TO CUSTOMER******
05/09/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7450KJ****** get repairs done to your vehicle at this time. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
05/09/2017	Text message received from [redacted]
05/09/2017	********** Start SMS Reply From Customer ********** Phone [redacted] Recieved Date: Tue May 09 16:20:02 EDT 2017 Text: Let me reschedule for next week some time ********** End SMS Reply From Customer **********
05/09/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7450KJ****** As long as you schedule the appointment by tomorrow and I can call the dealer and confirm the appointment and it is next week then that will be fine. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
05/09/2017	Text message received from [redacted]
05/09/2017	********** Start SMS Reply From Customer ********** Phone Number [redacted] Recieved Date: Tue May 09 16:28:34 EDT 2017 Text: K ********** End SMS Reply From Customer **********
05/09/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7450KJ****** Thank you sir have a great rest of your day. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
05/10/2017	****** Below Customer Contacted for Documentation Request ****** [redacted] on 2017-05-10 @ 12:56
05/10/2017	***** Customer Document Received *****
05/10/2017	Writer called and spoke with customer and advised that she would follow up on 05/12 to confirm with customer that he was able to make his appointment and confirm and go over his documents that he sent in.
05/10/2017	Text message received from [redacted]6
05/10/2017	********** Start SMS Reply From Customer ********** Phone Number [redacted] Recieved Date: Wed May 10 16:55:50 EDT 2017 Text: Appointment mon 940am ********** End SMS Reply From Customer **********
05/10/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7450KJ****** Thank you, I will follow up with you on Monday. Have a great weekend. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
05/10/2017	Text message received from [redacted]
05/10/2017	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Wed May 10 16:58:29 EDT 2017 Text: Ty you as well ********** End SMS Reply From Customer **********
05/10/2017	Customer Document Reviewed.
05/15/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7450KJ****** Hello [redacted] how are you ? where you able to make it to your appointment today? *****END OF TEXT MESSAGE SENT TO CUSTOMER******
05/15/2017	Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40299.
05/15/2017	Text message received from [redacted]
05/15/2017	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Mon May 15 00:40:21 EDT 2017 Text: Yes. Van is at the dealership ********** End SMS Reply From Customer **********
05/17/2017	Was the customer in a rental? If yes, how many days? no Did the customer have a co-pay? If yes, how much? no What is the RO #? [redacted] Does the SM have the CAIR #? If no, provide it. no Review and Confirm the DM Notes with the SM while on the phone. N/A Does the SM have everything needed from Customer Care to process the claim? yes mileage 12383

Date	Comment
05/17/2017	Agent attempted to contact customer, however, customer was not available. Left message I have confirmed repairs with the dealership. This will now move the case to a 2 day close out period. If in these 2 days there is still issues please contact customer care and provide your case#. If there are no issues then there is no need to contact Customer Care and the case will be closed on day 2. Thank you for working with CHRYSLER and being a Valued Loyal Customer.
05/17/2017	Status update provided via email to the following email address [redacted] have confirmed repairs with the dealership. This will now move the case to a 2 day close out period. If in these 2 days there is still issues please contact customer care and provide your case#. If there are no issues then there is no need to contact Customer Care and the case will be closed on day 2. Thank you for working with CHRYSLER and being a Valued Loyal Customer End of Status Update
05/17/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7450KJ****** I have confirmed repairs with the dealership. This will now move the case to a 2 day close out period. If in these 2 days there is still issues please contact *****END OF TEXT MESSAGE SENT TO CUSTOMER******
05/17/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7450KJ****** care and provide your case#. If there are no issues then there is no need to contact Customer Care and the case will be closed on day 2. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
05/17/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7450KJ****** Thank you for working with CHRYSLER and being a Valued Loyal Customer. Have a great rest of your day. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
05/17/2017	Text message received from [redacted]
05/17/2017	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Wed May 17 11:58:01 EDT 2017 Text: I believe we discussed crediting the monthly payment for all my troubles & time in addition to my car sitting at a dealership for 5 days. As far as I'm c oncerned the case is still open until that is resolved ********** End SMS Reply From Customer **********
05/17/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7450KJ****** Hello [redacted] you had your vehicle at the dealership at the dealership for a total of 4 days getting repairs done, I did not say I would credit a monthly payment *****END OF TEXT MESSAGE SENT TO CUSTOMER******
05/17/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7450KJ****** I tried to call you so we could discuss what I may be able to do and was not able to get ahold of you. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
05/17/2017	Text message received from [redacted]
05/17/2017	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Wed May 17 00:27:07 EDT 2017 Text: 5 days including the initial visit. That's what I'm asking. I believe we spoke about this ********** End SMS Reply From Customer **********
05/17/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7450KJ****** There were 3 days accounted for the first day you took the vehicle in to get diagnosed then they told you they had to order parts then they called you a week *****END OF TEXT MESSAGE SENT TO CUSTOMER******
05/17/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7450KJ****** or so later and advised you the parts were in you took the vehicle back dropped the vehicle off for two days that equals the 3 days without the vehicle. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
05/17/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7450KJ****** Then I advised you to make an appointment and you let me know you had one for Monday and the dealer advised me you dropped it off Monday and picked it up *****END OF TEXT MESSAGE SENT TO CUSTOMER******
05/17/2017	Text message received from [redacted]
05/17/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7450KJ****** on Tuesday that is a total of 4 days, I did not agree to give you a monthly payment, however may I call you an we can discuss what I am able to provide? *****END OF TEXT MESSAGE SENT TO CUSTOMER******
05/17/2017	********** Start SMS Reply From Customer ********** Phone Number [redacted] Recieved Date: Wed May 17 00:42:04 EDT 2017 Text: I'm not going to sit here nitpicking the amount of days. I was left without a car for 5 days because that how long it took to fix the car. So I think it' s legitimate to requests a month payment forgiveness ********** End SMS Reply From Customer **********
05/17/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7450KJ****** I apologize that is not something I am able to do. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
05/17/2017	Text message received from [redacted]
05/17/2017	********** Start SMS Reply From Customer ********** Phone Number: [redacted] ecieved Date: Wed May 17 13:07:54 EDT 2017 Text: Can yo have a manager call me ********** End SMS Reply From Customer **********
05/17/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7450KJ****** I tried to call you so I could discuss what I could do for you, I am a Case Manager Sir. Are you available to take the call right now ? *****END OF TEXT MESSAGE SENT TO CUSTOMER******
05/17/2017	Text message received from [redacted]
05/17/2017	Writer called and spoke with customer and advised that because customer was not with out his vehicle for a long period of time we will not be able to reimburse the full vehicle payment, however we would be able to reimburse a prorated amount of $45 dollars for the 5 days the customers states he had to be out of the vehicle to take it to the DLR to get the repairs completed. Customer advised this is not sufficient enough and customer would like a full vehicle payment of $268.69, CM apologized that we will not be able to do a full payment and advised customer that we can do the prorated amount of $45.00 and advised customer that the offer was good for 30 days and advised that the case would be closing on the 19th and if he chose to accept the reimbursement he could call at anytime. Customer hung up on CM.
05/17/2017	********** Start SMS Reply From Customer ********** Phone Number [redacted] Recieved Date: Wed May 17 13:26:26 EDT 2017 Text: Yes ********** End SMS Reply From Customer **********

Email(s)

Date	10/01/2018	***Subject***	I have confirmed repairs with the dealership. This		
From		***To***	***Sent Date/Time***	05/17/2017 15:50 PM	

I have confirmed repairs with the dealership. This will now move the case to a 2 day close out period. If in these 2 days there is still issues please contact customer care and provide your case#. If there are no issues then there is no need to contact Customer Care and the case will be closed on day 2. Thank you for working with CHRYSLER and being a Valued Loyal Customer

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2015	Brand	CHRYSLER
Body	RTYS53	Vehicle	CHRYSLER TOWN & COUNTRY LIMITED WAGON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	05/05/2017	CAIR Type	Regular	Status	Closed
Close Date	05/10/2017	Origin	Telephone	Reason	New problem
Mileage	45,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	GRAHAM	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
Dealer	45465	TACOMA DODGE CHRYSLER JEEP RAM		Dealer Phone	2534757300
Dealer Address	4101 S TACOMA WAY				
	TACOMA		WA	98409 4620	USA
Dealer Zone	West	Sales District		Service District	A
Subject	Continuous Quality Insight				
Synopsis	No Response / Unable To Reach				
Customer Anomaly					
Contact Reason	C222	Existing Case Open	Customer Anomaly		
Reason Code	After Sales - Information & Assistance requests - Customer Care - No further action needed - Closed				

Case Status History

Create Date	Status
05/05/2017 10:30 AM	Open
05/10/2017 12:05 PM	Closed
09/29/2018 01:51 PM	Closed

Initial Description

0464230000-Corporate,Survey By-Pass,No Response / Unable To Reach,Default,Default,No Response / Unable To Reach,No Response / Unable To Reach
0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight

Case Comments

Date	Comment
05/05/2017	CQI Survey Record Received - DATE : 05/05/2017 Survey Number : Quality Survey ID Number: Survey Date : 05/03/2017 VIN Complete 17 CQI Comments : \Sliding doors air sounds
05/06/2017	Did Customer specify Email or Phone: Yes Customer's Preferred Method of Contact: Yes, by phone or e-mail Preferred call back number is: Preferred Email address: Mileage Updated? Yes 45000 Dealer code: 70-45465 TACOMA DODGE Summarize Customer concern: Excessive wind noise, Sliding door handle/latch works, but is difficult to operate, Liftgate is difficult to open/close
05/08/2017	**** OUTBOUND CUSTOMER CONTACT *** LVM with contact information 855-675-9291 EXT 4718152
05/09/2017	**** OUTBOUND CUSTOMER CONTACT *** LVM with contact information 855-675-9291 EXT 4718152
05/10/2017	Status update provided via email to the following email address: My name is Scott and I am following up on a survey that you recently completed regarding your vehicle. I have attempted to contact you, and left messages requesting a call back to discuss your concerns further, however I have been unsuccessful. We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are one way we have to learn of problems and opportunities desired by customers. Given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. If you require further assistance from Chrysler please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Chrysler Customer Assistance at 800-247-9753. End of Status Update

Email(s)

Date	10/01/2018	Subject	My name is Scott and I am following up on a survey		
From		To		Sent Date/Time	05/10/2017 12:04 PM

My name is Scott and I am following up on a survey that you recently completed regarding your vehicle. I have attempted to contact you, and left messages requesting a call back to discuss your concerns further, however I have been unsuccessful.
We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are one way we have to learn of problems and opportunities desired by customers.
Given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.
If you require further assistance from Chrysler please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Chrysler Customer Assistance at 800-247-9753.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/24/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/13/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	11,349 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	ROCKAWAY PARK	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60698	Brooklyn Chrysler Jeep Dodge Ram		**Dealer Phone**	7187133000
Dealer Address	2286 FLATBUSH AVE				
	BROOKLYN		NY	11234 4518	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	G
Subject	unable to open				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/24/2017 01:35 PM	Open
06/13/2017 12:30 PM	Closed
09/29/2018 02:39 PM	Closed

Initial Description

0465000000-Corporate,E-Reimbursement,Default,Default,Default,E-Reimbursement,E-Reimbursement
0416000000-Corporate,Rental Vehicle,Default,Default,Default,Rental Vehicle,Rental Request
0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,unable to open

Case Comments

Date	Comment
05/24/2017	**********Customer Email Address Updated********** Customer has updated the email address from [redacted] or further communication or for surverys.
05/24/2017	Customer contacted into FCA stated that they have a passenger door that will not open. Customer stated that they had made an appointment at 60698 BROOKLYN CHRYSLER and were unable to provide a rental and recommended that the customer contact CAC. *** agent contacted the DLR 60698, agent spoke with the Service department and found that they do not have any rental process for their DLR (on Site and or enterprise). *** Agent informed the customer that as the DLR does not have any rentals available or able to contact a third party. they would recommend that the customer allow the Agent to escalate their case to CM. Agent stated that they can review for rental reimbursement as well as to make sure that their vehicle is repaired and the CM can follow up with the customer and the DLR in regards to the repairs. Customer stated that they will have the vehicle to the DLR now as their appointment is at this time, and will be seeking reimbursement review for the time that the vehicle is in for repairs. *** Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number [redacted] Earliest call time: Anytime of the day Latest call time:Anytime of the day Updates via text: Yes Updates via email: yes [redacted] Vehicle location:Dealer Date and Time of Appointment: 5/24/2017 @9:00 am Confirmed appointment with: Brooklyn Chrysler-60698 Customer in rental: No customer is requesting one- customer will be seeking reimbursement Authorized by: n/A Rental start date:
05/24/2017	Reassigning to 86R
05/24/2017	R
05/24/2017	****CUSTOMER CONTACT**** Agent called [redacted] who advised that the driver's side sliding door won't open. She said she has [redacted] all with car seats and has to crawl over the youngest car seat to get one of them out of the vehicle. She was advised by Brooklyn that they will need the vehicle for 3-4 days to fix. Agent advised customer that she would authorize 3 days rental customer pay and would forward to our Senior Case Manager for further assistance and follow up. Customer seeking assistance with: Driver side sliding door won't open. Customer expecting: Vehicle fixed / Rental - mini van for all her car seats. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: 9 Latest call time: 9 Updates via text: Yes Updates via email: Yes [redacted] Vehicle location: Dealership Date and Time of Appointment: May 24 - but they advised her that they need for 3/4 days. Confirmed appointment with: Brooklyn Customer in rental: Yes Authorized by: CAC - 3 days customer pay Rental start date: May 24/2016
05/24/2017	**********Rental Value Updated********** Estimated Rental Amount: $135 Provided By: Customer Pay Days Authorized: 3
05/24/2017	Reviewed and approved for escalation to 88F.
05/24/2017	Vehicle is at the dealership - Brooklyn Chrysler Jeep Dodge Ram (60698) Update triggered by s48839o
05/25/2017	********** Create Prep Sheet ********** Prep sheet was saved successfully.
05/25/2017	* * * * * * * * * Case Management - District 883 * * * * * * * * * OOW: Basic: 36 months or 36K 2/2019 Powertrain: 60 MONTHS OR 60 k 2/2021 Pef: 60 MONTHS OR UNLIMITED 2/2021 MVP:N Household: Original Plus 2

Date	Comment
05/25/2017	Agent left vm for customer/ inquiry of where vehicle may be.
05/25/2017	Agent made contact with DLR, vehicle (no record of appointment)
05/25/2017	Customer [redacted] requested to speak to Case Manager. transferred MB2770
05/25/2017	****** Below Customer Contacted for Documentation Request ***** [redacted] on 2017-05-25 @ 14:20
05/25/2017	Customer ma de contact with agent, vehicle dropped off 5/24/2017
05/25/2017	Status update provided via email to the following email address: [redacted] I was able to speak with Service Advisor Michael, they will have to dis assemble the sliding door, research why not sliding or closing, may also have to have electrical assistance involved as well. This may take 1 1/2 weeks. Regarding your rental, are you currently in a rental, if so keep receipts and at end of case close we can review the receipts. Thank you, Malissa End of Status Update
05/25/2017	Agent made contact with SA: Michael, will have dis assemble the door and panel, review why not sliding or locking, may have to search for STAR as well as technical, electrical assistance. Possibly up to 1 1/2- 2 weeks to review.
05/25/2017	Agent left vm for customer to call back so I could give update.
05/25/2017	Customer called to speak with CM MB2770. Writer warm transferred customer to CM
05/25/2017	Customer made contact with agent, is in a rental b (DLR did not have loaners) is in need of SUV for has [redacted] nd in need of [redacted] Enterprise only had available 67.00 per day. Please advise.
05/30/2017	Customer spoke with Agent Malissa (regarding concerns of 68.00 rental, knowing we only approve 45), Explained to send in documents at end of case and will be researched.
05/31/2017	Writer contacted dealer to speak with SA Michael. Receptionist states that SA was on a conference call and will be a minute CM advised she would hold. CM waited on hold for 6 minutes before disconnecting.
05/31/2017	Task To Dealer: Hello can you please tell me if this customers vehicle has been diagnosed and if so what is the diagnosis? I have tried to get ahold of the SM daily and with no luck, I have called and I get transferred to the hold line which I end up waiting 10 plus mins, this is not acceptable I can't get any advisor to take my calls to assist with this customers vehicle. I tried to call the Service manager and get transferred to his VM which is full so i am unable to leave a message. I WILL BE REACHING OUT TO THE AM TO DISCUSS THIS WITH HIM, unless I get a call back no later than 06/01, I am in the office from 8 am to 4:30 (mountain time) my number is 800-763-8422 ext. 40299. Thank you and have a great day. Task Type: Has vehicle been diagnosed
05/31/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40299.
06/05/2017	Writer called and spoke with the SM Dan who advised that the parts are in and they will be starting the repairs SM advised he would like to have the repairs done no later than Thursday 06/08, CM advised she would follow up then.
06/05/2017	**********Rental Value Updated********** Estimated Rental Amount: $630 Provided By: Customer Pay Days Authorized: 14
06/05/2017	Writer called and spoke with customer and advised that the parts were in and the DLR is working on having the vehicle repaired by no later than 06/08, CM explained that we would not be able to cover the 75$ rental they are being charged for, customer is not happy about that and wanted to talk to someone that could approve that, CM advised that no one here could approve that and let customer know that rental was not a provision of the warranty and that she would be more than happy to look at the customers documents when he sends them in and let him know that we would look into reimbursing up to $45 a day with all extras at customer expense. CM advised she would authorize the rental until 06/08 then it would be customer pay unless discussed with the DLR and CM, customer understood.
06/05/2017	Customer called in and advised that she is insulted that we told her we will not be covering the $75 a day for the rental, CM apologized and advised customer that we could cover up to $45 a day for rental and that was excluding ass the taxes and extra fee and she stated that is not fair and we should be covering it all because the vehicle is still under warranty, CM read customer the things that were not covered under warranty, customer is very angry and advised that she wanted to speak with a supervisor that was going to approve her $75 a day rental because the vehicle has a manufacturing defect. CM advised customer that she would put in the supervisor callback it would be 1-2 business day call back.
06/06/2017	****Supervisor Call***** Writer contacted customer. Customer stated she is concerned that she is not going to get reimbursed for her rental vehicle. Customer stated her vehicle has been at the DLR for 2 weeks now due to a manufacture defect. Customer was told the final piece that is missing is on backorder and is expected to be in today. Writer advised customer she will reach out to the DLR to find out if she can get the part expedited. Customer is working with Michael in service. Customer is in a rental vehicle she is paying out of pocket for 17 days at $68.00. Writer tried contacting the DLR but was not able to leave a message.
06/07/2017	***Supervisor Call*** Writer tried contacting the DLR but was not able to leave a message due to voicemail being full. Writer contacted the DLR and spoke to Paul in parts who stated all the parts are here. Writer advised the customer was told there is a part that is on back order. Writer tried contacting DLR and DLR disconnected the phone.
06/08/2017	Was the customer in a rental? If yes, how many days? no Did the customer have a co-pay? If yes, how much? no What is the RO #[redacted] Does the SM have the CAIR #? If no, provide it. yes Review and Confirm the DM Notes with the SM while on the phone. N/A Does the SM have everything needed from Customer Care to process the claim? yes Mileage 11352
06/08/2017	****** Below Customer Contacted for Documentation Request ***** [redacted] on 2017-06-08 @ 15:38
06/08/2017	Writer called and spoke with customer and confirmed the repairs, CM advised that she would be able to send in her documents to be reviewed, CM provide customer the link. CM advised she would she would follow up with customer on 06/09 to discuss reimbursement amount.
06/08/2017	CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer's concerns as documented in the reason codes have been addressed with the customer.
06/08/2017	***** Customer Document Received *****
06/09/2017	Writer called and spoke with customer and advised that we were able to get the approval of the reimbursment for the $67 a day for a onetime goodwill. Customer apperciates that very much. CM advised that at this time the systems are doing an update and we will be able to process the reimbursement of $ 1005.00 on Monday 06/12. _
06/12/2017	Customer Document Reviewed.
06/12/2017	Writer called and verified the customers name and address for reimbursement check [redacted] ROCKAWAY PARK , NY-[redacted] What has the customer specifically requested? Rental reimbursement If this is for a previously made goodwill decision, what is that CAIR #? no What is the total amount being reimbursed and the reasons why? $1005.00, The customer needed a rental because her new vehicle had a manufactures defect and she had [redacted] she was in need of a larger vehicle to accommodate the car seats for the safety of the [redacted]
06/12/2017	Status update provided via email to the following email address: [redacted] Thank you for allowing CHRYSLER Customer Care the opportunity to address your concern and we hope we were able to resolve your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case, therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a CHRYSLER customer. End of Status Update

Email(s)

Date	10/01/2018	***Subject***	Thank you for allowing CHRYSLER Customer Care the		
From		***To***	***Sent Date/Time***	06/12/2017 23:21 PM	

Thank you for allowing CHRYSLER Customer Care the opportunity to address your concern and we hope we were able to resolve your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case, therefore, you could potentially receive an email or telephone survey. WeÂ'd ask that you take the time to complete the survey so weÂ'll know how weÂ're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a CHRYSLER customer.

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	Model Year	2015	Brand	CHRYSLER
Body	RTYT53	Vehicle	CHRYSLER TOWN & COUNTRY S WAGON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	05/24/2017	CAIR Type	Regular	Status	Closed
Close Date	05/25/2017	Origin	Chat	Reason	New problem
Mileage	37,000 Miles	Market	U	Language	English
Contact Email	nobody@external.fcagroup.com	Contact Phone		Contact Mobile	
Caller Address	[redacted]			Source	Customer
Caller City	EL CAJON	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	41080	CARL BURGER DODGE CHRYSLER JEEP		Dealer Phone	6194639321
Dealer Address	8355 HERCULES ST				
	LA MESA		CA	91942 2921	USA
Dealer Zone	California	Sales District		Service District	N
Subject	Email Referral				
Synopsis					
Customer Anomaly					
Contact Reason	C222	Existing Case Open	Customer Anomaly		
Reason Code	After Sales - Information & Assistance requests - Customer Care - No further action needed - Closed				

Case Status History

Create Date	Status
05/24/2017 06:29 PM	Open
05/25/2017 09:10 AM	Closed
09/29/2018 02:46 PM	Closed

Initial Description

0311000000-Referral,Service Contracts,Default,Default,Default,Service Contracts Referral,Service Contracts Referral
0464240000-Corporate,Survey By-Pass,Email Referral,Default,Default,Email Referral,Email Referral

Case Comments

Date	Comment
05/24/2017	a reasonable time frame. That would be a good business practice[redacted]Thank you for your help. You have a difficult job dealing with upset customers. I do hope you have a nice day and at the very least I appreciate your time.[redacted] disconnected ('Concluded by End-user').
05/24/2017	incident[redacted]Hi, my name is Diana with Chrysler Customer Care, How may I help you today? Diana: Afternoon[redacted]: Good morning, I am having a lot of trouble with the service departments at the local dealerships. The lock on the sliding door of my Town and Country is stuck in the unlocked position. So, it is impossible to lock that door at all. The service departments are not working with me. I need my car to drive my children at 2pm. They are telling me I am not allowed to wait for the car and that they will not give me an estimated time[redacted] I have 38,000 miles on the car. I believe that Chrysler should cover this repair under warranty because there was no way for me to know that this lock was broken. I pressed the lock button on the fob and could hear doors lock and it beeped. It wasn't until my daughter pulled on the door when it was supposedly locked, and it opened, that we found out it was not working. It can be assumed that it has a possibility it has been broken for quite sometime. Diana: I am sorry to hear that you are having an issue with the locks. I can completely understand that you would like vehicle back as soon as possible. Diana: I am more than happy to look into it further for you[redacted] I am not sure why the dealerships are so unwilling to help me. 8 hours should be sufficient time to fix a lock. Or at least give me an explanation of why it isn't enough time. Especially when I have an appointment Diana: I can call over there and see what the delay is. What time was your appointment scheduled for?[redacted] I was there around 9 am. I left because the man gave me a speech about a cold, the sniffles, a doctor and a surgeon. I felt uncomfortable with the way my situation was being handled. This was the Poway dealership. The la mesa dealership told me they have a no waiting policy. I can't be left without a car past 1:45 pm so I chose Poway instead. Diana: So where is the vehicle right now?[redacted]With me at my house. Diana: Until the vehicle is diagnosed we cannot offer any type of assistance. The dealerships are independently owned and operated. If they schedule an appointment they should be honoring that and we can definitely document the concern here. Diana: We cannot persuade them to take earlier appointments to determine the length of the diagnosis.[redacted] don't believe that I should be without a car for more than 8 hours over an issue with the lock. I can't find a dealership that will diagnose and fix it in a timely fashion. Diana: I am going to document all of this and provide a case number once it is diagnosed you can call back for any other assistance.[redacted] Do you have a complaint department? Diana: This is the complaint department. Diana: Some dealers will offer a loaner vehicle. Not all of them have them.[redacted] Okay then. I guess I am at the end of the road for trying to get Chrysler to help me. I purchased an Added Care Plus plan, and purchased a car and now over a car door lock, Chrysler will lose my business. Totally unfortunate. It's my 2nd Town and Country and because of the service, I will find a way to never do business with Chrysler again. Diana: Let me look at your extended warranty it may have rental coverage. Diana: Are you still there[redacted] am Diana: Your plan does show you have rental coverage, so you could leave the vehicle if you have the rental. You will need to confirm first day rental with your extended warranty department and once you set up the appointment for diagnosis rental will be available for you if you have the first day coverage. Diana: Please contact your extended warranty by contacting 800-247-9753 and asking to be transferred to MVP Diana: Is there anything else that I can look into for you today?[redacted]No. Sub par service at your dealerships seem to be acceptable to your company. It's a door lock. The dealerships should provide repairs with an appointment in
05/24/2017	Reassigned to 861 survey by pass referral to Mvp

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/30/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/31/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	11,000 Miles	**Market**	U	**Language**	English
Contact Email	nobody@external.fcagroup.com	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	MONROE	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	23153	WESTBURY JEEP CHRYSLER DODGE, INC.		**Dealer Phone**	5169973900
Dealer Address	100 JERICHO TPKE				
	JERICHO		NY	11753 1004	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	H
Subject	back door behind driver seat will not unlock				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/30/2017 03:48 PM	Open
05/31/2017 02:11 PM	Closed
09/29/2018 02:01 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108250200-Product,Electrical,Power Door Lock / Deck Lid,Defective,Unknown,Power Door Lock / Deck Lid - Defective,back door behind driver seat will not unlock

Case Comments

Date	Comment
05/30/2017	Briefly summarize why the customer is contacting Chrysler: customer is calling because the door behind drivers door will not unlock at all Briefly summarize what the customer is expecting: to find out how to unlock his vehicle agent advised customer that he would need a diagnosis, agent provided customer with DLR details and offered to contact DLR for his to book appointment, customer stated they will contact DLR and book appointment
05/30/2017	survey by-pass-no diagnosis

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/05/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/05/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	24,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	SUNBURY	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60609	PERFORMANCE CHRYSLER JEEP DODGE		**Dealer Phone**	7403699611
Dealer Address	2815 STRATFORD ROAD				
	DELAWARE		OH	43015 2951	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	I
Subject	power door only works on the inside passenger-s side.				
Synopsis	power door only works on the inside passenger-s side. warranty questions transferred to DLR for customer to leave a message.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/05/2017 04:43 PM	Open
06/05/2017 07:12 PM	Closed
09/29/2018 01:20 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108250000-Product,Electrical,Power Door Lock / Deck Lid,Other,Unknown,Power Door Lock / Deck Lid - Defective,power door only works on the inside passenger-s side.

Case Comments

Date	Comment
06/05/2017	Briefly summarize why the customer is contacting Chrysler: Customer states that power door only works on the inside of the passenger's side. Briefly summarize what the customer is expecting: Customer is seeking warranty information. Customer is seeking DLR information Agent apologized and reviewed VIN. Agent advised customer of warranty information. Agent advised and contacted DLR to book an appointment.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/06/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/13/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	27,271 Miles	**Market**	U	**Language**	Spanish-other
Contact Email	nobody@external.fcagroup.com	**Contact Phone**		**Contact Mobile**	7724462141
Caller Address	[redacted]			**Source**	Customer
Caller City	FELLSMERE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	68377	VERO BEACH CHRYSLER JEEP DODGE RAM		**Dealer Phone**	7725676633
Dealer Address	855 S US HIGHWAY 1				
	VERO BEACH		FL	32962 4704	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	B
Subject	Customer claims door lock will not open.				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/06/2017 06:55 PM	Open
07/13/2017 06:20 PM	Closed
09/29/2018 01:12 PM	Closed

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code
0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0427000000-Corporate,CNA Change,Default,Default,Default,Request for CNA Change,Request for CNA Change
0108255700-Product,Electrical,Power Door Lock / Deck Lid,Intermittent or Inoperative,Unknown,Power Door Lock / Deck Lid - Intermittent or Inoperative,Customer claims door lock will not open.

Case Comments

Date	Comment
06/06/2017	[redacted] states that she has been at the dealership three times for a door lock issue, customer has had to return and check on her vehicle as dealership have not given her an update, last time dealership told her they were waiting for a part, customer also had a dent in the right side of her vehicle, customer has been working with Ward. Customer advised that they will be contacted within one (1) business day, by COB their time Preferred morning/midday call back number is [redacted] Preferred afternoon/evening call back number is [redacted] Customer email address for case updates: [redacted] Would customer like to receive updates via text message? Yes Mobile numbe [redacted] Who has possession of the vehicle? Owner Has the vehicle been diagnosed by a CDJR dealer within the last 30 days? Yes
06/06/2017	* * * * * SPANISH CASE MANAGER TEAM - District 88 1 * * * * * *
06/06/2017	Purchased New 01/30/16. Under Basic & Powertrain Warranty. Ownership - 1 New 0 Used 1 Currently. No Active or expired mechanical MVP plans. No Open or Completed Recalls.
06/06/2017	Task response received from Dealer 68377
06/08/2017	Dealer Update: Updated By: S74107L Dealer Code: 68377 Date: 06/06/2017 3:37:29 PM Part Number : 05020679aa Order Number : c0518a Known ETA : 06/07/2017 part was ordered on 05/18/2017 B/O part. order number is C0518A part number is 05020679AA. ETA has changed numerous times no current ETA is accurate. RG
06/08/2017	+++ PARTS INFORMATION +++ Dealer Code Ordering Part: 68377 Vero Beach CJDR Part Number: 05020679AA Part Description: Actuator Order Number: C0518A Order Date: 05/18/2017 Order Type: Daily Current ETA? 05/23/2017 Is the vehicle off-road? Yes Is the customer in a rental due to parts? No +++ END PARTS INFORMATION +++
06/08/2017	********** Create Prep Sheet ********** Prep sheet was saved successfully.
06/08/2017	Dealership Contact: 68377 SM is Rob Gable states that dealership is awaiting part, vehicle is drivable but door mechanism does not work. Writer will seek assistance from expediting department.
06/08/2017	Status update provided via email to the following email address: [redacted] Status Update
06/08/2017	Translation to lines: 45-55. Hello, my name is Edgar and I have been assigned as your case manager. This email is confirmation that your case, [redacted] was successfully escalated to me. I will be calling you at your preferred number, [redacted] today as promised. My office hours are 11:00AM to 7:30PM (Eastern Time). My contact information is 800-763-8422 EXT 40552. If your preferred telephone number mentioned above isn't correct, please reply with the correction (please ignore the system generated message below).

Date	Comment
06/08/2017	CONTACT UPDATE - Customer was contacted today at 12:36 PM MST. Customer Contact: Dialed [redacted] n/a. Writer left voicemail with CM ext. 40552. Writer seeks to provide dealership information.
06/08/2017	**********96W PARTSUPDATE********** Agent contacted DLR to verify order info and was unable. **********END OF UPDATE **********
06/09/2017	**********96W PARTSUPDATE********** Agent contacted DLR at 772-567-6633 and spoke to PA Ed who confirmed order info. Part Number: 05020679AA Order Number: [redacted] **********END OF UPDATE **********
06/09/2017	Triage Template **********96W TRIAGE TEAM********** ****** Following Corporate Resource has been contacted ****** DATE SUPPORT ESCALATED:6/9/17 PART NUMBER: 05020679AA PART DESCRIPTION:ACTUATOR ORDER NUMBER: C0518A ORDER TYPE:daily NUMBER OF DEALERS WITH PART/D2D OPTION:290 ASSIGNED TO 96W FOR TRACKING: LJ454 **********END OF TRIAGE**********
06/09/2017	****** Following Corporate Resource has been contacted ****** PARTS EXPEDITING for Part#05020679AA,Order [redacted] ,OMC#34351456 on 2017-06-09 @ 08:50
06/12/2017	Vehicle is at the dealership - VERO BEACH CHRYSLER JEEP DODGE RAM (68377) Update triggered by s28255p
06/12/2017	Customer Contact: Dialed 772-446-2141 Customer states that dealership advised to go as they had the part, customer states that vehicle door is working fine now but customer is waiting to hear from the dealership about the damage to the paint. Writer advised another follow up would be done on 6/14/2017.
06/13/2017	**********96W PARTSUPDATE********** writer spoke to PA Ed who stated they picked the part up from another DLR this one is no longer needed. **********END OF UPDATE **********
06/14/2017	Customer Contact: Dialed [redacted] Customer states that door is working fine, customer is only waiting to hear from the dealership about a the damage to the door. Writer advised another follow up would be done next week.
06/14/2017	Dealership Contact: 68377 Writer left voicemail for SM Rob Gable to contact customer regarding paint concern.
06/16/2017	****** START OF SUPPORT ESCALATION by T6211AS****** **** Update from Expediting Team for **** Part#05020679AA,Order [redacted] OMC#34351456 INVOICED-PDC ****** END OF SUPPORT ESCALATION ****** by T6211AS
06/17/2017	OMC# 34351456Order# [redacted] FOR PN: 05020679AA IS RESOLVED
06/21/2017	Dealership Contact: 68377 SM Rob Gable states that dealership notated damage on walkaround of vehicle upon check in, dealership offered to have a dent shop repair it, however customer was to contact the service advisor.
06/21/2017	Customer Contact: Dialed [redacted] Customer states to have received a call from the dealership yesterday to take the vehicle on Friday, however customer states that she can't on Friday so she will have to reschedule, customer seeks a follow up next week.
06/26/2017	Customer Contact: Dialed [redacted] No answer and no voicemail option.
06/28/2017	Customer Contact: Dialed [redacted] No answer. Writer left voicemail with CM ext. 40552. Writer seeks to know if customer took vehicle to the dealership.
07/03/2017	Customer Contact: Dialed [redacted] No answer Writer advised that case would be closed unless customer has any further questions or concerns.
07/05/2017	Customer Contact: Dialed [redacted] Customer states that customer was rescheduled to visit the dealership this 7/7/2017. Writer advised another follow up would be done next week.
07/10/2017	Dealership Contact: 68377 Dealership service department closed for the day.
07/10/2017	Customer Contact: Dialed [redacted] No answer and no voicemail option.
07/11/2017	Customer Contact: Dialed [redacted] No answer. Writer advised over voicemail that case would close unless customer has any further questions or issues. Provided brand line number.
07/12/2017	Task response received from Dealer 68377
07/12/2017	Task response received from Dealer 68377
07/13/2017	Dealer Update: Updated By: S74107L Dealer Code: 68377 Date: 07/12/2017 7:27:25 AM please close cair case. customer has missed 2 appointments with the paintless dent sub contractor that we arranged for this customer. any further assistance will no longer be provided. RG
07/13/2017	Dealer Update: Updated By: S74107L Dealer Code: 68377 Date: 07/12/2017 7:27:43 AM please close cair case. customer has missed 2 appointments with the paintless dent sub contractor that we arranged for this customer. any further assistance will no longer be provided. RG
07/13/2017	Customer Contact: Dialed [redacted] No answer. Writer advised that case is being closed as customer has not visited our dealership or contacted customer care back.

Email(s)

Date	10/01/2018	***Subject***	[redacted]		
From		***To***	***Sent Date/Time***	06/08/2017 18:22 PM	

[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTKX53	**Vehicle**	DODGE WAG GRAND CARAVAN R/T ON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/07/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/08/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	37,440 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	OCEAN SPRINGS	**Caller Country**	USA	**Caller Postal Cod**	
Customer					
Customer Address					
Dealer	43163	BAYSIDE CHRY-DODGE-JEEP		**Dealer Phone**	2283920555
Dealer Address	10535 AUTO MALL PKWY				
	D'IBERVILLE		MS	39540 3761	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	R
Subject	power lock making strange noises				
Synopsis	survey by-pass No Diagnosis Reassigned to 861.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/07/2017 06:18 PM	Open
06/08/2017 12:01 AM	Closed
09/29/2018 03:31 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108250000-Product,Electrical,Power Door Lock / Deck Lid,Other,Unknown,Power Door Lock / Deck Lid - Defective,power lock making strange noises

Case Comments

Date	Comment
06/07/2017	Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler indicating that he had just bought the vehicle last Friday and had been noticing that the power unlock button had been making a weird noise. Briefly summarize what the customer is expecting: Customer is seeking an appointment to diagnosis and possibly repair the power unlock on his vehicle. ***Agent advised the customer that they would locate the nearest DLR and help get an appointment booked to diagnosis this issue. Agent called DLR 43163 and spoke with a SA in services who would be able to book an appointment. The agent transferred the customer over to services for the appointment scheduling.
06/07/2017	survey by-pass No Diagnosis Reassigned to 861.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/12/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/13/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	31,021 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	HILLIARD	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60431	COUGHLIN CHRYSLER DODGE JEEP		**Dealer Phone**	9376429000
Dealer Address	15777 WATKINS RD				
	MARYSVILLE		OH	43040 9403	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	I
Subject	Automatic Trans / Transaxle - Slips				
Synopsis					
Customer Anomaly	Gears & Transmission				
	Automatic Gearbox				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	45	Automatic Gearbox issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/12/2017 12:32 PM	Open
06/13/2017 08:11 PM	Closed
09/29/2018 02:44 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,Power Sliding Door Both Sides - Intermittent or Inoperative
0108250200-Product,Electrical,Power Door Lock / Deck Lid,Defective,Unknown,Power Door Lock / Deck Lid - Defective,Power Door Lock / Deck Lid - Defective
0121080400-Product,Transmission / Transaxle,Automatic Trans / Transaxle,Slips,Default,Automatic Trans / Transaxle - Slips,Automatic Trans / Transaxle - Slips

Case Comments

Date	Comment
06/12/2017	Customer contacted Chrysler because her vehicle is having issues with the sliding doors and the transmission. She stated the passage sliding door is no longer able to open and she has to unlock both doors manually because the key fob is no longer opening the sliding doors. She stated that it feels as if her transmission is slipping and this is the 3 rd time she has to have an update on it. In addition she stated that she had whistling noise coming from the front end of her vehicle and it was fixed but occasionally she will hear it. She stated she contacted her local DLR 60431 and she has an appointment to go in for diagnosis of these issues. Agent advised customer that she still has all of her warranties on her vehicle and that when she goes to the DLR for the diagnosis if she needs any more assistants or if they are not able to fix the problem to give us a call back and provided her with case number. Survey by pass No Diagnosis

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/12/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/12/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	28,533 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	RACINE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	26730	PALMEN AUTOMOTIVE GROUP OF RACINE,		**Dealer Phone**	2628866800
Dealer Address	8320 WASHINGTON AVE				
	RACINE		WI	53406 3733	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	I
Subject	vehicle shuts off when speed increases				
Synopsis	recall inquiry				
Customer Anomaly	Electronics				
	Gear Electronics				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	13	Vehicle transmission shifting issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/12/2017 01:45 PM	Open
06/12/2017 01:58 PM	Closed
09/29/2018 02:34 PM	Closed

Initial Description

0123036709-Product,Body / Trim / Paint Finish,Body Hardware,Noisy,Door-Sliding,Sliding Door Hardware - Noisey,Sliding Door Hardware - Noisey
0108000200-Product,Electrical,Unknown,Defective,Default,Electrical - Defective,vehicle shuts off when speed increases

Case Comments

Date	Comment
06/12/2017	Customer called seeking recall information. Customer stated there were issues with his vehicle shutting down after he accelerate speed. Customer stated the vehicle has been having these issues for the past couple of days. Customer stated that he was having issues with his passenger side sliding door. He stated that its a loud noise when the door closes. Agent assisted and provided requested information. Customer was very appreciative of information given. Agent connected customer with DLR PALMEN DODGE CHRYSLER JEEP and SA Patty furthered assisted with scheduling an appointment

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	Model Year	2016	Brand	CHRYSLER
Body	RTYR53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING-L WAGON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	06/14/2017	CAIR Type	Regular	Status	Closed
Close Date	06/14/2017	Origin	Telephone	Reason	New problem
Mileage	13,000 Miles	Market	U	Language	English
Contact Email	nobody@external.fcagroup.com	Contact Phone		Contact Mobile	
Caller Address	[redacted]			Source	Customer
Caller City	BERGENFIELD	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	42885	SECURITY DODGE CHRYSLER JEEP RAM		Dealer Phone	6316919331
Dealer Address	345 MERRICK RD				
	AMITYVILLE		NY	11701 3412	USA
Dealer Zone	Northeast	Sales District		Service District	H
Subject	Power Sliding Door Both Sides - Complete Failure				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/14/2017 04:36 PM	Open
06/14/2017 04:40 PM	Closed
09/29/2018 06:49 PM	Closed

Initial Description

0108029900-Product,Electrical,Power Sliding Door,Complete Failure,Both Sides,Power Sliding Door Both Sides - Complete Failure,Power Sliding Door Both Sides - Complete Failure

Case Comments

Date	Comment
06/14/2017	Customer called inquiring about warranty States passenger door will not open and he is unsure why Agent advised customer is still covered under basic warranty Agent provided customer with contact numbers to dealers nearby to schedule an appointment

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYT53	**Vehicle**	CHRYSLER TOWN & COUNTRY S WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/14/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/13/2017	**Origin**	Chat	**Reason**	New problem
Mileage	10,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	JAMESTOWN	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45441	ROCK CITY CHRYSLER JEEP DODGE		**Dealer Phone**	7169386936
Dealer Address	520 ROCK CITY ST				
	LITTLE VALLEY		NY	14755 1228	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	L
Subject	Sliding doors closed on his wife's hand				
Synopsis	Customer contacted FCA in regards to needing repairs on their vehicle, customer was unable to be reached. Vehicle has not been to dealer on file.				
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/14/2017 11:52 PM	Open
07/13/2017 03:18 PM	Closed
09/29/2018 01:20 PM	Closed

Initial Description

0108250000-Product,Electrical,Power Door Lock / Deck Lid,Other,Unknown,Power Door Lock / Deck Lid - Defective,Power door locks stopped working
0123035710-Product,Body / Trim / Paint Finish,Body Hardware,Inoperative,F. Door-Driver,Left Front Door Hardware - Inoperative,Sliding doors closed on his wife's hand

Case Comments

Date	Comment
06/15/2017	Chat ID [redacted] Hi, my name is Mitchell with Chrysler Customer Care, How may I help you today? Mitchell: Good evening [redacted] I am very upset. I bought a 2016 t&c new Aug 2015... just over 10k miles... still new... my passenger sliding door lock stopped working yesterday. Then today non of my door will unlock. Idk if this is same issue but today the driver side slider sensor didn't work as it smashed my wife's wrist in the door. Not just a little; the entire wrist is bruised. I had a 09 and never had a problem. Mitchell: Oh no! I'm very sorry to hear about this [redacted] I would certainly like to get a case started up to report this as well! This was for your 2016 CHRYSLER TOWN & COUNTRY S [redacted] Yes Mitchell: Got it, I have the case started up for this [redacted] Have you made arrangements to get the vehicle checked out by the dealership or was this the first contact? [redacted] I was going tomorrow to have it looked at [redacted] You are the first contact Mitchell: Wonderful! I would like to get our Case Management team involved in the repair with you so we can make sure this gets taken care of properly. I will get the case sent up to them here tonight and they should follow up with you in the next business day. What is the best phone number to reach you ay? Mitchell: Also after the initial contact they can give updates by email and text if you prefer? [redacted] Prefer text Mitchell: Wonderful! I will get this in motion for you right away! I'm very sorry to hear about the door locks and sliding door issues Justin! I will do my best to raise more attention to the issue and have someone contact you right away. Was there any other questions in the mean time? [redacted] No thank you Mitchell: Wonderful! Leave this with me for now, I would like to thank you for contacting Chrysler Customer Care. Please chat with us again if you need further assistance or contact Chrysler customer care at 800-247-9753. Have a great night! [redacted] disconnected ('Concluded by End-user'). Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number [redacted] Earliest call time:any Latest call time:any Updates via text: Y [redacted] Updates via email: Y/N [] Vehicle location: [Customer] Date and Time of Appointment: [6/15/17]. Confirmed appointment with: [] Customer in rental: N Authorized by: Rental start date: [Date]
06/16/2017	CONTACT UPDATE - Customer was contacted today at 12:59. Unable to leave extension VM was full Agent attempted to contact customer, however, customer was not available.
06/16/2017	********** Create Prep Sheet ********** Prep sheet was saved successfully.
06/16/2017	********* Case Management - District 88 T ********* OOW: IN ALL WARRANTIES MVP: NONE Household: 1 NEW 4 USED Original Owner: YES
06/21/2017	Writer contacted DLR and spoke with SA Dave who stated that the last time the vehicle was there was for an oil change.
06/21/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 41053.
06/23/2017	Status update provided via email to the following email address: [redacted] I have attempted to reach out to you regarding your 2016 Town and Country and have yet to speak with you regarding the vehicle's current concerns. An appointment with the dealership does need to be scheduled by 6/27/17 in order to keep the case active and moving forward if repairs are needed. Let me know if you have any questions, Kenya. End of Status Update

Date	Comment
06/27/2017	Status update provided via email to the following email address: [redacted] Have you had a chance to schedule an appointment at Rock City CJD 716-938-6936 for your 2016 Town and Country? please let me know at your convenience. Thank you, End of Status Update
06/30/2017	WRiter attempted contacting customer on phone No [redacted] however voicemail is full. No option to leave a voicemail. Writer will send text.
06/30/2017	[redacted] has been activated for text message communication.
06/30/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T3860AG****** Hello this is your CM Kenya. I am unable to leave a voice mail because it is full. Have you scheduled an appointment with your dealership yet? *****END OF TEXT MESSAGE SENT TO CUSTOMER******
06/30/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T3860AG****** This case will close if I don't hear back from you. Please let me contact me at 1 (800) 763-8422 XT. 41053 regarding your appointment date. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
06/30/2017	Text message received from [redacted]
07/05/2017	********** Start SMS Reply From Customer ********** Phone Number [redacted] ecieved Date: Thu Jun 29 21:42:27 EDT 2017 Text: Yes... it was fixed Tuesday (kinda) I sent u a email ********** End SMS Reply From Customer **********
07/05/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 41053.
07/07/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension XXXXX.
07/07/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4332KR****** I did not get an email and have tried to call you. If you have time give me a call today so we can have a conversation about the repairs. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
07/11/2017	Agent attempted to contact customer@ [redacted], however, customer was not available. Left message for a return call at extension 41053. Advised of 2 day case close out and closing survey.
07/13/2017	Status update provided via email to the following email address: [redacted] I just wanted to let you know that I have attempted to reach you regarding your vehicle's concerns, at this time since I am unable to reach you, your case with customer care will be closing. If you need assistance in the future you can reach me at 800-763-8422 EXT: 41053. Have a good day, Kenya. End of Status Update

Email(s)

Date	10/01/2018	***Subject***	Hello [redacted] I just wanted		
From	[redacted]	***To***		***Sent Date/Time***	07/13/2017 15:14 PM
Hello [redacted] I just wanted to let you know that I have attempted to reach you regarding your vehicle's concerns, at this time since I am unable to reach you, your case with customer care will be closing. If you need assistance in the future you can reach me at 800-763-8422 EXT: 41053. Have a good day, Kenya.					

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/16/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/28/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	8,123 Miles	**Market**	U	**Language**	English
Contact Email	nobody@external.fcagroup.com	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	TEANECK	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	44740	CHRYSLER JEEP DODGE OF PARAMUS		**Dealer Phone**	2014889000
Dealer Address	315 ROUTE 4 WEST				
	PARAMUS		NJ	07652 5104	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	D
Subject	Passengers side window/door will not open				
Synopsis	unable to reach customer close case				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/16/2017 05:14 PM	Open
07/28/2017 02:22 PM	Closed
07/28/2017 02:22 PM	Reopen
07/28/2017 02:23 PM	Closed
09/29/2018 01:58 PM	Closed

Initial Description

0108279900-Product,Electrical,Power Windows,Complete Failure,Unknown,Power Window Failure,Power Window Failure
0108029900-Product,Electrical,Power Sliding Door,Complete Failure,Both Sides,Power Sliding Door Both Sides - Complete Failure,Passengers side window/door will not open

Case Comments

Date	Comment
06/16/2017	Briefly summarize why the customer is contacting Chrysler: Customer states that the passenger's side sliding door and windows will not open. Customer states that she has been to the DLR 7 times for this issue Briefly summarize what the customer is expecting: Customer is seeking vehicle repaired Agent apologized and reviewed. Agent advised customer that CAIR will be sent up to a CM to address this concern. Customer seeking assistance with: Passengers side window/door will not open Customer expecting: Seeking vehicle repaired Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] PM Earliest call time: 1:00 PM Latest call time: 10:00 PM Updates via text: Y/N Y [redacted] pdates via email: Y/N Y- [redacted] Vehicle location: DLR Confirmed appointment with: CHRYSLER JEEP DODGE- OF PARAMUS-44740 Customer in rental: Y/N-Y Authorized by: DLR loner Rental start date: 06/16/17—but she needs a 7 seated vehicle
06/16/2017	- Reviewed with SME AD1176 for escalation to 88F
06/19/2017	Writer contacted DLR spoke with SA Anthony and they replaced a module and that didn't work and then they replaced the harness and that worked so the customer can pick up the vehicle today.
06/19/2017	Writer contacted customer and advised the customer that at this point we will look into some compensation but we will need proof that they have been out of the vehicle for so long
06/21/2017	Replaced the whole harness and both modules. 10/28/2016, 11/22 - 23/2016, 01/12/2017, may 2017, 15-22 may 2017, 06/13/2017 - 06/21/2017 Writer provided the fax number so that we can get proof that she has been out of the vehicle for so long.
06/21/2017	Writer contacted customer and advised the customer that we are getting the documents
06/21/2017	********** Create Prep Sheet ********** Prep sheet was saved successfully.
06/21/2017	********** DISTRICT 88 T ********** OOW: in warranty MVP: 41805173 Active LWT24N HOUSEHOLD: 2 new 1 used
06/22/2017	****** Below Customer Contacted for Documentation Request ****** cp1389@chrysler.com on 2017-06-22 @ 14:52
06/22/2017	***** Customer Document Received *****
06/22/2017	********** Update Prep Sheet ********** Prep sheet was updated successfully.
06/23/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40599
06/23/2017	****** Below Customer Contacted for Documentation Request **** [redacted] on 2017-06-23 @ 14:35
06/26/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40599.
06/26/2017	****** Below Customer Contacted for Documentation Request ****** [redacted] 2017-06-26 @ 17:05
06/27/2017	Customer was transferred from Chrysler Capital in regards to his case in which he wanted to know what documentations that he needed to submit. Agent advised the customer of lines 29-36. The customer thanked the Agent for the information that was provided.

Date	Comment
06/27/2017	***** Customer Document Received *****
06/30/2017	Customer Document Reviewed.
06/30/2017	*** Per documents (DLR RO), customer most recently out of vehicle 8 days. ***
07/01/2017	Per claims, vehicle down a total of 12 days. ***
07/01/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call. Offer ECSR28N on callback.
07/05/2017	Agent attempted to contact customer, however, customer was not available. Left message stating that a new case will need to be opened in order to further discuss compensation due to not being able to reach customer. CLOSED LOOP UPDATE - no need for additional follow-up.
07/07/2017	Writer contacted the customer and offered customer the service contract ECSR28N but customer is wanting to discuss it more in detail. Will follow-up 07/10/17.
07/10/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40599.
07/13/2017	****** Below Customer Contacted for Documentation Request ***** [redacted] on 2017-07-13 @ 16:42
07/13/2017	Writer contacted customer and advised the customer to send in all the docs she wants to we will follow up on Monday
07/17/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40599.
07/20/2017	***** Customer Document Received *****
07/20/2017	Writer called customer at [redacted] Customer stated that [redacted] was a CDJR DLR. DLR Could not be found. Writer was advised that the lease paperwork has been uploaded. Writer provided customer with CM extension.
07/24/2017	Customer Document Reviewed.
07/25/2017	Was the customer in a rental? If yes, how many days? Did the customer have a co-pay? If yes, how much? What is the RO # [redacted] Does the SM have the CAIR #? If no, provide it. Review and Confirm the DM Notes with the SM while on the phone. Does the SM have everything needed from Customer Care to process the claim? Mileage: 8123
07/25/2017	Writer contacted DLR (SA) Anthony who stated sliding door would close/open on own, Point of failure "door harness replaced".
07/25/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40456.
07/25/2017	********** Update Prep Sheet ********** Prep sheet was updated successfully.
07/27/2017	[redacted] as been activated for text message communication
07/27/2017	Status update provided via email to the following email address: [redacted] Hello, this is Leslie and I am attempting to reach you in regards to reimbursement. please contact me at 800.763.8422 ext.40456. Thank you, Leslie End of Status Update
07/27/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8639LC****** Hello, could you please contact Me [Leslie] in regards to your case # [redacted] reimbursement. Thank you, Leslie 800.763.8422 ext.40456 *****END OF TEXT MESSAGE SENT TO CUSTOMER******
07/27/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40456.

Email(s)

Date	10/01/2018	***Subject***	Hello, this is Leslie and I am attempting to reach		
From		***To***	***Sent Date/Time***	07/27/2017 13:31 PM	
Hello, this is Leslie and I am attempting to reach you in regards to reimbursement. please contact me at 800.763.8422 ext.40456. Thank you, Leslie					

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/19/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/22/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	55,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	BEAVER FALLS	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	26829	NAPLETON'S ELLWOOD CHRYSLER DODGE		**Dealer Phone**	7247524000
Dealer Address	1000 LAWRENCE AVE				
	ELLWOOD CITY		PA	16117 1852	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	H
Subject	side sliding doors won't open consistantly				
Synopsis	Customer is an Uber driver and uses this 13 mth old vehicle for his Uber business. Declined replacing $1200 hinges due to excessive wear and tear and use being used as a taxi. Customer is not happy.				
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/19/2017 02:40 PM	Open
06/22/2017 09:38 PM	Closed
09/29/2018 05:21 PM	Closed

Initial Description

0123035710-Product,Body / Trim / Paint Finish,Body Hardware,Inoperative,F. Door-Driver,Left Front Door Hardware - Inoperative,side sliding doors won't open consistantly

Case Comments

Date	Comment
06/19/2017	Briefly summarize why the customer is contacting Chrysler: customer is experiencing issues with his side sliding doors being inoperative at times and not opening at all. Briefly summarize what the customer is expecting: to obtain cost assistance with the sliding door repairs Agent advised: we advised that we can escalate this case up to case management for further assistance, and that there will be a one day call back. Customer seeking assistance with: his sliding doors not working [Insert Vehicle Concern]. Customer expecting: [Insert Request]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone numbe[redacted]Earliest call time: 9am Latest call time: 9pm Updates via text: N Updates via email: N Vehicle location: Dealer Date and Time of Appointment: N/A vehicle is at the DLR Confirmed appointment with: N/A Customer in rental: N Authorized by: N/A Rental start date: N/A
06/20/2017	Customer called in to seek an update on his case and agent advised him that his CM will be in contact by the end of business day today
06/20/2017	********** ********** In-Service Date: 5/13/2016 Original Owner: YES Mileage: 55,000 Vehicle purchase loyalty: 1 NEW
06/20/2017	Multiple Repairs/ Previous related repairs: NO MVP plans: LIFETIME POWER TRAIN WARRANTY/ ACTIVE OIL CHANGES Other: BASIC OOW 19,000 MILES 2 QUESTIONS ********** **********
06/20/2017	********** Create Prep Sheet ********** Prep sheet was saved successfully.
06/20/2017	**OUTBOUND DEALER CONTACT**NAPLETON'S #26829 724-752-4000 CM spoke to SA Marlene since SM Kimberly is on vacation this week. -SA Marlene states that the customer came in and picked up his vehicle today. This vehicle is not at the dealership. . -Customer is an Uber driver and both sliding doors need hinges. . -Dealership is not willing to do any cost assistance as this would be a good case of customer cause due to more than typical amount of use on these doors and hinges. Customer has been given an estimate for repairing both sliding door hinges $1200.00. - Dealer states that this customer does come in and keeps his vehicle maintained at this dealership and would not like to have this customer upset too much and suggests maybe offering customer to pay and seek reimbursement or a very large customer co-pay.
06/20/2017	**OUTBOUND CUSTOMER CONTACT**[redacted]CM attempted to contact customer. CM left first contact VM message to introduce CM and Case number with CM contact information to please call 1-866-932-3873 ext 4719095. ~
06/21/2017	**INBOUND CUSTOEMR CONTACT** LEFT VM MESSAGE requesting a CM call back. >

Date	Comment
06/21/2017	**OUTBOUND CUSTOMER CONTACT** [redacted], I have researched your SLIDING DOORS BEING INOPERATIVE AND NOT OPENING AT TIMES on your Dodge Grand Caravan; and I have researched your request further and utilized ever possible resource. We fully appreciate your concern, particularly in view of the expense and inconvenience involved. I have looked at every opportunity to where I may be able to assist, from your vehicle repair history, ownership history, our entire recall database and warranty information. Your Original warranty was THREE years or 36,000 miles which ever came first. You are currently at 55,000 MILES. You are outside of your original warranty parameters by 19,000 miles. I apologize, but based on the information I have found, Chrysler will be unable to provide cost assistance at this time because your vehicle has exceeded the mileage limitations of the warranty that we offered on the vehicle at the time it was purchased. Is there any additional information that I have not covered that could be added for additional consideration ? I wish I could have provided a more favorable response.
06/21/2017	Customer in his first sentence stated that he was an uber driver and needs this vehicle for his job. He was not happy to receive this decline above. Customer first stated that he has an attorney that is more than willing to take this case and will seek lemon law also customer stated he would reach out far and wide to the Uber Facebook network and every other social network letting other Uber drivers know that Chrysler vehicles are not made well enough to hold up for Uber drivers. Customer stated to look out for the publicity that Chrysler will get over this request.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/19/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/20/2017	**Origin**	Chat	**Reason**	New problem
Mileage	39,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	TUNNEL HILL	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	26858	MOUNTAIN VIEW CHRYSLER DODGE JEEP		**Dealer Phone**	7069352328
Dealer Address	6276 ALABAMA HWY				
	RINGGOLD		GA	30736 2804	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	R
Subject	door lock broke.				
Synopsis					
Customer Anomaly	Interior				
	Panels/Moldings				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	82	Interior panels or moldings issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/19/2017 02:52 PM	Open
07/20/2017 03:34 PM	Closed
09/29/2018 03:15 PM	Closed

Initial Description

0459000000-Corporate,Reimbursement,Default,Default,Default,Corporate - Reimbursement,Reimbursement for parts
0465000000-Corporate,E-Reimbursement,Default,Default,Default,E-Reimbursement,E-Reimbursement
0123951200-Product,Body / Trim / Paint Finish,Exterior Styling/Appearance,Unsatisfactory / Dislikes,Unknown,Dislikes Exterior Styling / Appearance,door lock broke.

Case Comments

Date	Comment
06/19/2017	170619-000135
06/19/2017	Hi, my name is Maurice with Chrysler Customer Care, How may I help you today? [redacted] have a 2016 town & country the lock is messed up on passage slide door. The dealer said it is not covered under warranty for repair because it has 48000 miles on it. They said this is common. The cost is $996. for repair. Why is this not covered? Maurice: No problem I will definitely look into this for you. Could you please provide me with the last 8 digits of the VIN number for the vehicle? [redacted] I don't have it with me at this time. milage should not have anything to do with it, it is a year old Maurice: Which state do you live in? I need to look up your vehicle file in order to advise on this issue. [redacted]: GA Maurice: Is it the town and country that was purchased a few weeks ago? [redacted] I have the # now [redacted] Maurice: Thank you for confirming the information. What would be the approximate mileage on the vehicle? Maurice: And I also need one last piece of information, could you please confirm your address sir? [redacted] I HAVE HAD IT LESS THAN A MONTH. IT WAS BOUGHT BY ME USED. WE LIKE THE VAN BUT DID NOT WANT TO SPEND THAT KIND OF MONEY OFF THE BAT. I HAVE HAD SEVERAL CHRYSLAR CARS [redacted] TUNNEL HILL GA.. MT VIEW CHRYSLAR IN RINGGOLD GA IS WHO LOOKED AT IT. I HAVE ORDERED PART FOR REPAIR BECAUSE I AM GOING OUT OF TOWN Maurice: Thank you for confirming your address [redacted] JUST TURNED 48000 Maurice: I understand your frustration [redacted] I needed the mileage in order to make a case for you here at Chrysler Customer Assistance Center. Maurice: Is the vehicle currently at a dealership or an appointment made to have the part installed at a dealership? I'm going to get case management involved in your case sir. [redacted] PART WAS ORDERED AND WE ARE TO HAVE VEHICLE IN TUESDAY OR WEDNESDAY FOR REPAIR [redacted] MY WIFE IS GOING TO SEE IF SHE CAN GET MILAGE. SHE HAS HAD SURGERY AND THE VEHICLE IS AT HOME Maurice: Is [redacted] he best number to reach you at sir? [redacted] YES Maurice: No problem sir, approximate mileage is okay, I don't need the exact number [redacted] OK THANK YOU FOR YOUR HELP. Maurice: Did you already pay for the part or are you looking for cost assistance with this repair? [redacted] I HAVE PAID FOR IT THEY WOULD NOT ORDER IT WITHOUT PAYMENT FIRST Maurice: I do apologize for the inconvenience sir. I will be forwarding your case to case management, to see if there is anything we can do for your inconvenience. Maurice: which dealership have you been working with sir? [redacted]: THANK YOU FOR YOUR HELP. WE HAVE HAD 3 OF THESE VEHICLES IN THE PAST. MY WIFE LOVES IT, BUT WE FEEL THAT THIS SHOULD BE COVERED REPAIR. HAVE A GREAT DAY LOOKING FORWARD TO HEARING FROM YOU. [redacted] MT VIEW CHRYSLAR DODGE IN RINGGOLD GA. Maurice: Thank you for the information sir, we will be in touch, is there anything else I can assist you with? [redacted] NOT AT THIS TIME HAVE A GREAT DAY Maurice: You too sir, thank you for contacting Chrysler! [redacted] disconnected ('Concluded by End-user').
06/19/2017	Briefly summarize why the customer is contacting Chrysler: Customer is facing a door lock repair they feel should have been covered as the vehicle is fairly new. Customer ordered part and paid for it and is now seeking to know what Chrysler can do for him. Briefly summarize what the customer is expecting: Customer is expecting to see what Chrysler can do for them due to their inconvenience.

Date	Comment
06/19/2017	Customer seeking assistance with: [Insert Vehicle Concern]. Customer expecting: [Insert Request]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: any Latest call time: any Updates via text: N [N/A] Updates via email: N [N/A] Vehicle location: [Customer/Dealer/IRF] Date and Time of Appointment: [Wednesday June 21st]. Confirmed appointment with: [Customer] Customer in rental: N Authorized by: N/A Rental start date: [N/A]
06/20/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40267. CONTACT UPDATE - Customer was contacted today at 1:40 pm mt. Customer was provided with agent's extension: 40267. Writer advised that we'd like to follow up tomorrow with an update on repairs.
06/20/2017	Customer left VM stating that he was returning Writer's call. [redacted]
06/21/2017	Vehicle is at the dealership - MOUNTAIN VIEW CHRYSLER DODGE JEEP (26858) Update triggered by S19357N
06/21/2017	[redacted] called to speak to CS MN690. Caller was warm transferred to the CS.
06/21/2017	**********Customer Email Address Updated********** Following email address is added for communication or survey with the customer [redacted]
06/21/2017	Customer contacted Writer and advised that the vehicle is at the DLR, Customer had ordered the parts for the vehicle, but was wanting to pay for the labor instead. Customer didn't understand why he had to pay for the parts if the vehicle was at 48000 miles if it was an electrical issue. Writer informed customer that despite it being and electrical issue, the warranty is 3 years and 36,000 miles, whichever comes first. Writer reassured customer that we understand his frustration and that he is just out of the warranty, as a result, we will look into possible reimbursement. Follow up is 6/28/17. Customer's email is [redacted]
06/28/2017	Status update provided via email to the following email address: [redacted], my name is Minna and I have been assigned as your Case Manager. This email is confirmation that your case [redacted], was successfully escalated to me. After I review the details of your case, I will be calling you at your preferred number [redacted] My office hours are from 7:00 AM to 3:00 PM Mountain Time. My contact information is 800-763-8422 Ext. 40267. If I'm unavailable and you wish to speak with another case manager about your case, please contact Sabreena at extension 40462. If your preferred telephone number mentioned above isn't correct, please reply with the correction. End of Status Update
06/28/2017	CONTACT UPDATE - Customer was contacted today at 06/28/2017 10:45:56 AM ET. Customer was provided with agent's extension: [40267.
06/28/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40267. Writer is inquiring whether or not the customer had picked up his vehicle from the DLR.
06/29/2017	Customer contacted Writer who advised that he had picked up his vehicle, the vehicle is running fine and he has two invoices. Writer will send over the documentation request link to customer so they can send in the documents and then we'd continue on from there.
06/29/2017	****** Below Customer Contacted for Documentation Request ****** [redacted] on 2017-06-29 @ 10:40
06/30/2017	***** Customer Document Received *****
07/03/2017	Status update provided via email to the following email address: [redacted] Good evening, I am contacting you on behalf of your Case Manager Minna. She did receive your documents but she is out of the office today. I will have her get back with you by the end of the week to go over reimbursement. Thanks and have a Happy 4th of July! End of Status Update
07/08/2017	WRiter spoke with customer. Customer let writer know everything is ok with his vehicle he is just waiting for his CM to get back with him for the reimbursement he requested. Writer let customer know we did receive his documents and writer will have his CM review the case, however she has not been in the office for the last few days and so it will be next week that he will get a call back to confirm reimbursement. Writer will let CM know to review case and call customer back next week to discuss reimbursement.
07/08/2017	Status update provided via email to the following email address [redacted] Good evening, This is Chrysler Customer Care. I apologize however it is taking longer then expected for the review of your documents. We will keep you updated. End of Status Update
07/12/2017	Writer called DLR (26858) and spoke with SA Don who stated that last time vehicle at DLR was on 6/21/17 to replace passenger side door trim; vehicle was OOW and customer paid $278.61. SA provided latest mileages 48,391 and RO [redacted] customer was not in any loaner or rental.
07/12/2017	Writer called customer a [redacted] and spoke with [redacted] who stated that he sent out 2 invoices to us; one for about $750.00 which included part $579.99 and diagnostic fee $115.00 and 2nd invoice for $278.00. Writer stated that we only 1 invoice for $278.61. Writer offered to send out another email with link for customer to attach all documents; customer requested fax number; writer provided fax number 801-736-3929 and reminded customer to provide prove of payments; writer reminded customer vehicle was OOW by mileages; customer said that it should not apply to electronic issue and technician informed him that was a common issue. Writer said that his Case Specialist Minna would like to wait for all documents arrived and review them, we would not be able to guarantee anything at this moment. We would follow up with customer on Friday 7/14/17.
07/12/2017	****** Below Customer Contacted for Documentation Request ****** tr998@chrysler.com on 2017-07-12 @ 14:31
07/12/2017	***** Customer Document Received *****
07/14/2017	Customer Document Reviewed.
07/14/2017	Customer accepts and verifies the check should be mailed to the following name and address: [redacted] Tunnel Hill, Georgia [redacted]
07/14/2017	CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer's concerns as documented in the reason codes have been addressed with the customer.
07/14/2017	Writer informed customer of case closure and satisfactory survey.
07/14/2017	***Oops E-Reimbursement*** What has the customer specifically requested? Reimbursement for parts as he was just out of warranty. If this is for a previously made goodwill decision, what is that CAIR #?N/A What is the total amount being reimbursed and the reasons why? $579.99-Customer was a few miles out of warranty, however, he was not offered any goodwill on the repairs. Customer stated that he was okay with paying for the labor, but felt inconvenienced for having to pay for the parts as well.
07/14/2017	****Begin structured narrative T2 - Vehicle Payment eReimbursement What is the reason(s) for this vehicle payment reimbursement? N/A How many vehicle payments are being reimbursed? N/A What is amount of the monthly vehicle payment? N/A Has this customer had previous vehicle payment reimbursements? N/A If previous, how many? N/A Was the customer in a rental? N/A If in rental, how many days? N/A Who provided the rental? N/A What is the total amount being reimbursed? $579.99 ****End structured narrative T2 - Vehicle Payment eReimbursement
07/14/2017	********** Create Prep Sheet ********** Prep sheet was saved successfully.
07/14/2017	* * * * * * * * * Case Management - District 88 M * * * * * * * * * Loyalty Snapshot: OOW: BASIC January 4, 2019 Expired (Odometer) POWERTRAIN January 4, 2021 41 Months or 21,000 Miles PERFORATION January 4, 2021 41 Months or Unlimited Miles EMISSIONS January 4, 2019 Expired (Odometer) ADJUSTMENT January 4, 2019 Expired (Odometer) AIR CONDITIONING January 4, 2019 Expired (Odometer) EXTENDED FEDERAL EMISSIONS January 4, 2024 77 Months or 41,000 Miles MVP: N/A Household: 0 New, 4 Used
07/17/2017	Status update provided via email to the following email address [redacted] Thank you for allowing Chrysler Customer Care the opportunity to address your concern and we hope we were able to resolve your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a Chrysler customer. End of Status Update

Email(s)

Date	10/01/2018	***Subject***	Thank you for allowing Chrysler Customer Care the		
From		***To***	***Sent Date/Time***	07/17/2017 16:29 PM	

Thank you for allowing Chrysler Customer Care the opportunity to address your concern and we hope we were able to resolve your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. WeÂ'd ask that you take the time to complete the survey so weÂ'll know how weÂ're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a Chrysler customer.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	Model Year	2016	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	06/21/2017	CAIR Type	Regular	Status	Closed
Close Date	06/21/2017	Origin	Telephone	Reason	New problem
Mileage	37,331 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	WEST NEW YORK	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45420	ROUTE 46 CHRYSLER JEEP DODGE		Dealer Phone	9737741000
Dealer Address	1655 ROUTE 46				
	LITTLE FALLS		NJ	07424 1717	USA
Dealer Zone	Northeast	Sales District		Service District	D
Subject	Survey By Pass - No Diagnosis				
Synopsis	sliding door issues DLR is calling him with another appointment date not resolved				
Customer Anomaly					
Contact Reason	C222	Existing Case Open	Customer Anomaly		
Reason Code	After Sales - Information & Assistance requests - Customer Care - No further action needed - Closed				

Case Status History

Create Date	Status
06/21/2017 08:16 PM	Open
06/21/2017 08:50 PM	Closed
09/29/2018 02:42 PM	Closed

Initial Description

0205018400-Dealer,Service/Body Shop,Transaction,Problem Not Resolved,Default,Service Problem Not Resolved,door will still not open
0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis

Case Comments

Date	Comment
06/21/2017	Briefly summarize why the customer is contacting Chrysler: Customer is calling due to having a service on his vehicle the left sliding door is not opening, they did not have the part that was needed, ordered the part and booked another appointment and they did a bunch of general maintenance changing the coolant and oil. Briefly summarize what the customer is expecting: Vehicle fixed correctly. ***DLR contact*** Agent called DLR-45420 spoke to Maria in regards to the repair that was not completed correctly. She had previously spoken to him about this as soon as his advisor is available he will get a call back to set up an appointment. They only have rentals not loaners so he would be able to get a rental. ***Agent advised*** his case will be sent to a CM to follow and make sure he gets fixed up correctly
06/21/2017	Customer seeking assistance with: [Driver side]. Customer expecting: [case followed, possible rental reimbursement]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number:[redacted] Earliest call time: 7am Latest call time: 10pm Updates via tex[redacted] Updates via email: Y[redacted] Vehicle location: [Customer/] Date and Time of Appointment: [SA to call customer wit next appointment]. Confirmed appointment with: [DLR45420 Maria] Customer in rental: will need Authorized by: Rental start date: [Date]
06/21/2017	Reviewed with CR887
06/21/2017	Agent called the customer back to inform we cannot send it for CM review without having that appointment date. When the customer calls back with the appointment date please request to have it sent to 88f then.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/26/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/26/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	40,000 Miles	**Market**	U	**Language**	English
Contact Email	nobody@external.fcagroup.com	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	MELBOURNE	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	49983	CHAMPION CJD/EAN HOLDINGS LLC		**Dealer Phone**	3178726200
Dealer Address	4505 W 96TH ST				
	INDIANAPOLIS		IN	46268 3107	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	9
Subject	sliding door does not work				
Synopsis					
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/26/2017 02:52 PM	Open
06/26/2017 03:37 PM	Closed
09/29/2018 07:01 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0123031110-Product,Body / Trim / Paint Finish,Body Hardware,Broken, Cracked,F. Door-Driver,Left Front Door Hardware - Broken, Cracked,sliding door does not work

Case Comments

Date	Comment
06/26/2017	Briefly summarize why the customer is contacting Chrysler: Customer is calling in stating that his drivers side sliding door has stopped working. Will not lock or unlock and will not open. Customer is wanting to know if there is a recall. Agent reviewed the VIN and confirmed no recall. Agent confirmed in VIP customer merit D-12-27. Agent explained to the customer we would be happy to further look into this situation and review your request. To do so, we will first require a diagnosis be performed by any authorized Chrysler Dealership to review the situation and a determination on the repair procedure be put in place. This will best allow us to review your request going forward. Agent provided customer CAIR number. Briefly summarize what the customer is expecting: resolution on having the drivers side door repaired. Agent reassigning to 861 for survey by pass- no diagnosis.
06/26/2017	. Survey bypass added, Please close. .

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/27/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/07/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	15,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	ROCHESTER HILLS	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	65399	ROCHESTER HILLS CHRYSLER JEEP		**Dealer Phone**	2486529650
Dealer Address	1301 ROCHESTER RD				
	ROCHESTER HILLS		MI	48307 3123	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	B
Subject	Continuous Quality Insight				
Synopsis	No Response / Unable To Reach				
Customer Anomaly					
Contact Reason	C222	Existing Case Open	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Customer Care - No further action needed - Closed				

Case Status History

Create Date	Status
06/27/2017 10:30 AM	Open
07/07/2017 11:55 AM	Closed
09/29/2018 02:28 PM	Closed

Initial Description

0464230000-Corporate,Survey By-Pass,No Response / Unable To Reach,Default,Default,No Response / Unable To Reach,No Response / Unable To Reach
0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight

Case Comments

Date	Comment
06/27/2017	CQI Survey Record Received - DATE : 06/27/2017 Survey Number : Quality Survey ID Number Survey Date : 06/26/2017 VIN Complete 17 CQI Comments : \2489789263
07/05/2017	Did Customer specify Email or Phone? Yes, by phone or e-mail. Customer's Preferred Method of Contact: phone or e-mail. Preferred call back number is: Preferred Email address: Mileage Updated: 15000 Dealer code: 42-65399 Summarize Customer concern: Excessive wind noise. Rear sliding doors are difficult to open/close. Front doors are difficult to open/close
07/05/2017	*****OUTBOUND CALL***** Agent called Customer at nd spoke to customers wife who stated he was not home. Agent to send e-mail.
07/05/2017	Status update provided via email to the following email address: My name is Christopher, and I am following up on a survey that you recently completed regarding your 2016 Chrysler Town & Country. We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. If you would like to discuss the survey, please contact me back by responding to this e-mail or by contacting me directly at 1-855-675-9291, EXT 4719277 End of Status Update
07/06/2017	Status update provided via email to the following email address My name is Christopher, and I am following up on a survey that you recently completed regarding your 2016 Chrysler Town & Country. If you would like to discuss the survey, please contact me back by responding to this e-mail or by contacting me directly at 1-855-675-9291, EXT 4719277 End of Status Update
07/07/2017	Status update provided via email to the following email address My name is Christopher, and I am following up on a survey that you recently completed regarding your 2016 Chrysler Town & Country. Thank you for taking the time to complete the survey and offering us valuable feedback. Comments like yours are one way we have to learn of problems and opportunities desired by customers. For assistance in setting up an appointment, or if you have any questions or concerns please contact Chrysler Customer Assistance at 1-800-247-9753 End of Status Update

Email(s)

Date	10/01/2018	**Subject**	My name is Christopher, and I am following up on a	
From		**To**	**Sent Date/Time**	07/07/2017 11:54 AM

My name is Christopher, and I am following up on a survey that you recently completed regarding your 2016 Chrysler Town & Country.
Thank you for taking the time to complete the survey and offering us valuable feedback. Comments like yours are one way we have to learn of problems and opportunities desired by customers.
For assistance in setting up an appointment, or if you have any questions or concerns please contact Chrysler Customer Assistance at 1-800-247-9753

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/30/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/26/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	42,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	COLUMBIA	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45662	JOE MACHENS CHRYSLER DODGE JEEP RA		**Dealer Phone**	5734430481
Dealer Address	1310 VANDIVER DR.				
	COLUMBIA		MO	65202 1925	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	O
Subject	issues with buzzing in door				
Synopsis	power locks				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/30/2017 04:26 PM	Open
07/26/2017 04:23 PM	Closed
09/29/2018 01:53 PM	Closed

Initial Description

0108250200-Product,Electrical,Power Door Lock / Deck Lid,Defective,Unknown,Power Door Lock / Deck Lid - Defective,issues with buzzing in door

Case Comments

Date	Comment
06/30/2017	**********Customer Email Address Updated********** Following email address is added for communication or survey with the customer [redacted]
06/30/2017	Briefly summarize why the customer is contacting Chrysler: customer called in because they had their company vehicle into the dlr because their passenger side rear door kept buzzing causing stress for their customers and when they took it into the dlr it was diagnosed as a part inside the door that needs to be repaired Briefly summarize what the customer is expecting: to have some help repairing the vehicle Agent Advised: called over to the dlr and spoke with SA Tracie who stated that it was the Lock activator that needed to be repaired. Customer seeking assistance with: the rear passenger door buzzing Customer expecting: vehicle to be fixed
06/30/2017	Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone numbe[redacted]arliest call time:8 am Latest call time: 8 pm Updates via text: N [Mobile number] Updates via email: Y [redacted] Vehicle location: [Customer Date and Time of Appointment: 06/28/2017 Confirmed appointment with: 45662 SA Customer in rental: Y/N Authorized by: Rental start date: [Date]
07/06/2017	- Reviewed with SME AD1176 for escalation to 88F
07/07/2017	********** Create Prep Sheet ********** Prep sheet was saved successfully.
07/07/2017	* * * * * * * * * Case Management - 883* * * * * * * * * OOW: out of warranty by miles of 6000 MVP: no Household: 2 new 16 used
07/07/2017	Writer called dealership at 573-443-0481 spoke with Courtney SA she stated customer came in but didn't finish repairs told her would get in contact with customer to have her bring vehicle back to dealership for repairs
07/07/2017	Writer called customer she stated that the dealership was to order a lock activator she stated that they went in on the 6/30 for oil change and they heard the noise so dealership was to order 2 tires and activator and was to be in on 7/3/2017 or 7/5/2017 she talked with Jessie SA she was quoted Parts 553.00 Labor $322 total 875 told her would call parts in regards to if part is in and then ask for Jessie SA then call her back
07/07/2017	Writer called dealership at 573-443-0481 spoke with Justine parts he stated part is in be in for 6 days also talked with Rene SM in regards to RA she said yes most definitely told her would call customer and get her to setup an appointment for her
07/07/2017	Writer called customer back in regards to part is in and we would be able to help with repairs she asked if should do tires separate told her no warranty would pay for part and labor sending her my contact information will follow up with her on 7/13/2017
07/07/2017	Status update provided via email to the following email address [redacted]Here is my contact information you can email me call me at 800-763-8422 Ext 40302 my hours are 7:00 to 3:30 pm MST Monday to Friday Thanks Marilyn End of Status Update
07/07/2017	Begin Customer Message reviewed: Thanks Marilyn. End of Reviewed Customer message
07/10/2017	Vehicle is at the dealership - JOE MACHENS CHRYSLER DODGE JEEP (45662) Update triggered by S52645P
07/13/2017	**Writer called DLR SA Courtney was unavailable.
07/13/2017	***Writer called DLR SA Courtney 573-443-0481 who stated Jesse is the SA is the one handling the case is out of the office and to call back next week Tuesday 7/18 for repair progress, writer thanked the DLR.

Date	Comment
07/13/2017	***Writer called customer who was unavailable, and left a VM Stating was unable to get hold of SA Jesse as they are out of the office and they will be back next week Tuesday 7/18/17, will follow up with dealership then and update you. For questions ext.,40302.
07/19/2017	[redacted] has been activated for text message communication.
07/19/2017	WRiter was unable to reach anyone at the dealership today, 07/18 and there is no option to leave a voicemail. The phone just rings.
07/19/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T3860AG****** Hello this is your CM Marilyn. I was unable to reach anyone at the dealership today, 07/18 and so will follow up with the SA Jesse and then follow up with you. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
07/19/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T3860AG****** If you have any questions or have any updates please contact me back or leave me a message at 1 (800) 763-8422 XT. 40559. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
07/20/2017	Writer called dealership at 573-443-0481 she stated Courtney SA is out to lunch to call back in about 30 min
07/20/2017	Writer called dealership at 573-443-0481 spoke with Ranae SM she stated repair was competed but was processed as customer pay so told her I would send an RA over to dealership for the cost of repairs millage is 42463 Was the customer in a rental? no If yes, how many days? Did the customer have a co-pay? no If yes, how much? What is the RO #[redacted]Does the SM have the CAIR #? If no, provide it. no Review and Confirm the DM Notes with the SM while on the phone. no Does the SM have everything needed from Customer Care to process the claim? no
07/20/2017	Writer called customer in regards to not competing Ra and vehicle is running great did a 2 day close and survey
07/26/2017	CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer's concerns as documented in the reason codes have been addressed with the customer.
07/26/2017	CONTACT UPDATE - Customer was contacted today at [9:39]. Customer was provided with agent's extension: [40302].

Email(s)

Date	10/01/2018	***Subject***	Thanks Marilyn.		
From		***To***	***Sent Date/Time***	07/07/2017 19:53 PM	
Thanks Marilyn.					

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/03/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/10/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	9,300 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	PHILADELPHIA	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60496	REEDMAN TOLL CHRYSLER DODGE JEEP R		**Dealer Phone**	2156903770
Dealer Address	140 OLD YORK RD				
	JENKINTOWN		PA	19046 3644	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	A
Subject	Cusotmer states that she has the wrong seats in her vehicle				
Synopsis	Refuses to take the vehicle back to the dealer				
Customer Anomaly	Interior				
	Seats				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	80	Vehicle seats issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/03/2017 04:36 PM	Open
07/10/2017 09:59 PM	Closed
09/29/2018 04:58 PM	Closed

Initial Description

0464000000-Corporate,Survey By-Pass,Default,Default,Default,Survey By-Pass,Survey By-Pass
0108029900-Product,Electrical,Power Sliding Door,Complete Failure,Both Sides,Power Sliding Door Both Sides - Complete Failure,Cusomter is having concerns with her power doors being broken
0123270000-Product,Body / Trim / Paint Finish,Seat Tracks / Frames,Other,Unknown,Seat Tracks / Frames Inquiry,Cusotmer states that she has the wrong seats in her vehicle

Case Comments

Date	Comment
07/03/2017	Briefly summarize why the customer is contacting Chrysler: Customer called in for her father's vehicle as they are fed up with all of the issues that they have had with the Chrysler products. Customer originally had a Dart and that the DLR damaged the vehicle and when it was repaired it didn't run correctly so they traded it for the vehicle. Customer states that the vehicle was taken in for an oil change and the right side automatic door of the vehicle stopped working, they got it repaired and now the other side is also not working. Customer is upset that they have a brand new vehicle that it already having so many concerns . Customer is also stating that her seats in the vehicle are incorrect seats. Customer is fed up with the vehicle and doesn't want it anymore. Briefly summarize what the customer is expecting: Buy-back or replacement. Agent advised we would escalate up for case management assistance as or first priority is to repair the vehicle as per the terms of the warranty. Customer was informed that by making this request they are NOT actually filing lemon law or any related process. Their case is being escalated for a review of the vehicle's repair history to determine if their request merits further action and that due to the nature of their request, it will require a call back which will take place within 1-2 business days. The outcome of the review does NOT determine Lemon Law eligibility. Earliest call time: 8 am Latest call time: anytime Preferred Morning/Midday call back number is [redacted] Preferred Afternoon/Evening call back number [redacted] Who has possession of the vehicle? (Owner) Reassigned to 91L
07/05/2017	********** 91L Review ********** *********Case Escalated to I2R********** Reviewed Warranty History which determined this case should be escalated to I2R for case management.
07/05/2017	Customer contacted into FCA stating that they were promised a callback, in 1 or 2 business days. Customer stated that they cannot install the car seats, due to the door being broken, and the seats do not have latches for the car seats. agent stated that they would like to review the file for assistance. agent informed the customer that they do not see any contact information for the department at this time. agent stated that once the department has selected a representative to handle the case, they will be contacted. Agent attempted to explain that it is a 1 to 2 business day callback and mentioned that the department may not of been open yesterday due to the holiday. *** Customer stated that they will be waiting for the department to contact them and provided their email Ema[redacted] Customer thanked the agent for their time
07/06/2017	---------- --Spoke with customer, completing the initial call. Customer is experiencing issues with the vehicle's left door not opening and the wrong seats in the vehicle. Customer stated previous rep told her there is supposed to be bucket seats in the vehicle and customer stated she has bench seating. I advised customer if he is having issues with the vehicle to take it in. I advised customer a STAR case will be opened to confirm if correct seats are in the vehicle. I advised customer of dealerships in her area and customer stated she will speak with "them" to confirm what dealer they want to work with and call CM back. I advised customer loaner or rental can be offered if dealer offers these services. I advised customer rental is at $40/day. I explained I2R process and advised I will be in contact every 2-3 business days. ***follow up 07/10/17***
07/06/2017	Customer called and stated she wants to know if those are the correct seats installed . Customer stated she wants this to be dealt with before anything else is done. Customer is very frustrated over this whole situation. Customer stated she wants a different CM.

Date	Comment
07/06/2017	customer wanting to update us the owners manual customer has isn't the right manual either. agent noted customers concerns with the owners manual to the vehicle.
07/10/2017	customer called and stated she would like a call back today and if not then they will be going to a lawyer.
07/10/2017	---------- --Contacted customer to confirm she has found which dealer she wants to work with. Customer stated her dad does not want to bring the vehicle in until an investigation of the seats has been done. Customer stated the owner's manual, the representative and the dealer all say something different about the seats in her vehicle. I advised customer, as stated on the initial call, in order for us to review her concern further, the vehicle will need to go in for service and CM will open a STAR case. Customer stated all the dealers in her area have caused damage to her car. I advised customer we do need to get the vehicle in. Customer stated she is going to get her attorney involved. Customer stated she is not taking the vehicle back to the dealer. Customer stated the vehicle is not safe and her kids have been in car seats in the incorrect seats this entire time. Customer asked for an address her attorney can send paperwork to. Customer was provided with auburn Hills address. CM is closing case at this time. Customer refuses to bring her vehicle in for service. ***standby to close***
07/10/2017	Customer started conversation by asking for a supervisor. Agent placed customer on hold to find out what supervisor she should be directed to, but when agent rejoined customer on line, agent had lost audio on Avaya phone. Agent eventually apologized and asked the customer to call back if she could hear agent.
07/10/2017	Briefly summarize why the customer is contacting Chrysler; Customer waiting on supervisor call back

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/03/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/25/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	39,541 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	NEW HAVEN	**Caller Country**	USA	**Caller Postal Code**	63068-1007
Customer	[redacted]				
Customer Address					
Dealer	67436	Schicker Chrysler Dodge Jeep Ram o		**Dealer Phone**	6362396500
Dealer Address	5824 HIGHWAY 100				
	WASHINGTON		MO	63090 4950	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	O
Subject	Sliding door				
Synopsis					
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/03/2017 05:24 PM	Open
07/25/2017 07:45 PM	Closed
09/29/2018 05:13 PM	Closed

Initial Description

0123031110-Product,Body / Trim / Paint Finish,Body Hardware,Broken, Cracked,F. Door-Driver,Left Front Door Hardware - Broken, Cracked,Sliding door

Case Comments

Date	Comment
07/03/2017	Briefly summarize why the customer is contacting Chrysler: Customer called in, sliding door is not locking properly, diagnosed and was told it wouldn't be covered under warranty Briefly summarize what the customer is expecting: Warranty coverage of sliding door issue Agent Advised: Let customer know that I would be escalating her concern for review and to expect a call in 1 business day Customer seeking assistance with: [sliding door lock issue]. Customer expecting: [Issue covered under warranty]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Prefer[redacted] Earliest call time: Any Latest call time: 8:00pm Updates via text: Y/[redacted] Updates via email: Y/[redacted] Vehicle location: [/Dealer/] Date and Time of Appointment: [Thursday July 6th at 7:00am]. Confirmed appointment with: [Schicker - Greg (SA)] Customer in rental: Y/ Authorized by: Rental start date: [N/A]
07/06/2017	********* Case Management - District 51 ********* Loyalty Snapshot: OOW: Expired (Odometer) MVP: None Household: 1 New, 2 Used
07/06/2017	********** Create Prep Sheet ********** Prep sheet was saved successfully.
07/06/2017	CONTACT UPDATE - Customer was contacted today at 7:25pm. Customer was provided with agent's extension: 40275. Case Specialist made an attempt to contac[redacted]o discuss her expectations of repairs.
07/06/2017	Status update provided via email to the following email address:[redacted] Hello, this is Sherill your Customer Care Advocate. This email is confirmation that your case, [redacted] was successfully escalated to me. My office hours are Monday – Friday 11:00 AM – 7:30PM (Mountain Time). My contact information is 800.763.8422 EXT 40275. Thank you! End of Status Update
07/06/2017	SM Greg called to speak with the Case Specialist. Transferred the SM to CS SC2229 at ext. 40275, voicemail because CS was unavailable.
07/06/2017	Status update provided via email to the following email address: SC2229@chrysler.com,PR628@chrysler.com,MI262@chrysler.com Hi, Please call the service manager at your earliest convenience. Thanks. End of Status Update
07/06/2017	Agent attempted to contact dealer Service Advisor Greg; however, SA not available. Left message for a return call at extension 40275. Case Specialist made an attempt to return SM Greg's call regarding an RA for repairs.
07/06/2017	[redacted] Customer has updated the email address from [redacted] for further communication or for surveys.
07/06/2017	CONTACT UPDATE - Customer was contacted today at 11:49pm. Case Specialist spoke to [redacted] who stated all of her vehicle concerns. She also stated her friends have chrysler who have the same issue but an older model. Very pleased with brand. Did not feel comfortable with the doors not locking. She is seeking assistance. She drove up to the DLR while on the phone with CS and was told that the part is not in. She asked if she could take her vehicle until the part comes in, CS advised, yes.
07/07/2017	Case Specialist returned SM Greg's call. He provided the cost for parts and labor which is $720.66. He stated the [redacted] do not have any loyalty to the DLR and is outside of his goodwill matrix. CS informed SM Greg the [redacted] will be responsible for a portion of the repairs. CS decided the [redacted] would be responsible for $220.66 and FCA will cover $500.

Date	Comment
07/07/2017	CONTACT UPDATE - Customer was contacted today at 1:03pm. Customer was provided with agent's extension: 40275. Case Specialist made an attempt to contact the Stutzman to discuss their portion of the repair. They were advised of their portion of repairs. To contact CS if it's a go or not.
07/07/2017	Customer called in seeking to speak with CM. Agent tried to reach CM but was unable. Agent advised customer that a call back request will be documented and transferred customer to CM's voicemail. Customer would like to document that they will take the offer.
07/07/2017	[redacted] called to inform Case Specialist that the goodwill offer is a go. That she is interested.
07/07/2017	Agent attempted to contact dealer Service Manager Greg; however, SM not available. Left message for a return call at extension 40275. Case Specialist made an attempt to contact SM Greg to advise him that the [redacted] have agreed to the co-pay of $220.66 and that FCA will cover the $500. CS advised DM Notes would be entered for the repair.
07/07/2017	DM NOTES WERE SUBMITTED.
07/11/2017	DEALER CS contacted Schicker Chrysler Dodge Jeep Ram at 636-239-6500 Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40306
07/11/2017	CUSTOMER CS contacted customer at [redacted] Left message stating parts have been ordered, but at this time we do not yet have an ETA.
07/14/2017	DEALER CS contacted Schicker Chrysler Dodge Jeep Ram at 636-239-6500 Spoke with SA Michelle stated they received the parts and will call the customer to get an appointment scheduled.
07/14/2017	CUSTOMER CS contacted customer at [redacted] Left customer message stating the DLR has received the parts and we are just needing the customer to schedule an appointment to get the vehicle completed.
07/19/2017	Status update provided via email to the following email address [redacted] Good Morning, this is Shari with Chrysler Customer Care. The parts needed to repair your vehicle are at the dealership. Please schedule an appointment to has the necessary repairs complete. We will follow up no later than Friday to get the appointment information, at which time if we are unable to contact you or if there is not an appointment set the case will close. End of Status Update
07/20/2017	Begin Customer Message reviewed: Hi Shari, Our van is at the dealership today. We are suppose to pick it up and pay our agreed upon price today. Thanks so much for your he[redacted]ewed Customer message
07/21/2017	CUSTOMER CS contacted customer at [redacted] ft message stating since repairs have been completed case will be closed on Tuesday if no contact and of satisfaction survey. If there are any concerns still please return call at ext 40306.
07/25/2017	DEALER Mileage Was the customer in a rental? No Did the customer have a co-pay? $220 What is the RO #? [redacted] Does the SM have the CAIR #? If no, provide it. Review and Confirm the DM Notes with the SM while on the phone. Does the SM have everything needed from Customer Care to process the claim? Yes
07/25/2017	CLOSED LOOP UPDATE - no need for additional follow-up.

Email(s)

Date	10/01/2018	***Subject***	Hi Shari, Our van is at the dealership today. We		
From		***To***	***Sent Date/Time***	07/20/2017 14:50 PM	

Hi Shari,
Our van is at the dealership today. We are suppose to pick it up and pay our agreed upon price today. Thanks so much for your help!

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/06/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/28/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	37,056 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	ALCOA	**Caller Country**	USA	**Caller Postal C**	
Customer					
Customer Address					
Dealer	67484	RICE CHRYSLER JEEP DODGE		**Dealer Phone**	8659703056
Dealer Address	3033 ALCOA HIGHWAY				
	ALCOA		TN	37701 3120	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	R
Subject	Power Sliding Door Both Sides - Complete Failure				
Synopsis	repairs complete				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/06/2017 08:18 PM	Open
07/28/2017 07:39 PM	Closed
09/29/2018 02:35 PM	Closed

Initial Description

0467000000-Corporate,Goodwill Escalation Matrix,Escalated,Default,Default,Goodwill Escalation Matrix - Escalated,Goodwill Escalation Matrix - Escalated
0108029900-Product,Electrical,Power Sliding Door,Complete Failure,Both Sides,Power Sliding Door Both Sides - Complete Failure,Power Sliding Door Both Sides - Complete Failure

Case Comments

Date	Comment
07/06/2017	Briefly summarize why the customer is contacting Chrysler: Customer called because the right sliding door of his vehicle stopped working. Customer already has an appointment book with a DLR for July 11th, 2017. Customer's basic warranty just expired and is seeking cost assistance. Customer meets DLR Goodwill. Agent advised the customer that a CM will contact him back within one business day in regards to consideration of cost assistance. Briefly summarize what the customer is expecting: To get cost assistance for the repairs on his vehicle. Customer seeking assistance with: Cost assistance for the repairs on his right sliding door. Customer expecting: To speak with a CM in regards to cost assistance. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone numbe Earliest call time: 8AM Latest call time: 10PM Updates via text: N Updates via email: N Vehicle location: Customer Date and Time of Appointment: July 11, 2017 @ 8AM Confirmed appointment with: Dealer Customer in rental: N Authorized by: N/A Rental start date: N/A Reassigned to 88F
07/06/2017	** SME KF293 - approves escalation **
07/06/2017	Approved for escalation
07/07/2017	********** Create Prep Sheet ********** Prep sheet was saved successfully.
07/07/2017	* * * * * * * * * Case Management - District 88 3 * * * * * * * * * OOW: out of basic by 997 miles, in powertrain MVP: no service contracts Household: 2 used
07/07/2017	Writer spoke with customer nd informed him that his case has been escalated to our case management team, he would like his case number and CS contact information emailed to him, provided email address Customer stated that he is taking his vehicle to the dealership 07/11 to have it diagnosed, told him CS would follow up with him after speaking with the dealership on 07/12. He would like goodwill assistance.
07/07/2017	**********Customer Email Address Updated********** Following email address is added for communication or survey with the customer
07/07/2017	Status update provided via email to the following email address for your 2016 DODGE GRAND CARAVAN has been successfully escalated. Your case specialist is Minna and she can be contacted at 800-763-8422 Ext. 40267. She will be following up with you 07/12 after she speaks with the dealership. Thank you and have a wonderful weekend. End of Status Update
07/11/2017	Vehicle is at the dealership - RICE CHRYSLER JEEP DODGE (67484) Update triggered by s42931m
07/11/2017	Customer left VM stating that he can be reached at
07/12/2017	Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40575 or 40267
07/12/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40267.
07/12/2017	Customer requested to speak to Case Specialist . Transferred to
07/12/2017	MN690 voice mail

Date	Comment
07/12/2017	Status update provided via email to the following email address: MN690@chrysler.com,FM1195@chrysler.com,KG666@chrysler.com Please call CAIR Customer: [redacted] End of Status Update
07/13/2017	Agent called DLR, reached WA Gary who advised we should speak with Chris about this case, during transfer call dropped.
07/13/2017	Agent called DLR, reached SA Chris who advised he is the acting assistant service manager at the store while his service manager helps in opening their new branch. SA states that the estimated repair cost for customer is $1000 as they would have to replace the internal components of the door as well as likely cause damages to parts by prying it open as the locks are jammed and prevent the door from opening at all. SA states he does not believe the customer could have caused this issue and that it should be a manufacturers defect but they cannot confirm until the door has been pried open. SA agreed to gather warranty pricing and call back at ext 40575 to discuss this after speaking to SM.
07/13/2017	Agent called customer and advised that we cannot yet determine if it is a manufacturers defect as the door panel cannot be accessed unless the door can be opened from our understanding, and that opening the door may cause further damage. Agent advised we have requested the acting ASM gather pricing and try to determine if it is a manufacturers defect from what we can tell currently before proceeding further and that we will update customer as soon as we have further information and no later than 7/17.
07/13/2017	Agent received call from SA/ASM Chris Mitchell who advised that the dealership will participate in goodwill coverage for consequential damages to the door, and they are willing to accept an RA for the locking mechanism with a copay of $100-150, with total warranty cost being $573.60, parts are $453.60 and $120 labor. Agent advised we are unsure if we are authorized to make a decision on this case at this time and that we will contact supervisor for confirmation and contact ASM again as soon as possible.
07/14/2017	Agent attempted to contact dealer Service Manager Chris, however, SM not available. Left message for a return call at extension 40267. Writer advised that we would like to know the POF before authorizing any kind of goodwill assistance.
07/14/2017	Writer sent email to erici@riceautomotive.com inquiring whether or not the issue is a manufacture defect.
07/14/2017	Writer contacted customer and advised that we are waiting for some minor details before making the final decision on cost assistance, however, for the most part it does look like we should be able to assist. Writer informed Customer that we should hear back from the SM no later than Monday 7/17/17.
07/14/2017	After sending email to erici@riceautomotive.com about customer's vehicle, Writer received a response stating that there was an error in sending the message to this email.
07/14/2017	Writer contacted SA Gary who advised that SA Robert was out of the office at the moment and that we should call back in 10-15 minutes.
07/14/2017	Task To Dealer: Was this repair caused by a manufacturer defect ? if not would you take an RA as discussed on 7-13 and what kind of co pay would seen reasonable to you? Notification of an Assigned Task sent to Dealer at email:erici@riceautomotive.com
07/17/2017	Writer called dealer spoke to ASM Chris they will take an RA with a copay of $150.00 and ETA is Thursday 7-20
07/17/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40429.
07/17/2017	Status update provided via email to the following email address [redacted] Hi this is Jennifer with Dodge Customer Care. I tried to reach out to you today about your 2016 DODGE GRAND CARAVAN but I was only able to leave a message. If you have any questions please call me at 800-763-8422 ex 40429 if I don't hear from you I will call you on Thursday 7-20. Thank you for choosing Dodge and have a great day End of Status Update
07/17/2017	Customer [redacted] calling to speak with CM. Writer transferred customer to: at extension: 40429
07/17/2017	customer called writer. Writer informed customer 150.00 copay and ETA
07/20/2017	Was the customer in a rental? y If yes, how many days? 4 Did the customer have a co-pay? y If yes, how much? 150 What is the RO #? [redacted] Does the SM have the CAIR #? If no, provide it. Review and Confirm the DM Notes with the SM while on the phone. Does the SM have everything needed from Customer Care to process the claim? [redacted] warranty admin Gary
07/20/2017	**********Rental Value Updated********** Estimated Rental Amount: $180 Provided By: Dealer Days Authorized: 4
07/20/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40429.
07/20/2017	Status update provided via email to the following email address [redacted] Hi this is Jennifer with Dodge Customer Care. I tried to reach out to you today about your 2016 DODGE GRAND CARAVAN but I was only able to leave a message. If you have any questions please call me at 800-763-8422 ex 40392 if I don't hear from you I will call you on Monday 7-24 . Thank you for choosing Dodge and have a great day End of Status Update
07/24/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40429. CONTACT UPDATE - Customer was contacted today at 7:59 am MST. Customer was provided with agent's extension: 40429. CLOSED LOOP UPDATE - no need for additional follow-up.
07/24/2017	Status update provided via email to the following email address [redacted] have confirmed repairs with the dealership. This will now move the case to a 2 day close out period. If in these 2 days there are still issues please contact customer care and provide your case number. If there are no issues then there is no need to contact customer care and your case will be closed on day 2. Thank you for working with Dodge and being a valued loyal customer. You may get a short survey about your experience. Have a great day Thank you for allowing Dodge Customer Care the opportunity to address your concern and we hope we were able to resolve your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case, therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a Dodge customer. End of Status Update
07/28/2017	approved to close

Email(s)

Date	10/01/2018	***Subject***	I have confirmed repairs with the dealership. This		
From		***To***	***Sent Date/Time***	07/24/2017 14:01 PM	

I have confirmed repairs with the dealership. This will now move the case to a 2 day close out period. If in these 2 days there are still issues please contact customer care and provide your case number. If there are no issues then there is no need to contact customer care and your case will be closed on day 2. Thank you for working with Dodge and being a valued loyal customer. You may get a short survey about your experience. Have a great day
Thank you for allowing Dodge Customer Care the opportunity to address your concern and we hope we were able to resolve your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case, therefore, you could potentially receive an email or telephone survey. WeÂ'd ask that you take the time to complete the survey so weÂ'll know how weÂ're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a Dodge customer.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/10/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/12/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	11,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**ntact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	FT BELVOIR	**Caller Country**	USA	**Caller Postal Cod**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	43724	SAFFORD CHRYSLER JEEP DODGE OF		**Dealer Phone**	7038661700
Dealer Address	7611 LOISDALE ROAD				
	SPRINGFIELD		VA	22150 2103	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	P
Subject	Convertible Top / Sunroof / T-Top - Leaks				
Synopsis	No Diagnosis				
Customer Anomaly	Body				
	Convertible Top				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	6	Convertible Top Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/10/2017 09:26 PM	Open
07/12/2017 03:36 PM	Closed
09/29/2018 01:53 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108250000-Product,Electrical,Power Door Lock / Deck Lid,Other,Unknown,Power Door Lock / Deck Lid - Defective,Power Door Lock / Deck Lid - Defective
0123446500-Product,Body / Trim / Paint Finish,Conv Top / Sunroof / T-Top,Leaks,Default,Convertible Top / Sunroof / T-Top - Leaks,Convertible Top / Sunroof / T-Top - Leaks

Case Comments

Date	Comment
07/10/2017	Customer called in because he has a issue with DLR 43724 and the way they work. Customer states his vehicle right sliding door does not lock. The DLR ordered part and never advised him the part had came in. Only reason they knew about the part was available because they was experiencing an issue with the roof leaking and came in to make a appointment and one of the workers asked if the other part had came in and they stated yes its been in for a couple days. Customer was waiting on DLR to give him a call back to get appointment set up and never got a call. Vehicle was suppose to get fixed today and at 12 noon they told him they was about to work on the sliding door but by 4:30 they called to informed him the order the wrong part. Customer is upset because it should not have took them 4 hours to realize that. SA Ken did state it was a mistake and that they ordered the correct part and will notify him when it arrives.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/13/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/13/2017	**Origin**	Chat	**Reason**	New problem
Mileage	32,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	SARANAC LAKE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	41985	DUROCHER AUTO SALES INC		**Dealer Phone**	5185633587
Dealer Address	4651 ROUTE 9				
	PLATTSBURGH		NY	12901 6032	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	U
Subject	customer states they have issues with the rear sliding door locks.				
Synopsis	Customer chatted in with recurring issue with rear sliding door locks. Agent called the dealer who confirmed they have identified the problem and parts on order for the repair.				
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/13/2017 03:19 PM	Open
07/13/2017 03:25 PM	Closed
09/29/2018 01:03 PM	Closed

Initial Description

0123035710-Product,Body / Trim / Paint Finish,Body Hardware,Inoperative,F. Door-Driver,Left Front Door Hardware - Inoperative,customer states they have issues with the rear sliding door locks.

Case Comments

Date	Comment

Date	Comment
07/13/2017	**** BEGIN INBOUND CUSTOMER CHAT **** #[redacted] Session ~ Contact Information ~ Email Address: [redacted] First Name: [redacted] Last Name: [redacted] Reference #[redacted] ~ Assigned: Heather Stoner Date Created: 07/13/2017 10:29 AM Date Last Updated: 07/13/2017 11:02 AM Status: Closed ~ Chat By Chat (James) (07/13/2017 11:02 AM) ~ Hi, my name is Heather. How may I help you? Heather: Hello How may I assist you today[redacted]: HI MY NAME IS [redacted] I BOUGHT MY 2016 DODGE GRAND CARAVAN FROM FX CAPRARA IN WATER TOWN NY BACK IN FEBRUARY 2016 WITH 3 MILES ON IT AND NOW I HAVE BEEN TO THE GARAGE 7 TIMES WITH HE SAME PROBLEM Heather: I would like to look into this for you however, at this time you have reached the Mopar Owner Connect department for the owner website page. Do you mind holding while I get the proper department to assist you further?[redacted]: AND IM JUST GETTING A RUN AROUND NOW I WAS TOLD IT NEEDS ANOTHER PART AND WAS TOLD STRIAGHT OUT THAT IT MIGHT NOT WORK[redacted]: OK THX Heather: You are welcome. Thank you for using Mopar Owner Connect web chat, please hold for the transfer. 'Heather' disconnected ('Transferred to Queue'). Hi, my name is James. How may I help you? James: Hello[redacted] How may I assist you today?[redacted]: HI MY NAME IS [redacted] I BOUGHT MY 2016 DODGE GRAND CARAVAN FROM FX CAPRARA IN WATER TOWN NY BACK IN FEBRUARY 2016 WITH 3 MILES ON IT AND NOW I HAVE BEEN TO THE GARAGE 7 TIMES WITH HE SAME PROBLEM carla fleming: AND IM JUST GETTING A RUN AROUND NOW I WAS TOLD IT NEEDS ANOTHER PART AND WAS TOLD STRIAGHT OUT THAT IT MIGHT NOT WORK[redacted]: OK THX James: Ok so you are having a recurring issue with the vehicle. You have brought it into the same dealer 7 times for the same issue? What specifically is going on with the vehicle?[redacted]: OK ITS THE BOTH BACK SLIDING DOORS AND THEY SAY IT IS AN MACHANICAL/ ELECTRICIAL James: Do they stick, fail to open, what specifically is the issue with the rear sliding doors?[redacted]: HAVING THE LOCKS MAKING NOISE AND SOME TIMES MY DOOR WILL NOT LOCK OR UNLOCK NOW WITH A NEW VAN I SHOULDNT HAVE ANYTHING WRONG WITH IT James: Agreed. So the issue seems to be with the electronic locks on the rear doors is this correct? And just to confirm you have brought the vehicle into the dealership a total of 7 times to address this specific issue?[redacted]: YES TO FX CAPRARA AND TO DUROCHERS James: I see a few entries on file that would relate. And it is not back at the dealers to address the same issue again? What was the date you brought it in to the dealership? James: sorry now, not "not". James: so it IS back at the dealer for this issue right now.[redacted]: YES I TOOK IT YESTERDAY TO DUROCHERS AND THEY TOLD ME HE PART THEY ORDERED WILL MIGHT NOT WORK James: So basically the dealer is unsure what the issue is at this point and is replacing things in the hope it repairs the issue?[redacted]ing: AND I THINK THY SHOULD REPLACE THEIS VEHICHLE DO TO ELECTRICAL AND I SHOULDNT HAVE TO PAY ANY MORE THEN WHAT IM PAYINGNOW YOU SEE I SHOULDNT HAVE TO STICK WITH A VAN WITH ELECTRICAL PROB. James: I am not seeing anything listed under DUROCHERS in the directory. Is there a different name for the dealer you are aware of and is it a registered chysler, jeep, ram dealer?[redacted]: I HAVE REPAR ORDER NUMBERS James: Great, I actually need to confirm the dealer information first however so if you could provide maybe some contact information of the dealeership or the name writen on the sign that would assist.[redacted]: DUROCHERS AUTO SALES ON ROUTE 9PLATTSBURGH NY 12901 James: Perfect that did it. Do you have the name of the tech working on the vehicle. I would like to call and confirm their next steps for the vehicle if possible.[redacted]: OK THEY ARE GOING TO REPLACE A PLATE AN IF THAT DONT WOK THEY WLL REPLACE ATHE PANEL James: And the nam
07/13/2017	e of the tech working on the vehicle? James: Calling them now. Please be patient as I am not sure how long this will take, it should only be a few mins.[redacted]: ALLS I HAVE IS TECH A21[redacted]: TECH A93[redacted]: 999[redacted]: THOSE ARE THE TECHS THAT WORK ON MY DOORS James: No problem. I spoke to Jamie on site who was aware of the problem. He stated they have confirmed the issue and the parts are on order. No further assist should be required at this time. As per Jamie on site someone is on the phone with the service Manager right now from your household discussing this. James: Was there any additional assistance I can offer you ate this time? James: at not ate sorry James: I also mentioned they should reach out to the engineering team for help if the current repair is not the solution. The service manager was apparently going over the logistics of this as well. James: Are you still there[redacted]: NOT AT THIS TIME BUT THANK YOU '[redacted]: NOW[redacted]: IF IT GOES AGAIN IS THERE ANY WAY THEY CAN REPLACE THIS VAN DO TO THE ELECTRICAL James: No problem at all. Should this repair not be the answer I would recommend calling in to us here at (800-423-6343) 800-4ADodge and request to have the case escalated. If you are seeking alternate options to retaining the vehicle due to ongoing issues that would be the place to
07/13/2017	start. James: I would also contact your local DMV to see what provisions are required for you state as well just in case the answer from FCA is not the one you want. James: Was there anything else I can assist you with while you have me here. James: ?[redacted]: OK THX HAVE A NICE DAY James: You too[redacted], thank you for choosing FCA. [redacted]' disconnected ('Concluded by Agent'). Dealer information: DUROCHER AUTO SALES INC - 41985

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYX53	**Vehicle**	CHRYSLER TOWN & COUNTRY LIMITED WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/20/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/23/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	25,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	MILLERSVILLE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	68768	PROVIDENCE AUTOS		**Dealer Phone**	7172849900
Dealer Address	804 LANCASTER PIKE				
	QUARRYVILLE		PA	17566 9737	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	F
Subject	driver side door lock intermittant				
Synopsis	Vehicle repaired and returned to customer				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/20/2017 10:30 AM	Open
08/23/2017 02:26 PM	Closed
09/29/2018 01:42 PM	Closed

Initial Description

0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight
0108505700-Product,Electrical,Lamps and Switches,Intermittent or Inoperative,Default,Lamps and Switches - Intermittent or Inoperative,automatic high beams intermittant issues
0118000000-Product,Drivability,Unknown,Other,Default,Driveability Inquiry,squeak in rear of the vehicle
0108850000-Product,Electrical,Global Position Sensor,Other,Default,GPS Inquiry,gps goes in and out
0108255700-Product,Electrical,Power Door Lock / Deck Lid,Intermittent or Inoperative,Unknown,Power Door Lock / Deck Lid - Intermittent or Inoperative,driver side door lock intermittant

Case Comments

Date	Comment
07/20/2017	CQI Survey Record Received - DATE : 07/20/2017 Survey Number [redacted] Quality Survey ID Number [redacted] urvey Date : 07/19/2017 VIN Complete 17 [redacted] CQI Comments : \door lock GPS automatic High beam squeak in rear
07/26/2017	Did Customer specify Email or Phone: Yes Customer's Preferred Method of Contact: Phone or Email Preferred call back number is: [redacted] Preferred Email address [redacted] Mileage Updated? Yes Dealer code: 68768 PROVIDENCE AUTOS Summarize Customer concern: Door handle/latch is broken/not working properly, Automatic high-beam headlights broken/not working, Entertainment/Navigation System/Connectivity, Hard controls/menus: Front Screen Display is broken/not working, Abnormal squeaks/rattles /noises coming from rear sliding doors, Front seat audio/entertainment/navigation system difficult to understand/use; in a poor location
07/26/2017	CUSTOMER CONTACT: [redacted] left message on 07/26/2017 at 4:02 PM for customer to call back with any questions or concerns regarding the survey.
07/27/2017	CUSTOMER CONTACT: [redacted] Agent contacted customer. Customer states having multiple issues with the vehicle. Customer states GPS intermittently goes out has been looked at over 3 times, automatic high beam will sometimes automatically come on at vehicle start up and will have to be restarted to properly function, lock on drivers door sometimes needs to push button several times before it operates, driver side sliding door makes loud noises, squeak in the rear of the vehicle was repaired but has now come back. Agent connected customer with dealership to set up appointment to get vehicle brought in * Customer seeking assistance with: vehicle having multiple issues. Customer expecting: vehicle repaired. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: 8 AM Latest call time: 8 PM Updates via text: N Updates via email: [redacted] Vehicle location: Customer Date and Time of Appointment: August 7th, 2017 Confirmed appointment with: 68768 Providence Auto Customer in rental: N Authorized by: Rental start date: [Date]
07/28/2017	- Appointment Scheduled 8/7/2017
07/31/2017	- Appointment Scheduled 8/7/2017
08/03/2017	********** Create Prep Sheet ********** Prep sheet was saved successfully.
08/03/2017	- * * * * * * * * * Case Management * * * * * * * * In-Service Date: 10/28/2015 Original Owner: Yes Mileage: 25,000 Vehicle purchase loyalty: 11 New 2 Used Multiple Repairs/ Previous related repairs: No/Yes - No Trouble found MVP plans: None

Date	Comment
08/03/2017	Status update provided via email to the following email address [redacted] t Good Morning [redacted] My name is Shirley and I have been assigned as your Case Manager. Thank you for contacting the Chrysler Customer Assistance Center regarding your 2016 Chrysler Town & Country. We are very sorry to learn of the issues you have had with your vehicle. I have been informed that an appointment has been scheduled to bring your vehicle to Providence Autos on 8/7/2017. I would like to follow up with you 8/8/2017, once I have been able to speak with the service manager. In the meantime, if you have any questions or concerns, please reach me at the number below to discuss your case further. FCA Case Management: 1-866-932-3873 Case Manager's Extension: 471 7557 Our hours of operation are: Monday to Friday: 8am to 8pm Regards, Shirley | FCA Case Manager End of Status Update
08/07/2017	- Waiting for diagnosis Appointment scheduled 8/7/2017 Follow up with DLR and customer 8/8
08/08/2017	- **** OUTBOUND DEALER CONTACT **** PROVIDENCE AUTOS - 68768 - 717-284-9900 Agent attempted to contact dealer Service Advisor Dwayne, however, SA Dwayne not available. Left message for a return call at extension 471 7557
08/08/2017	- **** OUTBOUND CUSTOMER CONTACT **** [redacted] Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 471 7557.
08/09/2017	- **** OUTBOUND DEALER CONTACT **** PROVIDENCE AUTOS - 68768 - 717-284-9900 Writer spoke with SA Dwayne who states DLR confirmed high beams do not come on at start even if engaged. SA Dwayne states blue indicator will still be on but high beams not working, SA Dwayne states easy pass in the way of the sensor, which may have caused issues. SA Dwayne states tech found fuse for the doors, wasn't in completely, adjust fuse and will continue to test. SA Dwayne states customer is in a rental and DLR still in the process of diagnosing GPS issues and squeak in the rear of the vehicle. Writer advised SA Dwayne will follow up 8/11/2017.
08/11/2017	- **** OUTBOUND DEALER CONTACT **** PROVIDENCE AUTOS - 68768 - 717-284-9900 Agent attempted to contact SA Dwayne , however, SA Dwayne was not available. Left message for a return call at extension 4717557.
08/14/2017	- **** OUTBOUND DEALER CONTACT **** PROVIDENCE AUTOS - 68768 - 717-284-9900 Writer spoke SA Patty who states SA Dwayne is not available. CM LVM contact number and requested callback.
08/15/2017	- **** OUTBOUND DEALER CONTACT **** PROVIDENCE AUTOS - 68768 - 717-284-9900 Agent attempted to contact dealer SA Dwayne, however, SA Dwayne not available. Left message for a return call at extension 471 7557.
08/15/2017	- **** INBOUND DEALER CONTACT **** PROVIDENCE AUTOS - 68768 - 717-284-9900 SA Dwayne LVM states will be returning vehicle tomorrow, all concerns resolved.
08/18/2017	- CM to follow up with customer to ensure repair satisfaction
08/21/2017	- **** OUTBOUND CUSTOMER CONTACT *** [redacted] Writer spoke with customer who states no other issues at this time. Writer advised will leave case open for two more days prior to closing it. Writer advised customer can follow up at EXT 471 7557 if further assistance is needed.
08/23/2017	Status update provided via email to the following email address [redacted] am sending you this email regarding the closure of your Case with FCA Case Management. Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and I hope we were able to resolve your concern to your satisfaction. I wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a Case; therefore, you could potentially receive an email or telephone survey. I ask that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer. Regards, Shirley FCA Case Management End of Status Update
08/23/2017	- CLOSED LOOP UPDATE - no need for additional follow-up.

Email(s)

Date	10/01/2018	***Subject***	Hello [redacted] CAIR [redacted] I am		
From		***To***	***Sent Date/Time***	08/23/2017 14:25 PM	

Hello [redacted]

CAIR # [redacted]

I am sending you this email regarding the closure of your Case with FCA Case Management.

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and I hope we were able to resolve your concern to your satisfaction. I wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a Case; therefore, you could potentially receive an email or telephone survey. I ask that you take the time to complete the survey so weÃ'll know how weÃ're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

Regards,
Shirley
FCA Case Management

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTKX53	**Vehicle**	DODGE WAG GRAND CARAVAN R/T ON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/20/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/31/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	36,004 Miles	**Market**	U	**Language**	English
Contact Email	nobody@external.fcagroup.com	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	SAINT LOUIS	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	44517	DODGE-CHRY-JEEP OF VACAVILLE		**Dealer Phone**	7074498900
Dealer Address	681 ORANGE DRIVE				
	VACAVILLE		CA	95687 3100	USA
Dealer Zone	California	**Sales District**		**Service District**	H
Subject	Driver Door				
Synopsis	Repairs complete.				
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/20/2017 02:23 PM	Open
07/31/2017 05:57 PM	Closed
09/29/2018 01:31 PM	Closed

Initial Description

0123030010-Product,Body / Trim / Paint Finish,Body Hardware,Other,F. Door-Driver,Left Front Door Hardware Inquiry,Driver Door

Case Comments

Date	Comment
07/20/2017	********** FLEET MANAGER TEAM********** Name Customer Number Email contac SA Frank is working on vehicle at Dealership. Dealer number 707.301.4468
07/20/2017	Writer called SA Frank to ask what is going on with this vehicle. SA Frank informed replacing driver side sliding door. Point of failure actuator was stuck shut. The whole door has to come apart to get actuator. Not Customer Caused impact damage was not found total 662.27 not going to they have tried rental goodwill in past and never got reimbursed. Writer informed that they are barley out of warranty and this is enterprise so they Writer asked to speak to SM Chester about this issue SM Chester informed that enterprise has not treated this dealership correctly. Writer understood but asked if he would accept an RA for the customer based on situation. SM informed yes he would accept it.
07/20/2017	Writer called Customer and introduced myself to him as his case manager informed I will be handling this case. Customer informed his expectation reaching out to Fleet customer care was for cost assistance, since barley out of basic warranty. Writer informed yes talked to SM Chester and he agreed to accept an RA for repairs. Writer offered $100 copay for customer and FCA cover 562.27 the rest, total cost being $662.27. Customer agreed and was very happy. Will follow up 7-25-17
07/20/2017	Writer called SM Chester informed customer Accepted goodwill and Writer put it in the DM Notes have already been put in. SM can proceed on getting part ordered. SM Chester informed Part should be in today, repaired either today or tomorrow. Follow up Tuesday 7-18-17 +++ PARTS INFORMATION +++ Dealer Code Ordering Part: Part Number: 5020679AA Part Description: Order Number: 00719D Order Date: 7-19-17 Order Type: Daily Current ETA? Today Is the vehicle off-road? no Is the customer in a rental due to parts? no +++ END PARTS INFORMATION +++
07/20/2017	****** Below Customer Contacted for Documentation Request ****** ks793@chrysler.com on 2017-07-20 @ 11:46
07/25/2017	Writer called SA Frank informed vehicle is done and ready for pick. Was the customer in a rental? no If yes, how many days? Did the customer have a co-pay? $100 If yes, how much? What is the RO Does the SM have the CAIR Review and Confirm the DM Notes with the SM while on the phone. no Does the SM have everything needed from Customer Care to process the claim? no Out mileage:36025
07/25/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40472. Writer called Customer informed vehicle is available for pick up. will follow up Thursday 7-27-17
07/27/2017	********Email sent to Customer********** Hello Repairs have been completed for your vehicle with VIN number If you have any questions or concerns let me know. If you are satisfied with your repairs no reply is necessary. Your case will closed on (Date: 07/31/2017) Thank you, have a great day.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/23/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/23/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	16,900 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	HOFFMAN ESTATES	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	26783	ZEIGLER CHRYSLER DODGE JEEP, LLC		**Dealer Phone**	8478828400
Dealer Address	208 W GOLF RD				
	SCHAUMBURG		IL	60195 3606	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	B
Subject	passenger side does not lock at times				
Synopsis	What was the customer's concern? Survey/ door still not locking What steps did you take to handle the situation? Offered to call DLR What was the final result of the customer's concerns, was it resolved? She ended call				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/23/2017 12:01 AM	Open
07/23/2017 12:23 PM	Closed
09/29/2018 04:03 PM	Closed

Initial Description

0205022100-Dealer,Service/Body Shop,Personnel,Discourteous/ Rude,Unknown,Discourteous Service Department,did not like how she was treated by SA
0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,passenger side does not lock at times

Case Comments

Date	Comment
07/23/2017	Briefly summarize why the customer is contacting Chrysler: Customer calling as her survey did not work, and it states that she has until August 10th, and wants to fill one out, and she was not treated well by her SA, and had problems with loaner service. She also shared that she is still having the same problems as before Briefly summarize what the customer is expecting: to fill out another survey. Agent advised that there was no way to generate another survey and apologized. Agent advised that agent can document her concerns. She stated that agent did not understand that she just wants to fill out the survey. Agent advised that it comes from a third party source and there is no way to generate another one. She kept going on and on, and agent kept reiterating that there was no way to do this. Agent asked if she had reached out to the SM over how she was treated, and she stated no, that she wants to just fill out a survey. Agent advised that if she wants us to call her DLR on her behalf, that we can. She does not want that done, as she just wants to fill out a survey that's generated. She stated that she is still having the problems with her door, agent was trying to suggest that we would need to get it diagnosed, and she kept going back to the survey question. She ended call.
07/23/2017	Survey bypass No diagnosis Reassign to 861

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/24/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/02/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	0 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	TWENTYNINE PALMS	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	24100	HUNTINGTON BEACH CHRYSLER DODGE		**Dealer Phone**	7148413999
Dealer Address	16555 BEACH BLVD				
	HUNTINGTON BEACH		CA	92647 4801	USA
Dealer Zone	California	**Sales District**		**Service District**	M
Subject	Continuous Quality Insight				
Synopsis	Customer has no phone number on file and Agent sent out email.				
Customer Anomaly					
Contact Reason	C222	Existing Case Open	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Customer Care - No further action needed - Closed				

Case Status History

Create Date	Status
07/24/2017 10:30 AM	Open
08/02/2017 02:09 PM	Closed
09/29/2018 06:14 PM	Closed

Initial Description

0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight

Case Comments

Date	Comment
07/24/2017	CQI Survey Record Received - DATE : 07/24/2017 Survey Number : Quality Survey ID Number: Survey Date : 07/22/2017 VIN Complete 17 CQI Comments : \How to get the rear door noise fixed without char ge.
07/26/2017	Status update provided via email to the following email address My name is Denietra, and I am following up on a survey that you recently completed regarding your (2016 DODGE GRAND CARAVAN). I have attempted to contact you at but no number was on file. We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are one way we have to learn of problems and opportunities desired by customers. Given the many variables involved, we recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. If you require further assistance from DODGE, please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling DODGE Customer Assistance at (800)423-6343. Thank You, Denietra End of Status Update

Email(s)

Date	10/01/2018	**Subject**	Hi My name is Denietra, and I a		
From		**To**	**Sent Date/Time**	07/26/2017 21:04 PM	

Hi
My name is Denietra, and I am following up on a survey that you recently completed regarding your (2016 DODGE GRAND CARAVAN). I have attempted to contact you at but no number was on file. We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are one way we have to learn of problems and opportunities desired by customers. Given the many variables involved, we recommend contacting your authorized dealership to
arrange an appointment for proper diagnosis and repair. If you require further assistance from DODGE, please contact us and we will be happy to assist
you in resolving your vehicle concerns. You may contact us back by calling DODGE Customer
Assistance at (800)423-6343.
Thank You,
Denietra

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/27/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/15/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	54,312 Miles	**Market**	U	**Language**	English
Contact Email	nobody@external.fcagroup.com	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	SAN JOSE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60559	FREMONT CHRYSLER DODGE JEEP RAM		**Dealer Phone**	5106568700
Dealer Address	39639 BALENTINE DR				
	NEWARK		CA	94560 5377	USA
Dealer Zone	California	**Sales District**		**Service District**	F
Subject	The sliding door will not open				
Synopsis	Customer needed rental while waiting for repairs of door on vehicle. Customer went to appointment and did not want to pay the diagnosis fee, took the vehicle home, and has no new appointment in 10 days. Agent advised of case closure in voicemail.				
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/27/2017 12:36 AM	Open
08/15/2017 04:31 PM	Closed
09/29/2018 01:54 PM	Closed

Initial Description

0123031110-Product,Body / Trim / Paint Finish,Body Hardware,Broken, Cracked,F. Door-Driver,Left Front Door Hardware - Broken, Cracked,The sliding door will not open

Case Comments

Date	Comment
07/27/2017	Briefly summarize why the customer is contacting Chrysler: The customer is very concern about the safety of her children in the vehicle because the sliding doors will not open. She went to one dealership and they told her that they will not be able to look at her vehicle until August 09 2017. The customer stated she will not be putting her children back in the vehicle until we can fix it correctly. She was told that they are unable to leave the vehicle because there lot is too small for extra vehicles. The customer stated that she does not want to drive the vehicle until it is repair but was told by the dealership that they are unable to authorize a rental . Briefly summarize what the customer is expecting: Customer is seeking a rental vehicle.
07/27/2017	Customer seeking assistance with: Sliding doors Customer expecting: Rental Vehicle Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone numbe[redacted]arliest call time:anytime Latest call time:anytime Updates via text: Y[redacted] Updates via email: N Vehicle location: Customer Date and Time of Appointment: August 09 2017 Confirmed appointment with: Fremont Chrysler Dodge Jeep Ram Customer in rental: N Authorized by:N/A Rental start date: N/A
07/27/2017	TL Matrix Override: Delay in repair and appointment scheduling
07/27/2017	Customer is contacting to speak to their CM as it is a one business day call back time frame. Agent advised the Customer their CM would be following up today and if not to contact CAC tomorrow and investigation would be pursued.
07/27/2017	********** Create Prep Sheet ********** Prep sheet was saved successfully.
07/27/2017	* * * * * * * * * District 71 O * * * * * * * * * OOW: Out of basic MVP: None Household: 1 used 0 New
07/27/2017	Agent attempted to contact dealer Service Advisor Karina@ Normandin DLR ,however, SA not available. Left message for a return call at extension 40457
07/28/2017	Agent contacted Service Advisor Cindy @ Normandin DLR who stated their earliest repair date is 8/14.
07/28/2017	Agent contacted Service Advisor @ Steven's Creek DLR who stated they don't have body work but there is a phone number for their body shop they use is 408 559 8633
07/28/2017	Agent contacted Service Advisor Oscar @ Boardwalk DLR however SA was not available and left message for ext. 40457
07/28/2017	Agent contacted Service Cashier @ Stone ridge DLR however they were not available and left message for ext. 40457

Date	Comment
07/29/2017	Agent contacted customer and explained that there would be no rental authorized until the diagnosis is occurring. She is concerned that she does not have 4 door access, She feels in case of an emergency that her [redacted] children in the back seats are unsafe in the vehicle. Agent asked for verification of what is occurring and she stated the left side door wont lock, open or engage the safety alarm. The right side door will not lock and alarm wont engage. 1 side does not open the other side. Customer believes that the vehicle should not be on the road and that a rental should be provided. Agent explained per policy that the rental would be provided if it was needed after the diagnosis and would not be considered before the appointment .Agent explained other DLR's with no availability and explained that customer can receive their own rental but that corporate would not be responsible for rental until after the diagnosis. Customer disagreed and asked to speak to someone that can give her a better answer and terminated the call.
07/29/2017	CONTACT UPDATE - Customer was contacted today at 07/28/2017 8:06:44 PM Customer was provided with agent's extension: 40457
07/31/2017	*****Supervisor Call***** Writer contacted the customer to discuss lines 53-67, customer advised that she is refusing to obtain a rental on her own, writer advised that we cannot provide a rental until diagnosis has been completed, customer feels very inconvenienced.
08/02/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40457 in voicemail explained we can consider rental once repairs begin and set follow up for 8/8 the day before set appointment to verify repair needs and appointment.
08/08/2017	Agent to keep follow up for 8/8
08/08/2017	Agent attempted to contact dealer Service Manager Larry however, SM not available. Left message for a return call at extension 40457 looking for rental after the diagnosis is complete for customer.
08/08/2017	agent contacted DLR and spoke with SM Larry who stated the vehicle has never been there before and is not sure what the diagnosis will find. Agent authorized rental strictly for diagnosis until they know what is wrong with the vehicle If it is a malfunction or an electrical issue we can consider goodwill. If it is body shop work than we will not guarantee assistance.
08/08/2017	Agent attempted to contact customer, however, customer was not available and was not able to leave a message
08/11/2017	Agent attempted to contact dealer Service Manager Larry however, SM not available. Left message for a return call at extension 40457 looking for results from diagnosis and next steps.
08/11/2017	Agent contacted DLR and spoke with SA Cynthia who stated that the appointment was not missed but that the customer did not want to pay the diagnosis fee of $175. refused to authorize that diagnosis and left with the vehicle.
08/11/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40457 in voicemail explained that without a new appointment set by 8/15 then the case would be closing.
08/15/2017	Agent contacted DLR and spoke with SA Cynthia who stated the customer does not have a new appointment set at this time.
08/15/2017	Thank you for allowing Chrysler Customer Care the opportunity to address your concern and we are sorry that we were not able to resolve your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a Chrysler customer.
08/15/2017	Was the customer in a rental? offered not used Did the customer have a co-pay? no repair What is the RO #? NA Does the SM have the CAIR #? If no, provide it. Review and Confirm the DM Notes with the SM while on the phone. Does the SM have everything needed from Customer Care to process the claim?
08/15/2017	CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer's concerns as documented in the reason codes have been addressed with the customer.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYT53	**Vehicle**	CHRYSLER TOWN & COUNTRY S WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/31/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/10/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	8,946 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	EUCLID	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45555	GANLEY VILLAGE CHRYSLER DODGE JEEP		**Dealer Phone**	4403544368
Dealer Address	2115 MENTOR AVE				
	PAINESVILLE		OH	44077 1369	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	E
Subject	Cruise Control - Defective				
Synopsis					
Customer Anomaly	Electronics				
	Cruise Control/Speed Limiter				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	17	Cruise control or speed limiter issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/31/2017 10:30 AM	Open
08/10/2017 03:27 PM	Closed
09/29/2018 02:21 PM	Closed

Initial Description

0464250000-Corporate,Survey By-Pass,Outbound Recall Follow Up,Default,Default,Outbound Recall Follow Up,Outbound Recall Follow Up
0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight
0108950200-Product,Electrical,Cruise Control,Defective,Default,Cruise Control - Defective,Cruise Control - Defective

Case Comments

Date	Comment
07/31/2017	CQI Survey Record Received - DATE : 07/31/2017 Survey Number [redacted] Quality Survey ID Number: [redacted] urvey Date : 07/29/2017 VIN Complete 17 [redacted] CQI Comments : \Cruise control and auto door locks. When you call don't mask your number. 216 832 7342
08/10/2017	Agent contacted customer about the recent survey completed on the vehicle. Agent left a message with customers voicemail.
08/10/2017	Status update provided via email to the following email addres[redacted]My name is Arbrielle, and I am following up on a survey that you recently completed regarding your 2016 Chrysler Town & Country. I have attempted to contact you at [redacted] and left messages requesting a call back to discuss your concerns further, however I have been unsuccessful. We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are one way we have to learn of problems and opportunities desired by customers. Given the many variables involved, we recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. If you require further assistance from Chrysler, please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Chrysler Customer Assistance at 800-247-9753. Thank You, Arbrielle End of Status Update

Email(s)

Date	10/01/2018	**Subject**	Hi [redacted] My name is Arbrielle, and I am f		
From		**To**	**Sent Date/Time**	08/10/2017 15:26 PM	

Hi [redacted],
My name is Arbrielle, and I am following up on a survey that you recently completed regarding your 2016 Chrysler Town & Country. I have attempted to contact you at [redacted], and left messages requesting a call back to discuss your concerns further, however I have been unsuccessful.
We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are one way we have to learn of problems and opportunities desired by customers.
Given the many variables involved, we recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.
If you require further assistance from Chrysler, please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Chrysler Customer Assistance at 800-247-9753.
Thank You,
Arbrielle

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/01/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/11/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	42,991 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**ct Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	JACKSONVILLE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	43652	DARCARS ORANGE PARK CHRYSLER DODGE		**Dealer Phone**	9047775500
Dealer Address	7233 BLANDING BOULEVARD				
	JACKSONVILLE		FL	32244 4503	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	F
Subject	Sliding Door Hardware - Buzz, Squeak, Rattles				
Synopsis	Sliding Door Hardware - Buzz, Squeak, Rattles /am3352 8/10/17				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/01/2017 08:47 PM	Open
08/11/2017 07:48 PM	Closed
09/29/2018 05:01 PM	Closed

Initial Description

0123039409-Product,Body / Trim / Paint Finish,Body Hardware,Buzz, Squeak, Rattles,Door-Sliding,Sliding Door Hardware - Buzz, Squeak, Rattles,Sliding Door Hardware - Buzz, Squeak, Rattles

Case Comments

Date	Comment
08/01/2017	Customer seeking assistance with: Customer contacted dodge in regards to possible goodwill assistance with repairs for the latch actuator on her vehicle. Customer stated that when she was inside of her basic manufactures warranty she advised the SA of the issue but was advised it wasn't a issue at the time. Agent contacted SA Claude who advised the agent that the vehicle was brought into the DLR in march for an update at that time she may have advised the SA but he doesn't remember because he didn't note the issue, SA advised that he still inspected the entire vehicle so at that time it wasn't a problem. SA advised that because he doesn't recall if the customer brought the issue up but he will also try escalating the issue up to his SM but he can't promise the customer anything as of now. Customer Customer expecting: Goodwill assistance with latch actuator repair. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: 8am Latest call time: 8pm Updates via text: Y [redacted] Updates via email: Y [redacted] Vehicle location: Customer Date and Time of Appointment: Tuesday August 8, 2017 11:30am Confirmed appointment with: Dealer Customer in rental: N Authorized by: Rental start date: [Date]
08/02/2017	********** Create Prep Sheet ********** Prep sheet was saved successfully.
08/02/2017	OOW: OUT OF BASCIE 5YR/60,000 MVP: NONE HOUSEHOLD : 1 USED
08/02/2017	Writer called to confirm appointment with dealer was put on hold no one ever picked up sending task to dealer to confirm
08/02/2017	Task To Dealer: To SM MY name is Anna with FCA customer care I recently called your dealership to get an appointment confirmed for repairs on a 2016 DODGE WAG GRAND CARAVAN R/T ON Vin # [redacted] or latch actuator repair. I was put on hold and no one ever answered the phone I realize you are busy if you can please confirm appointment for the customer by responding to this message or calling 800-763-8422 extension 40397
08/02/2017	Writer called to speak to the customer she said they took it in at 35,000 miles due to rattling and they could not find anything wrong and now its gotten worse so they took it in on 8/1/17 and they told them it was the latch actuator that needed repaired customer is concerned she will have to pay now that is just out of warranty spoke to SA Clyde advised once I am able to speak to them advised will follow up on Monday 8/7/17
08/07/2017	Writer spoke to SA Cluade who stated customer is not under warranty and she stated he told him about it before it was out of warranty he does not recall he r mentioning anything he remembers oil changes and a PCM update never hinges he stated parts have arrived total cost of the part and repairs
08/07/2017	222.00 plus labor 329.87 for a total of 551.87 he quoted customer with tax 584.95 he is not sure SM will do RA he will check with him and get back to me
08/07/2017	Writer called to speak to customer on repairs advised could not offer any type of assistance until I researched all avenues including speaking with SM at he dealership advised will follow up with her as soon as I have an update on the repairs advised parts are in
08/07/2017	[redacted] alled in to speak to AM3352 and was sent to AM3352.
08/07/2017	Customer called to dispute charges fro repair still feels it should be covered under warranty advised it is no longer under warranty however we are trying to assist with the repair no guarantee
08/08/2017	Vehicle is at the dealership - ORANGE PARK CHRYSLER JEEP DODGE (43652) Update triggered by S17679E

Date	Comment
08/09/2017	Writer spoke to SM Russ who stated he repaired vehicle with a 50.00 copay as goodwill from the dealer Was the customer in a rental? no If yes, how many days? Did the customer have a co-pay? yes If yes, how much? $50.00 + tax What is the RO # [redacted] ODM;42991 Does the SM have the CAIR #?yes If no, provide it. Review and Confirm the DM Notes with the SM while on the phone.na Does the SM have everything needed from Customer Care to process the claim?yes
08/09/2017	CONTACT UPDATE - Customer was contacted today at 08/02/2017 5:32:19 PM Customer was provided with agent's extension: 40397
08/09/2017	Writer called to speak to customer and confirm satisfaction with her repairs advised dealer good willed with 50.00 copay and since repair is completed I will close the case in2 business days if she ahs nay questions to call us back Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and we hope we were able to resolve your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case, therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.
08/11/2017	CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer's concerns as documented in the reason codes have been addressed with the customer.
08/11/2017	approved to close

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYT53	**Vehicle**	CHRYSLER TOWN & COUNTRY S WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/01/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/11/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	11,707 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	AURORA	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45120	NAPERVILLE CHRYSLER JEEP DODGE RAM		**Dealer Phone**	6305058282
Dealer Address	1565 W OGDEN AVE				
	NAPERVILLE		IL	60540 3906	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	B
Subject	will not open or close at times or open on its own				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/01/2017 09:07 PM	Open
08/11/2017 03:07 PM	Closed
09/29/2018 03:57 PM	Closed

Initial Description

0108505700-Product,Electrical,Lamps and Switches,Intermittent or Inoperative,Default,Lamps and Switches - Intermittent or Inoperative,some lights not always coming on
0108630000-Product,Electrical,uConnect Cellular System,Other,Default,uConnect Cellular System Inquiry,messages coming up for no reason
0108255700-Product,Electrical,Power Door Lock / Deck Lid,Intermittent or Inoperative,Unknown,Power Door Lock / Deck Lid - Intermittent or Inoperative,will not open or close at times or open on its own

Case Comments

Date	Comment
08/01/2017	Briefly summarize why the customer is contacting Chrysler: Customer states taken to DLR 6 times, still has issue. Sometimes the doors won't open or will unlock by themselves. Customer states at times a message will come up phone call ended and customer never made a call. Back door would not close today. Customer states when she purchased vehicle she was having issues with doors back then. Briefly summarize what the customer is expecting: To get issues resolved.
08/01/2017	Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: any time after 10 a.m. Latest call time: any Updates via text: Y/N [redacted] Updates via email: Y/N [redacted] Vehicle location: [Customer/] Date and Time of Appointment: [8/02/17]. Confirmed appointment with: [NAPERVILLE CHRYSLER JEEP DODGE RAM 45120] Customer in rental: Y/ starting when vehicle dropped off on 8/01/17 Authorized by: DLR Rental start date: [8/01/17]
08/01/2017	***customer also would like it known she is having issues with lights not always coming on and is concerned because of her issues being electrical concerned about possible fires.
08/01/2017	Status update provided via email to the following email address: [redacted] Here is your case no [redacted] End of Status Update
08/01/2017	override SG893
08/02/2017	********** Create Prep Sheet ********** Prep sheet was saved successfully.
08/02/2017	Vehicle is at the dealership - NAPERVILLE CHRYSLER JEEP DODGE RAM (45120) Update triggered by s60363b
08/02/2017	**********Case Management - District P********** OOW: In basic and powertrain MVP: Active WMT5100N Household: 1 New, 2 Used
08/02/2017	Status update provided via email to the following email address [redacted] Hello, my name is Collin and I am contacting you on behalf of Tawnia, who has been assigned as your Case Manager. This email is confirmation that your case, [redacted] was successfully escalated to her. Her office hours are from 9 AM to 4:30 PM Mountain Time. Her contact information is 800-763-8422 Ext. 40306. If she is unavailable and you wish to speak with another case manager about your case, please contact me at extension 40492. Thanks again for being one of our valued customers! If your preferred telephone number mentioned above isn't correct, please reply with the correction. End of Status Update
08/04/2017	Agent attempted to contact dealer SA Mark, however, SA Mark not available. Left message for a return call at extension 41049. CS requesting status update, CS left contact info.
08/04/2017	CS contacted Customer, CS gave contact info.
08/08/2017	Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40306
08/08/2017	Writer emailed SM Tim.
08/08/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40415

Date	Comment
08/09/2017	DEALER Received voicemail from SM Tim stating the vehicle has been repaired and picked up.
08/10/2017	CUSTOMER CS contacted customer a[redacted]nformed customer since repairs have been completed case will be closed tomorrow and of satisfaction survey. If anything comes back up give us a call and we can reopen the case.
08/11/2017	CLOSED LOOP UPDATE - no need for additional follow-up.
08/11/2017	DEALER Mileage 11,707 Was the customer in a rental? No Did the customer have a co-pay? No What is the RO #?[redacted]Does the SM have the CAIR #? If no, provide it. Review and Confirm the DM Notes with the SM while on the phone. Does the SM have everything needed from Customer Care to process the claim? Yes

Email(s)

Date	10/01/2018	***Subject***	Hello, my name is Collin and I am contacting you o		
From		***To***	***Sent Date/Time***	08/02/2017 22:46 PM	

Hello, my name is Collin and I am contacting you on behalf of Tawnia, who has been assigned as your Case Manager.
This email is confirmation that your case[redacted]was successfully
escalated to her. Her office hours are from 9 AM to 4:30 PM Mountain Time.
Her contact information is 800-763-8422 Ext. 40306. If she is unavailable
and you wish to speak with another case manager about your case, please
contact me at extension 40492. Thanks again for being one of our valued customers!
If your preferred telephone number mentioned above isnÂ't correct,
please reply with the correction.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/02/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/11/2017	**Origin**	Email	**Reason**	New problem
Mileage	48,258 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**tact Phone**		**Contact Mobile**	9102748129
Caller Address	[redacted]			**Source**	Customer
Caller City	HAMPSTEAD	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	66933	NEUWIRTH CHRYSLER DODGE JEEP RAM F		**Dealer Phone**	9107991815
Dealer Address	219 S COLLEGE RD				
	WILMINGTON		NC	28403 1609	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	M
Subject	Customer having repeat issues				
Synopsis	Customer has not expressed any concerns about her vehicle since she picked it up from DLR.				
Customer Anomaly	Gears & Transmission				
	Automatic Gearbox				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	45	Automatic Gearbox issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/02/2017 07:05 AM	Open
08/17/2017 07:46 PM	Closed
08/17/2017 10:04 PM	Reopen
10/11/2017 05:57 PM	Closed
09/29/2018 01:18 PM	Closed

Initial Description

0121080200-Product,Transmission / Transaxle,Automatic Trans / Transaxle,Defective,Default,Automatic Trans / Transaxle - Defective,Customer having repeat issues

Case Comments

Date	Comment
08/02/2017	Continued from CAI[redacted]
08/02/2017	Customer has been having transmission issues with the vehicle. Customer has had the vehicle to the DLR for repair but the issues remain. Customer seeking a permanent resolution to the issues.
08/02/2017	Customer seeking assistance with: [Customer having ongoing issues with the transmission in the vehicle]. Customer expecting: [A permanent resolution to the concerns]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: Latest call time: Updates via text: N [Mobile number] Updates via email: Y[redacted] Vehicle location: [Dealer] Date and Time of Appointment: [Insert Date and Time]. Confirmed appointment with: [Dealer and Dealer Contact] Customer in rental: N Authorized by: Rental start date: [Date]
08/02/2017	**Override by SME JB1781**
08/04/2017	********* Case Management - District M (66) ********* OOW: Basic, Emissions, Adjustment, Air Conditioning – all are within DLR Goodwill if mileage is accurate MVP: None Household: 0 New, 1 Used Owner #: Second Owner
08/04/2017	********** Create Prep Sheet ********** Prep sheet was saved successfully.
08/04/2017	Writer spoke with SA Vincent at 910-799-1815, opt. 1, to ask if vehicle is at DLR or obtain an update. Writer was advised the vehicle was last seen at DLR on 5/18. SA stated DLR recommended a tune-up and 30,000-mile maintenance per manufacturer recommendations, and would like to check the vehicle for available software updates that may be needed. DLR hasn't seen vehicle since 5/18/2017 at 41,192 miles, at which time the transmission was replaced under warranty. SA advised customer stated she was going to visit selling DLR to have recommended maintenance performed, as described. Writer will contact customer to ask how CAC can be of assistance.
08/04/2017	CONTACT UPDATE - Customer was contacted today at 1445 MST. Customer was provided with agents' extensions: 40317 (Greg) and 40321 (Dave). Writer LVM for customer at[redacted] to provide Writer's info and have customer call ext. 40317 to advise how CAC can be of assistance, or to call DLR to make an appt, and call Writer. Writer will call again on Wed, 8/9.
08/04/2017	Status update provided via email to the following email address:[redacted] Hello, my name is Greg, and I have been assigned as your Case Management Specialist. This email is confirmation that your case, [redacted] was successfully escalated to me. After reviewing the details of your case, I left you a voicemail at the phone number we have on file, 910-274-8129. If this phone number is not correct, or if you would prefer we contact you at a different phone number, please reply to this email with the correction. My office hours are Monday through Friday from 8:30 AM to 5:00 PM Mountain Time. My contact information is 800-763-8422 ext. 40317. If I am unavailable and you wish to speak with another case manager right away, please contact Dave at extension 40321. Greg Sr. Case Specialist Dodge Customer Care 800-763-8422, ext. 40317 End of Status Update
08/05/2017	Hello, just wanted to touch base to see if there was any information about the repair for my car? Thank you,[redacted] ***END OF CUSTOMERS RESPONSE*****

Date	Comment
08/05/2017	Dear [redacted], I see from the file that your Case Manager has now been in touch with you. Please work with your Case Manager to the resolution of your issues. Sincerely, Royal Customer Service Representative Dodge Customer Assistance Center *****END OF CAC RESPONSE******
08/07/2017	Writer LVM for customer at [redacted], returning customer's inquiry, and asking where customer's vehicle is located, as DLR 66933 does not have it (lines 32-33). Writer will follow up as planned.
08/07/2017	Customer [redacted] requested to speak to Case Specialist . Transferred to GD1574
08/07/2017	[redacted]9 has been activated for text message communication.
08/07/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8078GD****** Hello, this is Greg from Dodge Customer Care. As we discussed, I will be texting you status updates regarding your case, [redacted]. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
08/07/2017	Customer spoke with Writer. Customer reiterated she didn't have the "upsell work" recommended by SA, as they were recommending routine maintenance items at 30,000 miles that customer's manual states don't need to be done until 60,000 miles. Customer took her vehicle to her selling DLR, who stated the problem is with this transmission, and recommended a kit that should fix it. Customer is driving the vehicle right now, and need a vehicle for work, so was unable to leave it. The transmission is still jerking going into and out of gear. The most common problems are when starting to move from a stop or on takeoff, the transmission jerks shifting into gear. Also, when increasing speed to pass, the RPMs go to 7,000, but the transmission doesn't actually shift. In addition, the driver's-side sliding door will lock, but not unlock and open, even with the key fob. Writer will contact DLR 41650 to schedule an appt and arrange alternate transportation. Customer stated later in the day is better. Writer will text appt details to customer.
08/07/2017	Writer spoke with SM Cleve at 910-347-3777, opt. 1, to schedule a late appt and arrange alternate transportation. Appt is set for Wed, 8/9 at 1600. Alternate transportation will be available. Writer will text customer to advise.
08/07/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8078GD****** Hi[redacted]! I have you set up at National Dodge for Wednesday, August 9th, at 4:00 pm. I have let Cleve, the Service Manager, know about both your transmission *****END OF TEXT MESSAGE SENT TO CUSTOMER******
08/07/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8078GD****** concerns, and your driver's-side sliding door, as we discussed. I told Cleve that you would be taking a test drive and expecting alternate transportation to be *****END OF TEXT MESSAGE SENT TO CUSTOMER******
08/07/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8078GD****** provided. I will plan on following up with them on Thursday, August 10th, and will contact you either on that day or by Friday, August 11th to provide an update *****END OF TEXT MESSAGE SENT TO CUSTOMER******
08/07/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8078GD****** on your vehicle. Please let me know if you need anything between now and
08/07/2017	then. Thank you! *****END OF TEXT MESSAGE SENT TO CUSTOMER******
08/08/2017	Text message received from [redacted]
08/08/2017	Text message received from [redacted]
08/08/2017	********** Start SMS Reply From Customer ********** Phone Number: 1[redacted] Recieved Date: Tue Aug 08 11:37:28 EDT 2017 Text: I don't mean to be difficult. I am sorry. I wanted to see if Monday would be possible. I could come early morning after 230. My [redacted] and it has this weeks schedule off kilter. Text message reviewed. Decision not to post. ********** End SMS Reply From Customer **********
08/08/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8078GD****** Certainly understandable. I will change your appointment to Monday afternoon and let you know when I have it rescheduled. In the meantime, I wish your daughter *****END OF TEXT MESSAGE SENT TO CUSTOMER******
08/08/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8078GD******[redacted]! *****END OF TEXT MESSAGE SENT TO CUSTOMER******
08/08/2017	Text message received from [redacted]
08/08/2017	********** Start SMS Reply From Customer ********** Phone Number: 1[redacted]Recieved Date: Tue Aug 08 14:16:20 EDT 2017 Text: Thank you very much! ********** End SMS Reply From Customer **********
08/08/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8078GD****** My pleasure. I am on the phone waiting to talk to someone now. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
08/08/2017	Writer attempted to contact SA at 910-347-3777, ext. 1, to reschedule customer's appt to Mon, 8/14. SAs not available. Writer will try back later.
08/08/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8078GD****** I was unable to get ahold of anyone just now, but I will try again later today and let you know! *****END OF TEXT MESSAGE SENT TO CUSTOMER******
08/08/2017	Text message received from [redacted]
08/08/2017	Writer spoke with Service Receptionist Kristi at 910-347-3777, ext. 1, to reschedule appt to Mon, 8/14. Appt is scheduled for Mon, 8/14, at 1500. Writer will contact customer to advise, and follow up on Tue, 8/15.
08/08/2017	********** Start SMS Reply From Customer ********** Phone Number: 1[redacted]Recieved Date: Tue Aug 08 14:29:10 EDT 2017 Text: Thank you! ********** End SMS Reply From Customer **********
08/08/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8078GD****** Hi[redacted]. I have you scheduled for Monday, August 14th, at 3:00 instead. Please let me know whether that works for you, and we will plan on it then! *****END OF TEXT MESSAGE SENT TO CUSTOMER******
08/08/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8078GD****** If that does work, I will plan on contacting the dealership on Tuesday, 8/15, for an update, and I will contact you again either on Tuesday, or for sure by *****END OF TEXT MESSAGE SENT TO CUSTOMER******
08/08/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8078GD****** Wednesday, August 16th, to provide an update. Thank you! *****END OF TEXT MESSAGE SENT TO CUSTOMER******
08/08/2017	Text message received from [redacted]
08/09/2017	********** Start SMS Reply From Customer ********** Phone Number:[redacted] Recieved Date: Tue Aug 08 17:03:30 EDT 2017 Text: That is great! Thank you ********** End SMS Reply From Customer **********
08/09/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8078GD****** My pleasure. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
08/14/2017	Vehicle is at the dealership - NATIONAL DODGE CHRYSLER JEEP RAM (41650) Update triggered by s26043d
08/15/2017	Writer spoke with SA Mike at 910-347-3777, opt. 1, to obtain RO details. SA advised DLR checked it out, found no fault codes, but customer was complaining about an RPM surge and transmission jerk. SA stated the vehicle was in Econ mode. DLR turned that off, road tested the vehicle, found no issues, and sent the customer on her way. SA stated DLR has not heard from the customer since. Writer will contact customer to follow up. Was the customer in a rental? No. Did the customer have a co-pay? No. What is the RO #?[redacted] Does the SM have the CAIR #? Yes. No DM Notes. Mileage: 46,980 Does the SM have everything needed from Customer Care to process the claim? n/a
08/15/2017	Writer LVM for customer at [redacted] to relay lines 194-199, and to move the case into a two-day closeout. Writer will call on Thu, 8/17, to close the loop.

Date	Comment
08/17/2017	CLOSED LOOP UPDATE - no need for additional follow-up. Writer LVM for customer at 910-274-8129 to close the loop. Writer advised the case will be closed, and provided 800-4ADODGE and the survey paragraph.
08/17/2017	Status update provided via email to the following email address: [redacted] Thank you for allowing Dodge Customer Care the opportunity to address your concern; I hope it was resolved to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a Dodge customer. End of Status Update
08/17/2017	approved to close
08/17/2017	[redacted] called and was returning call from CS GD1574. WRITER transferred caller to CS GD1574 at X40317 for assistance today.
08/17/2017	Customer spoke with Writer. Customer advised her vehicle is still doing the same things it was before, but to a lesser extent, and she would like to take it in to have it diagnosed. For convenience in customer's schedule and travels, she requested to take it to DLR 66933 instead of DLR 41650. Writer will contact DLR on Fri, 8/18, to arrange alternate transportation and schedule a late-afternoon appt, and call customer to advise.
08/18/2017	Writer attempted to contact SM Matt at 910-799-1815, opt. 1, to arrange alternate transportation and a late-afternoon appt for customer.
08/18/2017	SM unavailable. Writer will try back later.
08/18/2017	SM Matt LVM for Writer, requesting a callback to schedule an appt, but stated it may be the first week of September for transmission work.
08/18/2017	Writer spoke with SM Matt at 910-799-1815, opt. 1, to arrange alternate transportation and a late-afternoon appt for customer. SM set appt for
08/18/2017	Tue, 9/5 at 1500. Writer will call customer to advise.
08/18/2017	[redacted] has been activated for text message communication.
08/18/2017	Writer LVM for customer a[redacted] to advise of lines 241-243. Writer will contact customer on Fri, 8/25, to ensure customer is still on track for her appt, and to answer any questions she may have.
08/18/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8078GD****** Hello, this is Greg from Dodge Customer Care. As we discussed, I will be texting you status updates regarding your case, [redacted]. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
08/18/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8078GD****** I just left you a voicemail with your appointment details. Please review it and let me know if you have any questions. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
08/24/2017	Writer LVM for customer at[redacted] to advise of lines 241-243 and offer assistance, if needed. Writer will call customer again on Thu, 8/31.
08/30/2017	Writer LVM for customer at[redacted] to verify customer's 9/5 1500 appt and ask customer to call ext. 40317 if customer has any questions. Writer will call again on Wed, 9/6, after following up with DLR.
09/05/2017	Text message received from 910-274-8129
09/05/2017	Vehicle is at the dealership - NEUWIRTH CHRYSLER DODGE JEEP RAM F (66933) Update triggered by s11891o
09/06/2017	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Tue Sep 05 14:48:49 EDT 2017 Text: This is [redacted]. Neuwirth does not have me on the schedule ********** End SMS Reply From Customer **********
09/06/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8078GD****** I apologize for the confusion. I did schedule it, as I mentioned to you when it was done. It looks like they were able to get you in, though, so I hope it *****END OF TEXT MESSAGE SENT TO CUSTOMER******
09/06/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8078GD****** wasn't too much trouble. I am going to call them right now for an update, and will let you know what I find out. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
09/06/2017	Writer attempted to contact SA Vincent at 910-799-1815, opt. 1, to obtain RO details and an update. SA OOO today. SA Christine will have SM Matt call Writer, else Writer will try back later.
09/06/2017	Text message received from[redacted]
09/06/2017	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Wed Sep 06 00:15:25 EDT 2017 Text: Thank you ********** End SMS Reply From Customer **********
09/06/2017	Writer attempted to contact SM Matt at 910-799-1815, opt. 1, to obtain RO details and an update. SM unavailable. Writer will try back later.
09/06/2017	Writer attempted to contact SM Matt at 910-799-1815, opt. 1, to obtain RO details and an update. No answer in Service. Writer will try back later.
09/06/2017	Writer attempted to contact SM Matt at 910-799-1815, opt. 1, to obtain RO details and an update. No answer in Service. Writer will try again on Thu, 9/7.
09/06/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8078GD****** Hi [redacted] I have been working on getting ahold of the dealership today for an update, but without success. I understand that Vincent, your service advisor, *****END OF TEXT MESSAGE SENT TO CUSTOMER******
09/06/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8078GD****** was out of the office today, anyway. I will try them again first thing tomorrow morning, and let you know when I have an update. Thank you for your patience. *****END OF TEXT MESSAGE SENT TO CUSTOMER****** Text message received from[redacted]
09/06/2017	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Wed Sep 06 17:48:48 EDT 2017 Text: Yes ********** End SMS Reply From Customer **********
09/07/2017	Writer spoke with SA Vincent at 910-799-1815, opt. 1, to obtain RO details and an update. SA stated there were no codes thrown, and no software update was available. SA stated transmission tech is at a training class today, and will check the vehicle more on Fri, 9/8. Writer will contact customer to advise, and call again on Fri, 9/8. RO [redacted] Mileage: 48,258
09/07/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8078GD****** Good morning, [redacted]. I do have a bit of an update. They have checked the vehicle, which has not thrown any codes, nor is there a software update available at *****END OF TEXT MESSAGE SENT TO CUSTOMER******
09/07/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8078GD****** this time. Vincent says the transmission tech is at a training class today, but will be back tomorrow to do some more tests. I will call Vincent again tomorrow, *****END OF TEXT MESSAGE SENT TO CUSTOMER******
09/07/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8078GD****** and contact you again to let you know what's going on. Please let me know if you need anything else in the meantime. Have a great day! *****END OF TEXT MESSAGE SENT TO CUSTOMER******
09/07/2017	Text message received from[redacted]
09/07/2017	Text message received from[redacted]
09/07/2017	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Thu Sep 07 10:59:19 EDT 2017 Text: It did not code either Phone Number: [redacted] Recieved Date: Thu Sep 07 11:00:02 EDT 2017 Text: The other r van did not code either but he found the issue to. E this kit he spoke of ********** End SMS Reply From Customer **********
09/07/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8078GD****** Looking forward to a solid update tomorrow, then. I will keep on top of it for you. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
09/07/2017	Text message received from[redacted]

Date	Comment
09/07/2017	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Thu Sep 07 11:09:52 EDT 2017 Text: Thank you ********** End SMS Reply From Customer **********
09/07/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8078GD****** My pleasure. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
09/08/2017	Writer attempted to contact SA Vincent at 910-799-1815, opt. 1, to obtain an update. SA unavailable. Writer will try back later.
09/08/2017	Writer attempted to contact SA Vincent at 910-799-1815, opt. 1, to obtain an update. SA unavailable. Writer will try back later.
09/08/2017	Writer spoke with SA Vincent at 910-799-1815, opt. 1, to obtain an update. SA stated that STAR suggested SA call PTSC, and PTSC recommended a transmission teardown to check that everything is within specs. SA stated teardown is covered by PTW. Writer will contact customer to advise, and call again on Tue, 9/12, to follow up.
09/08/2017	Writer spoke with customer a[redacted] to relay lines 360-364. Writer will call customer again by Wed, 9/13.
09/12/2017	Writer spoke with SA Vincent at 910-799-1815, opt. 1, to check the status of the teardown. SA advised that the weather caused a delay on another vehicle in front of this one, but as soon as that one is done, they will get this one in to start the teardown. SA is hoping that happens on Wed, 9/13 PM. Writer will contact customer to advise, and follow up on Fri, 9/15.
09/12/2017	Writer spoke with customer a[redacted] o advise of lines 367-372. Writer will contact customer again on Fri, 9/15.
09/15/2017	Writer attempted to contact SA Vincent at 910-799-1815, opt. 1, to check the status of the teardown. SA unavailable. Writer will try again later.
09/15/2017	Writer spoke with Morgan in Service at 910-799-1815, opt. 1, to check the status of the teardown. Morgan checked with SA, who advised that the transmission tech still has not been able to get to the vehicle to do the teardown, as he has other(s) in front of this one. Morgan stated customer can call Service directly, if she would like, to inquire after the status. Writer will contact customer to advise, and set follow up for Tue, 9/19.
09/15/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8078GD****** Hi [redacted] I just spoke with Morgan in Service, and she checked with Vincent. I apologize to have to tell you that the transmission tech is still working on a *****END OF TEXT MESSAGE SENT TO CUSTOMER******
09/15/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8078GD****** vehicle before yours. I appreciate your patience, and will set follow-up with them for Tuesday, 9/19. We will call you again by Wednesday. Please let me know if *****END OF TEXT MESSAGE SENT TO CUSTOMER******
09/15/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8078GD****** if you have any questions in the meantime. Thank you, and sorry again for the delay. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
09/20/2017	Writer called dealer spoke to Morgan in service Morgan checked ticked it stated waiting for authorization for transmission replacement.
09/20/2017	[redacted] Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40429. Dealer is waiting for permission from power train
09/20/2017	Status update provided via email to the following email address: [redacted] Hi this is Jennifer with Dodge Customer Care. I tried to reach out to you today about your 2016 DODGE GRAND CARAVAN but I was only able to leave a message. If you have any questions please call me at 800-763-8422 ex 40429 if I don't hear from you I will call you on Tuesday, September 26 . Thank you for choosing Dodge and have a great day End of Status Update
09/27/2017	[redacted] called to speak to CS JENNIFER (JP1248; EXT: 40429). Writer transferred customer to the CS's VM, as CS isn't currently available to assist customer.
09/27/2017	Status update provided via email to the following email address: SD1552@chrysler.com 9/27/2017- Please contact customer within 1 business day.*JL2084 CAIR #[redacted] CAIR Customer [redacted] nd of Status Update
09/29/2017	Status update provided via email to the following email address: [redacted] ello, my name is Kia and I have been assigned as your Case Manager. This email is confirmation that your case, was successfully escalated to me. After I review the details of your case, I will be calling you at your preferred number, [redacted] My office hours are from 8:30 AM to 5:00 PM (Eastern). My contact information is 844-378-0573 Ext. 82029. If your preferred telephone number mentioned above isn't correct, please reply with the correction. End of Status Update
09/29/2017	Hello, my name is Kia and I have been assigned as your Case Manager. This email is confirmation that your case, was successfully escalated to me. After I review the details of your case, I will be calling you at your preferred number, [redacted] My office hours are from 8:30 AM to 5:00 PM (Eastern). My contact information is 844-378-0573 Ext. 82029. If your preferred telephone number mentioned above isn't correct, please reply with the correction.
10/03/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T3995S0****** hi [redacted] my name is kia, I am your new case manager here at FCA. I called the Dealership to see where they were at in the process of repairing your vehicle. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
10/03/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T3995S0****** I got no answer. but I did leave a message. so I am just waiting to get a call back from your Service advisor Vincent for further update on your repairs. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
10/03/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T3995S0****** if you have any questions please feel free to call me. my phone number is 844-378-0573 ext. 82029. Have a wonderful day :) *****END OF TEXT MESSAGE SENT TO CUSTOMER******
10/03/2017	Text message received from [redacted]
10/04/2017	CM spoke to DLR , SA Vincent was not available. was off for the day, spoke to a different SA who states that they are waiting for a part and the vehicle is there at the DLR. states to call Vincent first thing in the morning.
10/06/2017	CM spoke to DLR SA Vincent which states that vehicle is ready, and he called the customer and left her a VM telling her she can come pick up her vehicle first thing Monday morning. CM called customer LVM telling her she can pick up her vehicle first thing Monday morning. left ext 82029
10/06/2017	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Tue Oct 03 14:28:27 EDT 2017 Text: Thank you ********** End SMS Reply From Customer **********
10/06/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T3995S0****** Hi [redacted] this is Kia with FCA Your car is ready to be picked up at the Dealership. you can pick it up first thing Monday morning. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
10/06/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T3995S0****** i will be calling you Monday to check to see if you have picked up vehicle and how is it doing. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
10/06/2017	Text message received from [redacted]
10/06/2017	********** Start SMS Reply From Customer ********** Phone Number [redacted] Recieved Date: Fri Oct 06 16:46:24 EDT 2017 Text: Thank you ********** End SMS Reply From Customer **********
10/09/2017	CM spoke to customer. she will be picking up her vehicle in about a hour. CM informed customer that we will be calling her to check on vehicle and how it is running on 10/11 10/12. informed customer if she has any concerns in-between that time to feel free to give me a call or text me
10/11/2017	CM spoke to customer. Customer vehicle is driving fine. will be closing case.

Email(s)

Date	10/01/2018	***Subject***	Hello, my name is Kia and I have been assigned as		
From		***To***	***Sent Date/Time***	09/29/2017 20:51 PM	

Hello, my name is Kia and I have been assigned as your Case Manager.
This email is confirmation that your case, was successfully
escalated to me. After I review the details of your case, I will be calling
you at your preferred number, [redacted].
My office hours are from 8:30 AM to 5:00 PM (Eastern).
My contact information is 844-378-0573 Ext. 82029.
If your preferred telephone number mentioned above isnÂ't correct,
please reply with the correction.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/02/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/05/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	29,137 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	ST CLAIR SHORES	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	26016	JIM RIEHL'S FRIENDLY CHRY JEEP INC		**Dealer Phone**	8775590811
Dealer Address	32899 VAN DYKE AVE				
	WARREN	MI	48093 8139	USA	
Dealer Zone	Great Lakes	**Sales District**		**Service District**	A
Subject	moon roof leaks				
Synopsis	customer called in reopened case due to passenger side door issues. Repairs complete customer was satisfied . SC was added. Closing case.				
Customer Anomaly	Body				
	Convertible Top				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	6	Convertible Top Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/02/2017 08:29 PM	Open
08/21/2017 03:02 PM	Closed
08/29/2017 05:06 PM	Reopen
09/05/2017 03:00 PM	Closed
09/29/2018 01:08 PM	Closed

Initial Description

0203014800-Dealer,Parts,Transaction,Delayed Receipt of Order,Default,Delayed Receipt of Ordered Parts,Delayed Receipt of Ordered Parts
0123001100-Product,Body / Trim / Paint Finish,Unknown,Broken, Cracked,Unknown,Body / Trim / Paint Finish - Broken. Cracked,sliding right door does not open
0108110000-Product,Electrical,Remote/Key Fob,Default,Default,Remote/Key Fob,panic button goes off
0123446500-Product,Body / Trim / Paint Finish,Conv Top / Sunroof / T-Top,Leaks,Default,Convertible Top / Sunroof / T-Top - Leaks,moon roof leaks

Case Comments

Date	Comment
08/02/2017	Briefly summarize why the customer is contacting Chrysler: Customer contacted seeking assistance as she states she was told this was a brand new vehicle when she bought it, but then found out someone owned it for 100 miles and returned it. States that she has had nothing but issues. States that every time it rains, her moon roof leaks, the panic button goes off randomly, and that the right passenger sliding door does not work. States her vehicle is at the DLR but she has been waiting for them to diagnose and replace the issue. - Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: 8 AM Latest call time: 8 PM
08/02/2017	line dropped with customer, attempted call back, left VM. ** NEXT AGENT** see next steps
08/02/2017	Customer advised that they would be contacted within one (1) business day, by COB their time [redacted] Preferred afternoon/evening call back number is [redacted] Customer email address for case updates [redacted] Would customer like to receive updates via text message? (Y/N) y Mobile numb [redacted] Who has possession of the vehicle? (Owner/Dealer/IRF) owner Has the vehicle been diagnosed by a CDJR dealer within the last 30 days? (Y/N) y If a CDJR dealer has diagnosed within 30 days, what is the dealer name or code? 45531 If a CDJR dealer has not diagnosed within 30 days, when is the customer's appointment scheduled? Date: Time: Confirmed appointment at [dealer code] with [name] Is the customer in a rental? (Y/N) Who authorized? From what date? Reassigned to 88F
08/02/2017	Approved by DH1013 for escalation.
08/04/2017	********** Create Prep Sheet ********** Prep sheet was saved successfully.
08/04/2017	OOW: in basic/ powertrain MVP:none Household: 1 new 0 used
08/04/2017	Writer called DLR who stated customer hasn't brought the vehicle in the last time it was there was awhile back and just for an oil change it was never brought to there attention.
08/04/2017	CONTACT UPDATE - Customer was contacted today at [2:13]. Customer was provided with agent's extension: [40467].
08/04/2017	Writer called customer who stated that she is frustrated that the door stops working and that electrical damage due to the water leak, the fob key stops working, and sometimes the vehicle will not turn on for a half hour. Customer stated that the DLR cant diagnose the vehicle. Writer advised the customer we could take it to a different DLR if she felt more comfortable, Customer is in warranty so DLRs would be willing to help. Writer will follow up Monday with an appointment date.
08/07/2017	[redacted]as been activated for text message communication.

Date	Comment
08/07/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1749M1****** Hello this is Michelle with Chrysler I was just wondering if you found a different dealer that you would like to take your vehicle to *****END OF TEXT MESSAGE SENT TO CUSTOMER******
08/07/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40467 Writer stated on VM we also sent text stated lines 59-60 if no answer will follow up on 8/9/17
08/09/2017	Writer called customer who stated she found a different DLR and is going to try to make an appointment on Monday.
08/09/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1749M1****** is there anyway I could get the dealers phone number from you please *****END OF TEXT MESSAGE SENT TO CUSTOMER******
08/09/2017	Text message received from [redacted]
08/09/2017	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Wed Aug 09 11:27:06 EDT 2017 Text: 844.311. 0385 ********** End SMS Reply From Customer **********
08/09/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1749M1****** thank you *****END OF TEXT MESSAGE SENT TO CUSTOMER******
08/09/2017	Text message received from [redacted]
08/11/2017	Writer called DLR SA Tim 844.311. 0385 and customer had not made an appointment, writer made the appointment for Monday 8/14/17 at 10:30 A.M and writer stated the 3 issues the customer has of the Key fob, sliding right door not opening, and the roof leak.
08/11/2017	Writer called customer who was unavailable.
08/11/2017	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Wed Aug 09 00:23:15 EDT 2017 Text: Thank you ðŸ˜Š ********** End SMS Reply From Customer **********
08/11/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1695EM****** Hello, I called the dealership, made an appointment for Monday 8/14/17 at 10:30 A.M, if you are unable to make it just call in and reschedule. Have a good day. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
08/11/2017	Text message received from [redacted]
08/14/2017	Vehicle is at the dealership - JIM RIEHL'S FRIENDLY CHRY JEEP INC (26016) Update triggered by s57698i
08/15/2017	Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40467
08/15/2017	Writer called DLR spoke with Tim who stated that the vehicle is on road test hold cant get it to act up its starting up every time, panic alarm goes off hasn't gone off no codes, right sliding door issues and its working correctly no codes. waiting to do a road test. They will be mimicking driving of customer to see if it duplicates or codes come up. they will drive for a couple hours turn it off then on. Will follow up Thursday.
08/15/2017	********** Start SMS Reply From Customer ********** Phone Number [redacted] Recieved Date: Fri Aug 11 11:43:52 EDT 2017 Text: I will be there ðŸ˜Š thank you ********** End SMS Reply From Customer **********
08/15/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1749M1****** Hello so they haven't been able to duplicate it yet its on hold for a road-test and will be driving it and then stopping test it then bring it back to see if *****END OF TEXT MESSAGE SENT TO CUSTOMER******
08/15/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1749M1****** any codes came up I will be talking with them on Thursday and then give you an update. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
08/15/2017	Text message received from [redacted]
08/15/2017	********** Start SMS Reply From Customer ********** Phone Number [redacted] Recieved Date: Tue Aug 15 15:01:33 EDT 2017 Text: Ok thank you ********** End SMS Reply From Customer **********
08/17/2017	Writer called DLR spoke with Tim who stated they weren't able to get the vehicle to act up. They did pull a quarter out of the track on the door and the alarm hasn't gone off since it has been there. RO [redacted] Mile 28894 rental 4 days DLR provided.
08/17/2017	**********Rental Value Updated********** Estimated Rental Amount: $180 Provided By: Dealer Days Authorized: 4
08/17/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1749M1****** so I spoke with the dealer how is the vehicle now *****END OF TEXT MESSAGE SENT TO CUSTOMER******
08/17/2017	Text message received from [redacted]
08/17/2017	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Thu Aug 17 16:08:25 EDT 2017 Text: My boyfriend is on the way to pick up the car now. So I can let you know as soon as we get it in our care. Thank you so much for all your help with all of this ********** End SMS Reply From Customer **********
08/17/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1749M1****** ok I will follow up with you on Tuesday to see if you are satisfied with the repairs and if it is ok with you I would like to put a service contract on your *****END OF TEXT MESSAGE SENT TO CUSTOMER******
08/17/2017	Text message received from [redacted]
08/17/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1749M1****** vehicle for two free oil changes and 2 free tire rotations for the next three years for you for customer satisfaction *****END OF TEXT MESSAGE SENT TO CUSTOMER******
08/17/2017	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Thu Aug 17 16:13:57 EDT 2017 Text: OK sounds good. Thank you ********** End SMS Reply From Customer **********
08/17/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1749M1****** 2 each per year for 3 years *****END OF TEXT MESSAGE SENT TO CUSTOMER******
08/17/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1749M1****** just verify the correct spelling of your name/address/st/city/zip for me please *****END OF TEXT MESSAGE SENT TO CUSTOMER******
08/17/2017	Text message received from [redacted]
08/17/2017	********** Start SMS Reply From Customer ********** Phone Number [redacted] Recieved Date: Thu Aug 17 16:15:39 EDT 2017 Text: That would be wonderful thank you so much. ********** End SMS Reply From Customer **********
08/17/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1749M1****** ok as soon as you verify those questions I could start the paper work *****END OF TEXT MESSAGE SENT TO CUSTOMER******
08/17/2017	Text message received from [redacted]
08/17/2017	********** Start SMS Reply From Customer ********** Phone Number [redacted] Recieved Date: Thu Aug 17 16:18:29 EDT 2017 Text: [redacted] st Clair shores mi [redacted] That is the correct address, it should have been updated from the Bloomfield hills address ********** End SMS Reply From Customer **********
08/17/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1749M1****** when the vehicle gets back let me know the exact miles on it please *****END OF TEXT MESSAGE SENT TO CUSTOMER******
08/17/2017	Writer will add SC essential care select SC:ECS36N 2 tire rotations 2 oil changes for the next 3 years
08/21/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1749M1****** Good morning could you verify the correct miles on the vehicle for me please so I could add the service contract and then close the case. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
08/21/2017	Text message received from [redacted]
08/21/2017	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Mon Aug 21 10:12:57 EDT 2017 Text: Yes ma'am. Lemme call and get that ********** End SMS Reply From Customer **********
08/21/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1749M1****** lol ok thank you *****END OF TEXT MESSAGE SENT TO CUSTOMER******

Date	Comment
08/21/2017	Text message received from [redacted]
08/21/2017	********** Start SMS Reply From Customer ********** Phone Number[redacted] Recieved Date: Mon Aug 21 10:49:09 EDT 2017 Text: Mileage 29137 ********** End SMS Reply From Customer **********
08/21/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1749M1****** ok thank you I will add it today and close the case if anything ever happens give us a call and reopen the case. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
08/21/2017	CONTACT UPDATE - Customer was contacted today at [8:59]. Customer was provided with agent's extension: [40467].
08/21/2017	CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer's concerns as documented in the reason codes have been addressed with the customer.
08/21/2017	Text message received from [redacted] Text message received from [redacted] after CAIR was closed
08/23/2017	Caller said she wanted her case managers Number. She mentioned that michelle told her to contact her at any time but she didn't have the number to contact her. Provided the client with the number and extension 8007638422; 40467
08/24/2017	ECS36N Contract created. Contract number is [redacted] .
08/29/2017	Customer called in stating that the vehicles door stopped opening and it has been closed for 6 days now. Customer wanted to call and let me know before she took it to the DLR and wanted to reopen the case. Writer advised customer to call the DLR and make an appointment and we will follow up tomorrow with a date for the appointment.
08/29/2017	Vehicle is at the dealership - JIM RIEHL'S FRIENDLY CHRY JEEP INC (26016) Update triggered by s89851p
08/29/2017	********** Start SMS Reply From Customer ********** Phone Number:[redacted]9 Recieved Date: Mon Aug 21 00:00:33 EDT 2017 Text: Thank you so much for all your help ********** End SMS Reply From Customer **********
08/30/2017	Writer called DLR who stated they are kind of backed up and will do the diagnose today put customer in a loaner vehicle.
08/30/2017	**********Rental Value Updated********** Estimated Rental Amount: $90 Provided By: Dealer Days Authorized: 2
08/30/2017	[redacted] has been activated for text message communication.
08/30/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1749M1****** Morning its Michelle I will be follow up with the dealer on Friday for the diagnose. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
08/30/2017	Text message received from [redacted] message received from [redacted]
08/30/2017	********** Start SMS Reply From Customer ********** Phone Number:[redacted] Recieved Date: Wed Aug 30 11:16:32 EDT 2017 Text: Ok. Of course, because I made the appointment for the car the door started working, but I did show the service guy the video that the door wouldn't open Phone Number:[redacted] Recieved Date: Wed Aug 30 11:16:32 EDT 2017 Text: from the inside, via fab, or by the outside or inside. Just so you guys don't think I'm crazy ********** End SMS Reply From Customer **********
08/30/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1749M1****** lol ok well im glad you have evidence :) *****END OF TEXT MESSAGE SENT TO CUSTOMER******
08/30/2017	Text message received from [redacted]
08/30/2017	********** Start SMS Reply From Customer ********** Phone Number:[redacted]Recieved Date: Wed Aug 30 11:17:54 EDT 2017 Text: Seriously ðŸ˜Š ********** End SMS Reply From Customer **********
08/31/2017	Writer called DLR spoke with Tim who stated that due to the customer bringing in video they replaced the door hatch and the applet and the RO#[redacted] miles 29981 customer was in rental for 1 day.
08/31/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1749M1****** hello so I spoke with the dealer you just picked the vehicle up I will follow up with you on Tuesday im not in the office Monday to see how the repairs went *****END OF TEXT MESSAGE SENT TO CUSTOMER******
08/31/2017	Text message received from [redacted]
08/31/2017	********** Start SMS Reply From Customer ********** Phone Number:[redacted] Recieved Date: Thu Aug 31 15:31:13 EDT 2017 Text: Ok thank you ðŸ˜Š ********** End SMS Reply From Customer **********
08/31/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1749M1****** yup have a great weekend *****END OF TEXT MESSAGE SENT TO CUSTOMER******
09/05/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1749M1****** Good morning I was just checking to see if you had any issues over the weekend. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
09/05/2017	Text message received from [redacted]
09/05/2017	********** Start SMS Reply From Customer ********** Phone Number:[redacted] Recieved Date: Tue Sep 05 10:18:21 EDT 2017 Text: We did not, the door has worked perfectly. Thank you ********** End SMS Reply From Customer **********
09/05/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1749M1****** ok I will be closing your case today. Same as last time lol you can reopen it within 30 days or start a new one you will receive a 2 question survey if you *****END OF TEXT MESSAGE SENT TO CUSTOMER******
09/05/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1749M1****** could please take it and good luck *****END OF TEXT MESSAGE SENT TO CUSTOMER******
09/05/2017	Text message received from [redacted]
09/05/2017	********** Start SMS Reply From Customer ********** Phone Number:[redacted] Recieved Date: Tue Sep 05 10:20:27 EDT 2017 Text: Thank you again for your help with everything ********** End SMS Reply From Customer **********
09/05/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1749M1****** your very welcome. Have a great day. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
09/05/2017	CLOSED LOOP UPDATE - no need for additional follow-up.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYS53	**Vehicle**	CHRYSLER TOWN & COUNTRY LTD PLATINUM WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/07/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/06/2017	**Origin**	Chat	**Reason**	New problem
Mileage	9,255 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	WOODBRIDGE	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	42125	LUSTINE CHRYSLER JEEP DODGE		**Dealer Phone**	8772303293
Dealer Address	14211 JEFFERSON DAVIS HWY				
	WOODBRIDGE		VA	22191 2108	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	P
Subject	Doors not functioning correctly				
Synopsis	-Customer had issue with doors not properly cinching shut DLR replaced door actuator. Customer has further issue of trim damaged and referred back to DLR. Resolved with DLR.				
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/07/2017 10:56 PM	Open
09/06/2017 07:36 PM	Closed
09/29/2018 05:41 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0123760000-Product,Body / Trim / Paint Finish,Interior Styling / Appearance,Other,Unknown,Interior Styling / Appearance Inquiry,trimpanel near seat broken -customer unsure if dealer caused
0123030010-Product,Body / Trim / Paint Finish,Body Hardware,Other,F. Door-Driver,Left Front Door Hardware Inquiry,Doors not functioning correctly

Case Comments

Date	Comment
08/07/2017	incident
08/07/2017	Hi, my name is Michael with Chrysler Customer Care, How may I help you today Hello, I have a long email I wrote, but your email system doesn't seem to be working. Shall I just paste it here, and assume you can get it to whomever it needs to? Hello? Michael: I can certainly document your email for further internal review Great. HEre goes: Hello, IÂ'm writing to complain about repairs made at my local dealership, Lustine Chrysler in Woodbridge, VA. My car is a 2016 Chrysler Town & Country that I purchased from Lustine in March of 2016. It has around 10,000 miles on it, and is covered under the manufacturer bumper to bumper warranty as well as the additional warranty I purchased when I bought the van. To start with, I have NOT been charged for any work that has been done on this van (all covered under warranty); that is not why IÂ'm writing. Of all that has happened, that is, at least, the only part that has been Â'OKÂ'. On to the purpose: In the middle of June 2017, the passenger rear sliding door stopped locking. First, it wouldnÂ't unlock when hitting the Key FOB (or anything electric) requiring someone to have to reach in and unlock it from the front. Then, the passenger door (front, not sliding) stopped unlocking when Â"unlockÂ" with the Key FOB. Finally, the car would Â"lockÂ" but it was noticed that the sliding door was NOT locking, and anyone could just go open the door and set off the alarm without a key. It was at this point we decided to bring it in to have it looked at. For Trip 1 (Weds, 28JUN17): They diagnosed it as needing: Door Hinge and Actualter, needed to order the part (INVOICE #: SO I rescheduled for Trip #2 to the dealership for the following Saturday. Trip #2 (Saturday, 1JUL17): I drop it off in the morning, only to be told by my service tech Helbert that Â"I shouldnÂ't have scheduled it for a Saturday because itÂ's a tough job requiring the whole door to be taken apartÂ". I explained to him that Saturdays are when itÂ's convenient for me, if they didnÂ't want me to schedule it for a Saturday then they shouldnÂ't have let me. Courtesy car took me home, come back at the end of the day (6PM) and find out that they cannot get the door to cinch closed in the REAR now. Essentially, the door would close, but then, at the end, the door would not cinch in and therefore Â"pop back outÂ" on the rear of the sliding door (INVOICE # this write up states that it is working as intended, this is true for the original locking complaint, but not the new problem). Good news: the original problems (locking issues) were all corrected. Bad News: They have to order a rear cinch latch piece so the door can actually close electronically (work around is that if you can get the sliding door to disengage, you can manually slide it closed). They told me they would order the part and to call to ensure it had arrived and schedule again. I called, but it took 10 days

Date	Comment
08/07/2017	at it is? Michael: When you said there is an appointment on Wednesday did you mean Wednesday 08/09/2017? [redacted]: yes, its stated in there [redacted] sorry I used military time as thats how I operate [redacted]: 9AUG17 = 08/09/2017 Michael: I understand, I will escalate this to our case management department in order to assist you further, you should receive a callback from them within one business day, is the best phone number to contact you at [redacted]: yes, they are authorized to discuss all with my wife, Jennifer who will be home if I am not Michael: Sorry, I should provide clarification there, you would receive a callback within one business day of the appointment, so you should receive an appointment by close of business on 08/10/2017, close of business would be 8PM EST. They would be contacting you after the most recent appointment with the dealership as case management would be working with the dealership in order to assist in obtaining resolution of the issues you are experiencing. Michael: For reference your Case # is [redacted]: perfect. Thank you for the assistance here. Michael: My pleasure, is there anything else I may assist you with today? [redacted]: not today, we'll see how it goes after Wednesday. It should be noted that on Wednesday I'm just dropping it off, if they call on one business day from that appointment I more than likely won't have it back yet to be able to confirm if it's fixed. Michael: I understand, I do apologize for the frustration however we will actively be working towards ensuring that this situation has been resolved. [redacted]: ok. Thank you very much. Michael: Thank you for contacting Chrysler Customer Care. Please contact us back if you need further assistance. You can also look for updates on our website www.Chrysler.com. Have a good day! [redacted]' disconnected ('Concluded by Agent').
08/07/2017	for the part to arrive, and then I was told that Saturday was OK (Even though I told them how they werenÂ't happy about it, but they scheduled it anyway, this was David the Manager), so I rescheduled for Trip #3 for 15JUL17. Trip 3 (Saturday, 15JUL17): Drop it off in Saturday morning, get yelled at again for scheduling it on a Saturday. I was not pleased. Proceeded to go home, get a call around 3 that: Â"Actually, only one of the two parts came in, the main part, the cinch, did NOT come in.Â" GreatÂ—got courtesy picked up and brought back in on a waste of a Saturday. Wait until middle of the week, call, get scheduled for Thursday so they donÂ't cry about Saturdays again. (INVOICE #: [redacted] Trip 4 (Thursday, 20JUL17): When I dropped it off, I informed them that now the Passenger mirror was not working correctly, as it didnÂ't respond to memory. They replaced the rear latch, and had to order a part for the mirror. Still canÂ't get it working, so they decide to now order a Door Handle as this is the Â"next thing on the repair treeÂ". Schedule Trip Number 5 for 24JUL17 and to get a rental to just leave it this time. (INVOICE #: [redacted] Trip 5 (Monday, 24JUL17): Get a rental, and drop it off. At this point I Need to get the car back for a family trip on Thursday (so back by Weds, 26JUL). They look at it and determine that the next thing to be done is replace the door handle. Come back Wednesday, 26JUL17 to pick it up, itÂ's about 5PM. Go get the car brought around from the front desk, told its working fine. Of course, the first thing I do is test it, and immediately itÂ's worse than before. I go back in and tell David the service manager that itÂ's still not working. He brings me back and gets the guy who fixed it and they call me back because they say it is working. So I do what I did to test it, and it is still broken. They figure out that it works if you ONLY use the door handle, but if you press any button (front, over mirror; inside door; or key FOB), it doesnÂ't work. They are then ordering a Â"moduleÂ", but since I needed the van to actually use to bring my [redacted], and wife across the country until 5AUG17, I Had to leave with it broken. (INVOICE #: [redacted]) As of today, 7AUG17, I have scheduled an appointment to go drop it off for Trip #6 on Wednesday, 9AUG17. David swears to me that there will be a van to replace it with while they work on it. They have YET to have a van Â"in stockÂ" for rental, thatÂ's why I only rented one vehicle throughout this process, and even then it was a Jeep Renegade that only worked because 2 of my 3 children were out of state. WeÂ'll see if this actually happens when I go in on Wednesday. The part for the mirror is scheduled to arrive on Wednesday, which is weird because this was supposedly ordered 20JUL, so 19 days for delivery, however I was informed that this part required extra Â"picturesÂ" or something due to warranty reasons. David mentioned on the phone today something about t
08/07/2017	he service manager had taken a Â"moduleÂ" off of another used Town & Country off the lot, the last time, which also seems weird. Also, during the trip across country on the way back, one of the trim pieces on the sliding door that they have had to take apart several times now flew off and is lost somewhere or [redacted] in Pennsylvania. I informed him he needed to replace this as well. In all, it seems that this dealership, the very one I purchased the van at, has no idea how to fix this problem. They have already replaced, over 5 trips, both the front and rear door latches, and the handle, each requiring the whole door to be taken apart and all day each time. On TOP of that, they van has grease hand prints all over it from where they were working (I told David about this, he swore itÂ'd be cleanedÂ—it wasnÂ't), another piece of door trim is bent (Chrome on the outside of the door), the mirror still isnÂ't fixed, and trim is flying off of this vehicle on the highway. I Have pictures and videos of everything thatÂ's happening with this vehicle, as well as every invoice. IÂ'm writing to ask someone to make something happen on this van. On Wednesday, this will make SIX (6!!!) trips, and they donÂ't even know how long they will have to keep it this time, not very reassuring to me that it will even be fixed at all. I think they are replacing the module this time, fixing the trim, and fixing the window, but who knows where this will lead. 6 trips, with each trip making it WORSE than the original problem of doors that werenÂ't locking, is, frankly, UNACCEPTABLE. I replaced a 2012 Town and Country with this van in 2016. If this is the service IÂ'll be getting if something goes wrong, I will most certainly get rid of this vehicle and never purchase Chrysler again. Now I understand that this isnÂ't a safety issue, but the bottom line is I paid near $40k for this vehicle so it would be fully loaded and work as intended. If I wanted to not be able to open the doors with the key fob while I walk up with my [redacted], I would have purchased a base model. All I want is what I paid for, which is the ability to open the doors however I see fit. Other than this door issue, the van has operated mostly to standard. As it should, considering it only has ~10k miles on it. We have another trip to New York scheduled for 17AUG17. This van needs to be fixed by then. Please let me know if you need any more information, by contacting me either a [redacted], calling me on my cell at [redacted], or at home (my wife is [redacted] she can answer all questions) at [redacted]: Can you confirm receipt? Michael: I can certainly understand how frustrating it must be to be experiencing these issues with your vehicles door as well as the difficulties you are experiencing with the dealership and will ensure that your concerns are documented for further internal review. [redacted]: Thank you. Should I expect anyone to contact me or just call it wh
08/08/2017	Agent to follow-up 8/10/17 per line 152
08/09/2017	Vehicle is at the dealership - LUSTINE CHRYSLER JEEP DODGE (42125) Update triggered by S63302M
08/10/2017	***OUTBOUND DEALER CALL*** 42125 Lusting -SM David 571 208 5173 Agent spoke with SM David, who advised that the vehicle is in the shop now. The door is not cinching shut, but he expects the issue is electrical. He advises Shop foreman is working with STAR, who advised him previously to replace a module for the door -but it did not seem to resolve anything and the customer had to return. Agent advised to ask STAR to get involved again. SM believes it is an electrical issue and will ask foreman about re-opening STAR case.
08/10/2017	Agent requested STAR Case open 2:30pm. TAPS deadline 6:30pm.
08/10/2017	STAR CASE OPEN
08/10/2017	PER STAR CASE: CONCERN RIGHT SIDE VIEW MIRROR WILL NOT MOVE WITH MEMORY OR TILT IN REVERSE. ALL OTHER FUNCTION WORK MIRROR CAN BE ADJUSTED AND POWER FOLDING WORKS THERE IS AN INTERMITTENT ISSUE WITH RIGHT SLIDING DOOR NO CLOSING PROPERLY WITH CODE B19E5 RESPONSE Please try disconnecting and resetting the witech and perform a restore vehicle configuration.
08/10/2017	********** Create Prep Sheet ********** Prep sheet was saved successfully.
08/10/2017	********** ********** In-Service Date: 03/25/2016 Original Owner: Yes Mileage: 9,255 Vehicle purchase Loyalty: 2 new Multiple Repairs/ Previous related repairs: Yes MVP plans: MAXIMUM CARE ********** **********
08/10/2017	Status update provided via email to the following email address [redacted] My name is Jevon and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have: Your case number is listed above. The Chrysler Case Management telephone number is: 1-866-932-3873 My direct extension: 4719094 My work hours are: 11:30am -8:00pm Eastern Standard Time Monday-Friday End of Status Update
08/10/2017	***OUTBOUND CUSTOMER CONTACT*** [redacted] Agent contacted customer and advised that DLR is already in touch with corporate resources and we are monitoring tests. Agent advised will continue to do so and update them as information becomes available.
08/11/2017	Per owner's manual page 141explains tilt in reverse only functions for driver's side door.

Date	Comment
08/11/2017	***OUTBOUND CUSTOMER CONTACT*** [redacted] Agent updated customer from STAR case and customer expressed concern with the door, not the mirrors. Customer is hoping to have door concern resolved before they leave on their trip Wednesday as they cannot bring their pets in the rental vehicle. Agent advised will follow-up with DLR Monday and reach out again with updates.
08/14/2017	***OUTBOUND DEALER CALL*** 42125 Lustine -SM David 571 208 5173 Agent spoke to SM who advised vehicle is complete, ready for pick-up, and customer is aware.
08/14/2017	***OUTBOUND CUSTOMER CONTACT*** [redacted] Agent reached customer's wife who advised he is on his way to pick the vehicle up. She advised they will be on the road Thursday morning and that Agent could try to test satisfaction Wednesday night, but could also call them when they are in transit on Thursday at [redacted] Agent encouraged them to call in if they have any problems in the meantime.
08/16/2017	***OUTBOUND CUSTOMER CONTACT** [redacted] Agent contacted for customer and LVM. Agent requested call back to test satisfaction.
08/17/2017	***OUTBOUND CUSTOMER CONTACT*** [redacted] agent reached out to customer and was advised that the vehicle is operating fine so far and they are satisfied with repairs now that it seems complete. Agent thanked customer and offered limited oil change tire rotations contract for satisfaction. Customer satisfied, and advised he will call back directly if anything happens.
08/18/2017	Waiting for MVP
08/21/2017	- MVP ADDED.
08/22/2017	***OUTBOUND CUSTOMER CONTACT*** [redacted] Agent attempted to reach customer LVM requesting call back
08/28/2017	***OUTBOUND CUSTOMER CONTACT*** [redacted] Agent spoke with customer who confirmed he had received repairs and was happy with them, and that he is aware of the service contract and happy with that -he advised there is some trim damage that he is not sure if it happened at the dealership or with his family, but he wanted to know if it would be taken care of under warranty. Agent advised DLR will need to see it and determine if they worked in that area, but they would be in the best position to determine whether it's warranty or not. Agent and if they are having trouble then customer can call back. Customer advised he is satisfied with the repairs and the service contract.
08/31/2017	***OUTBOUND DEALER CALL*** 42125 Lustine -SM David 571 208 5173 Agent reached SM and inquired if he'd come in -SM advised he hasn't seen customer since last visit.
09/01/2017	CM will follow up next week .
09/05/2017	***OUTBOUND CUSTOMER CONTACT** [redacted] Agent reached out to customer, who advised he simply has too much going on right now to deal with this right now for the trim piece. He asked if he could go anywhere else -Agent advised that they really would not be able to help if it is a workmanship issue, but they could potentially assist if it isn't. Customer understood, and advised it is not high on his list of priorities right now. Agent advised customer case is to close and requested call back if he has any further problems. Customer agreed.
09/05/2017	Status update provided via email to the following email address [redacted] am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future. Your Case Number is [redacted] The FCA Case Management telephone number is: 1-866-932-3873 My direct extension is: 4719094 Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and we hope we were able to resolve your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a Case; therefore, you could potentially receive an email or telephone survey. WeÂ'd ask that you take the time to complete the survey so weÂ'll know how weÂ're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer. It has been a pleasure working with you, all the best End of Status Update

Email(s)

Date	10/01/2018	***Subject***	Hell[redacted] I am sending you this email regar		
From		***To***		***Sent Date/Time***	09/05/2017 22:49 PM

Hell[redacted]
I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is[redacted]
The FCA Case Management telephone number is: 1-866-932-3873
My direct extension is: 4719094

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and we hope we were able to resolve your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a Case; therefore, you could potentially receive an email or telephone survey. WeÂ'd ask that you take the time to complete the survey so weÂ'll know how weÂ're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2017	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/09/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/10/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	23,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	HUDDLESTON	**Caller Country**	USA	**Caller Postal Cod**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45436	HERTRICH CHRYSLER DODGE JEEP OF		**Dealer Phone**	4109573333
Dealer Address	1618 OCEAN HWY				
	POCOMOKE CITY		MD	21851 3034	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	C
Subject	makes a noise when opening				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/09/2017 09:18 PM	Open
08/10/2017 05:34 AM	Closed
09/29/2018 04:46 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0123039409-Product,Body / Trim / Paint Finish,Body Hardware,Buzz, Squeak, Rattles,Door-Sliding,Sliding Door Hardware - Buzz, Squeak, Rattles,makes a noise when opening

Case Comments

Date	Comment
08/09/2017	Briefly summarize why the customer is contacting Chrysler: Customer is calling about his sliding door. Customer states that sliding door is making a noise when opening and closing. Customer states that it sometimes does not open. Customer states that he has an appointment for diagnosis. Briefly summarize what the customer is expecting: Customer is expecting to change CNA and document the issue. Customer asked about the warranty on the sliding door. Agent updated COIN for Customer. Agent advised Customer that the door is under the basic warranty. Reassigned to 861 for survey by-pass, undiagnosed.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/10/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/10/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	39,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	CANTON	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	42835	DICK SCOTT CHRYSLER DODGE JEEP RAM		**Dealer Phone**	7344512110
Dealer Address	684 ANN ARBOR RD W				
	PLYMOUTH		MI	48170 2230	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	C
Subject	Driver Side door does not open/unlocks				
Synopsis	Contacted service dealer for diagnosis appointment.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/10/2017 06:15 PM	Open
08/10/2017 06:34 PM	Closed
09/29/2018 09:50 AM	Closed

Initial Description

0108255700-Product,Electrical,Power Door Lock / Deck Lid,Intermittent or Inoperative,Unknown,Power Door Lock / Deck Lid - Intermittent or Inoperative,Driver Side door does not open/unlocks

Case Comments

Date	Comment
08/10/2017	Customer says her driver side Sliding door does not unlock nor opens. She has not had the vehicle diagnosed. I contacted her servicing location and connected her to set up an appointment. Connected caller to Lakia.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/11/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/12/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	26,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	WHITE BEAR LAKE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	26817	FURY STILLWATER		**Dealer Phone**	6517770300
Dealer Address	12969 60TH ST N				
	OAK PARK HEIGHTS		MN	55082 1002	USA
Dealer Zone	Denver	**Sales District**		**Service District**	M
Subject	Customer states passenger door (rear) will not open.				
Synopsis	Customer states passenger door (rear) will not open. Writer referred customer to DLR. Customer declined transfer to DLR.				
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/11/2017 11:12 PM	Open
08/12/2017 09:47 AM	Closed
09/29/2018 03:41 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0123035710-Product,Body / Trim / Paint Finish,Body Hardware,Inoperative,F. Door-Driver,Left Front Door Hardware - Inoperative,Customer states passenger door (rear) will not open.

Case Comments

Date	Comment
08/11/2017	Briefly summarize why the customer is contacting Chrysler: Customer states passenger door (rear) will not open. Briefly summarize what the customer is expecting: Writer referred customer to DLR. Customer declined transfer to DLR.
08/11/2017	Survey bypass, no diagnosis.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/14/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/25/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	22,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	VAN BUREN	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	26952	PELLETIER CHRYSLER DODGE JEEP RAM		**Dealer Phone**	2078343173
Dealer Address	213 EAST MAIN STREET				
	FORT KENT		ME	04743 1441	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	M
Subject	Customer stated he wants a new transmission				
Synopsis	MVP offered for inconvenience.				
Customer Anomaly	Gears & Transmission				
	Automatic Gearbox				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	45	Automatic Gearbox issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/14/2017 12:45 PM	Open
09/25/2017 08:22 PM	Closed
09/29/2018 02:36 PM	Closed

Initial Description

0121006700-Product,Transmission / Transaxle,Unknown,Noisy,Default,Transmission / Transaxle - Noisey,Customer stated he wants a new transmission

Case Comments

Date	Comment
08/14/2017	Customer Stated that he is having the same problem. Customer stated that the vehicle is brand new and the transmission is not shafting right. Customer stated that it feels like the transmission is slipping when he travels at 65 to 70 miles per hour. Customer states he does not want an used transmission in his new vehicle. Customer stated he wants a new transmission put in his vehicle. Customer states he is very unhappy with this out come. Customer states he had to end his vacation because of the transmission. Customer states the dealership is 75 miles away from his home he is not happy. Customer stated he is also unhappy there is no spare tire. Customer states that the back doors are also making noises he is very unhappy. Agent advised customer the case will be escalated up and someone will call him in one to two business days.
08/15/2017	REFER TO CAI[redacted]
08/15/2017	Customer seeking assistance with: repairing their transmission with new parts. Customer expecting: a callback as soon as possible because they have not heard anything from a case manager and this issues has been going on since they bought the vehicle. Customer states that there is a slipping issues in the transmission as well as the noise but would like it fixed with new parts. Customer states that their tires are wearing quickly and they have already had to Agent advised the case has been escalates to a case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: anytime Latest call time: anytime Updates via text: [redacted] Updates via email: [redacted] Vehicle location: customer but will drop off Friday at DLR 26952 Date and Time of Appointment: 08/18/2017 Customer in rental: N but DLR will put the customer in one Reassign to 88F
08/15/2017	Vehicle has been at DLR 26952 before but the DLR cannot proceed with repairs without assistance from FCA.
08/16/2017	***** OUTBOUND DEALER CONTACT***** 26952 PELLETIER CHRYSLER DODGE JEEP RAM 207-834-3173 Writer contacted DLR and spoke to GM Glen. GM GLEN IS POINT OF CONTACT FOR FCA CASE MANAGEMENT. Old STAR case [redacted] customer refused to have transmission broken down and issue could be related to operation not designed. GM Glen verified the situation and writer made DLR aware of customer other issues.
08/16/2017	-
08/16/2017	[redacted] has been activated for text message communication.
08/16/2017	Spoke to customer and is very irate, customer wants a new transmission in the vehicle and upset with the tires being worn down. Customer demands this or he will get a lawyer if this issue isn't resolved and gets a new transmission.
08/16/2017	-
08/16/2017	Status update provided via email to the following email address [redacted] My name is James and I have been assigned as your Case Manager. Also, here is some information that will be helpful for you to have: • Your case number is [redacted] • The Chrysler Case Management telephone number is: 1-844-827-2006. • My direct extension: 471-9816. • My work hours are: 11:30am – 8:00pm Eastern Standard Time Monday-Friday). • I will contact you within one business day of your appointment by telephone to review your case with you. Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation! End of Status Update
08/16/2017	-

Date	Comment
08/16/2017	Add to line 46-49 Customer expects/demands a transmission replacement not repair. Agent did not bring up last STAR case where customer refused to have work done necessary to fix the issue or that issue may have been cause as not being operated as intended. Customer must allow FCA to work on repair to assist customer. Customer was advised by tire manufacturer we purchased tires from that FCA puts cheap tires on vehicle. Customer is very irate. - ***** OUTBOUND DEALER CONTACT***** 26952 PELLETIER CHRYSLER DODGE JEEP RAM 207-834-3173 Spoke to Jessica trying to leave a message for GM Glen but his mailbox is full. Wanted to update GM Glen on the conversation with the customer in respect that he was really irate.
08/16/2017	Writer also wanted to share expectation of the customer, customer upset as well that he will have a loaner and that he cannot have his dog in the loaner. Customer is demanding of a newer loaner as well.
08/16/2017	- ****Next Step call DLR and speak to GM GLEN about diagnosis of vehicle and follow up with the customer.
08/16/2017	********** Create Prep Sheet ********** Prep sheet was saved successfully.
08/16/2017	***** INBOUND DEALER CONTACT***** 26952 PELLETIER CHRYSLER DODGE JEEP RAM 207-834-3173 GM Glen called in and advised him of line 76-81 and advised about his request of new transmission. GM Glen aware for customer irate behavior and thanked for the heads up.
08/21/2017	*UPDATE* Customer seeking CM callback. Agent advised customer his request will be documented for his CM to see. Customer understood.
08/21/2017	***** OUTBOUND DEALER CONTACT*****
08/21/2017	26952 PELLETIER CHRYSLER DODGE JEEP RAM 207-834-3173 GM GLEN SM out is sick right now. They have to order some parts for there is concerned and customer is not happy because he wants the transmission replaced not fixed. Customer is in a loaner right now.
08/21/2017	- ***** OUTBOUND CUSTOMER CONTACT***** CUSTOMER[redacted] Customer irate that we are not replacing the transmission. Agent advised we are repairing vehicle based on the warranty stated. Agent offered compensation of a service contract on transmission once repairs are made.
08/21/2017	***Next Step follow up with DLR on repairs
08/23/2017	***** OUTBOUND DEALER CONTACT***** 26952 PELLETIER CHRYSLER DODGE JEEP RAM 207-834-3173 GM GLEN Left voicemail for GM Glen to call me back at extension 4719816
08/23/2017	- ***** OUTBOUND DEALER CONTACT***** 26952 PELLETIER CHRYSLER DODGE JEEP RAM 207-834-3173 GM GLEN Spoke to GM Glen, they are unable to duplicate the issue because it would be breaking traffic laws as customer notices it slipping at 70mph+. GM Glen stated that he will have a STAR CASE open. They have noticed the clunking noise and feel that there is an issue with a few bearing. GM Glen by email will send me the part number and order number of the part for myself to keep an eye on it. He will also send writer the Star Case #.
08/23/2017	32187156 - FCA Customer Care approves 5 Days of Rental as per Warranty Bulletin D-15-15
08/23/2017	**********Rental Value Updated********** Estimated Rental Amount: $225 Provided By: CAC Days Authorized: 5
08/23/2017	***Next Step - Follow up with customer on repairs.
08/23/2017	***** OUTBOUND DEALER CONTACT*****[redacted] Spoke to Customer and kept him up to date on the repairs and that we are going to be opening a STAR CASE in respect to the issue as well. Agent advised he will be following up with GM Glen tomorrow and will contact the customer on Friday.
08/23/2017	Next Step *** Follow up with GM Glen tomorrow on repairs.
08/23/2017	IN-SERVICE DATE: 02/10/2016 ORIGINAL OWNER: YES MILEAGE: 22000 VEHICLE PURCHASE LOYALTY: 1 New /) Used MULTIPLE REPAIRS / PREVIOUS RELATED REPAIRS:[redacted] MVP PLANS: NO
08/24/2017	***** OUTBOUND DEALER CONTACT***** 26952 PELLETIER CHRYSLER DODGE JEEP RAM 207-834-3173 GM GLEN Part are in and repairs are on the way and GM Glen states they are opening a STAR CASE for the issue 70+ MPH and slipping gears.
08/24/2017	**********Rental Value Updated********** Estimated Rental Amount: $225 Provided By: CAC Days Authorized: 5
08/24/2017	DM Notes and Text To DLR in place for rental
08/24/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7926J3****** H[redacted], this is James from FCA Case Management. I wanted to let you know the parts are in and they are working on you vehicle. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
08/24/2017	Text message received from[redacted]
08/24/2017	********** Start SMS Reply From Customer ********** Phone Number:[redacted] Recieved Date: Thu Aug 24 17:48:27 EDT 2017 Text: K ********** End SMS Reply From Customer **********
08/24/2017	***Next Step Follow up with DLR on repairs
08/25/2017	26952 PELLETIER CHRYSLER DODGE JEEP RAM 207-834-3173 GM GLEN Spoke to GM Glen, he states he is going to check on repairs and call me back today in respect on what is going on and provide me the Star Case # for the slipping of the transmission at high speeds. Agent provided GM Glen the old STAR Case issue as well.
08/25/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7926J3****** Hi[redacted], I just followed up the Dealership, they advised repairs are still ongoing, I will follow up with you on Monday when I am back in the office. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
08/25/2017	***Next Step wait to hear from DLR and follow up with customer Monday.
08/25/2017	Text message received from 207-852-6153
08/25/2017	********** Start SMS Reply From Customer ********** Phone Number[redacted] Recieved Date: Fri Aug 25 13:50:22 EDT 2017 Text: K ********** End SMS Reply From Customer **********
08/25/2017	-
08/28/2017	***** OUTBOUND CUSTOMER CONTACT***** 26952 PELLETIER CHRYSLER DODGE JEEP RAM[redacted] GM GLEN GM Glen on lunch, left message to have him call me back after lunch.
08/28/2017	***** OUTBOUND CUSTOMER CONTACT***** 26952 PELLETIER CHRYSLER DODGE JEEP RAM[redacted] GLEN Left voice mail for GM Glen to call me back at extension 471-9816
08/28/2017	***** OUTBOUND CUSTOMER CONTACT***** 26952 PELLETIER CHRYSLER DODGE JEEP RAM[redacted] GLEN Left Message for GM Glen with Jessica to call me back at extension 471-9816
08/28/2017	- ***** OUTBOUND DEALER CONTACT*****[redacted] - Spoke to customer and let him know repairs are progressing and that I would follow up in a couple of days. Customer asked if FCA would be willing to pay for seat treatments for vehicle. Agent advised that he will look into it and follow up in a couple of days.
08/28/2017	Agent advised customer of CS he is looking into to extend the powertrain warranty. Agent advised he will need to get approval once all is repaired.
08/28/2017	***** Inbound DEALER CONTACT***** 26952 PELLETIER CHRYSLER DODGE JEEP RAM 207-834-3173 GM GLEN Spoke GM Glen, states that repairs should be done by Wednesday and that STAR Case will be open today. Agent ran SC by GM Glen that agent wants to offer customer. GM Glen states that is fair and agrees with it.
08/30/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7926J3****** Hi[redacted], I just spoke to the GM Glen and he said that they are working on the doors now. Your vehicle is almost ready and fixed. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
08/30/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7926J3****** I will be following up on Friday. But you should have your vehicle by the end of the week if all goes well. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
08/30/2017	Text message received from[redacted]

Date	Comment
08/30/2017	********** Start SMS Reply From Customer ********** Phone Number[redacted] Recieved Date: Wed Aug 30 13:14:47 EDT 2017 Text: K ********** End SMS Reply From Customer **********
08/30/2017	_
08/31/2017	***** OUTBOUND Customer CONTACT*****[redacted] - Customer called in all irate. Customer claims that the SM told him there is still a snapping noise in the vehicle that isn't fixed. Customer claims I told him that the vehicle would be ready by the end of the week. Agent advised that he said it should be available. Customer states loaner vehicle doesn't suit there needs and they cannot keep going on like this. Customer has requested my supervisor. Agent advised that it would take one business day.
08/31/2017	- ***** OUTBOUND DEALER CONTACT***** 26952 PELLETIER CHRYSLER DODGE JEEP RAM 207-834-3173 GM GLEN Spoke to Glen and let him know about our conversation. Advised GM Glen that customer was going to call. GM Glen's main concern is the fact that they don't want to do the 70% tear down, because they will not get paid for it if nothing is wrong and in April customer refused STAR case [redacted] Snaping noise when shifting from rev to drive T6104LN 04/05/2017 1:38:52 PM RESOLUTION: Hi Adam, This is not proper usage of the vehicle. The wheels must be fully stopped before going from reverse to drive. There are several things that can be damaged doing this: the one way roller clutch, the differential etc. I would advise for you to drop the pan and take a look inside for metal debris. Either way, this transmission will need to be removed and carefully inspected for mechanical damage. No DTC's. Regards, Larry T6104LN 04/05/2017 1:38:52 PM / customer does not want to disassemble the trans at this time T1625HG 04/10/2017 10:39:33 AM wn.
08/31/2017	- Customer refused diagnosis from DLR back in April stating to agent that he has bad experiences with rebuilt transmissions and wanted it replaced (which 70% needs to be faulty and STAR case feels it maybe customer abuse). Another STAR case has been open[redacted].
08/31/2017	- ****Assigning for Supervisor Callback EM1187 - customer wants transmission replaced which agent cannot authorize. GM Glen feels that a 70% form for PSC to determine whether it will be repaired or replaced is not a good idea because if they don't find anything wrong they won't get paid, also that if it is being used as not intended by the customer STAR Case[redacted] then it wouldn't be covered by warranty and it would be customer pay.
08/31/2017	- Customer stated at beginning of case he wanted a new transmission because he had bad experience with them, hence why he didn't want them to take it apart in April STAR Case[redacted]. Now customer is claiming that the DLR said there was no reason to tear it down.
08/31/2017	-
08/31/2017	Customer has requested Supervisor callback Preferred daytime number[redacted] Preferred evening number:[redacted] Reason for request: Wants Transmission Replaced. See lines 224-258 CAIR assigned to: EM1187 CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within one (1) business day
09/05/2017	customer called back and wants to speak to his supervisor immediately. Customer was suppose to get a call back of Friday and he is irate stating the DLR wants the loaner car back and they want him to pick up his vehicle. Writer told customer all his concerns will be noted and he will get a call back today.
09/05/2017	***INBOUND CUSTOMER CONTACT*** Customer states that he wants someone to get this issue resolved and he wants a brand new transmission and is not taking no for an answer. Customer states that he already gave the authorization for the tear down to take place last week and wants to know why he was called to come pick up the vehicle if its not repaired. CM reviewed STAR case#[redacted]. Customer states that there is something going on with communication and what he requested since he was never told the authorization had to come from him. CM explained to the customer that if the tear down determines a customer cause issue he would be responsible for the cost of the repairs but if its determined a defect typically warranty would cover the repair. Customer states that he does not want his previous CM back as he did not feel his best interest was at heart. Customer is still looking for a call back.
09/05/2017	***** OUTBOUND DEALER CONTACT***** 26952 PELLETIER CHRYSLER DODGE JEEP RAM 207-834-3173 and spoke to GM Glen about the STAR files and that he agreed the customer would need to authorize tear down as if it was a customer cause situation he would be responsible for the repair bill. Glen states that the snapping noise can be duplicated but the transmission slipping has never been duplicated. glen states that the customer could not have towed anything with this vehicle as the vehicle is not even equipped with towing capabilities. CM advised Glen of the information from the STAR file and he will go and speak to the techs and service on what is going on with his vehicle at this time. Glen agreed to call the customer back with some information once he knows more.
09/05/2017	*** Supervisor Contact *** Writer followed up with CX James in regards to their vehicle concerns. Writer advised customer that we do require the dealer to complete diagnoses to determine the cause and repairs. Customer states that he advised the dealer that he was authorizing the tear down to determine the transmission concerns.
09/05/2017	Customer is requesting new CM
09/06/2017	*****OUTBOUND DEALER CONTACT***** PELLETIER CHRYSLER DODGE JEEP RAM | 26592 | 207-834-3173 - CM spoke with GM Glen who verified that he reached out to the customer yesterday afternoon and have agreed to start tearing down the transmission as soon as they are able. CM made sure that this would be started within the next day or so and that she would be following up on Monday. GM noted he doesn't believe that this could be a customer cause issue however hopefully they are able to find something once they tear it down.
09/06/2017	*****OUTBOUND CUSTOMER CONTACT*****[redacted] - CM introduced herself and that she would be customer's advocate working with him and his DLR in order to get his vehicle issues resolved in a timely manner. CM noted that she would be following up with the DLR on Monday and once she has an update then with the customer. CM advised that she would email customer her contact information. Customer inquired about compensation for his experience. CM verified that she would be more then happy to look into some type of compensation for the customer.
09/06/2017	Status update provided via email to the following email address:[redacted] My name is Erica and I have been assigned as your new Case Manager. Here is some information that will be helpful for you to have: • Your case number will continue to be the same, [redacted] • The Chrysler Case Management telephone number is: 1-844-827-2006 • My direct extension: 4718147 • My work hours are: 8:00am - 4:30pm EST Monday-Friday. • I will contact you on Monday once I have an update from the dealership. Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
09/06/2017	End of Status Update
09/08/2017	CM to follow up Monday.
09/11/2017	*****OUTBOUND DEALER CONTACT***** PELLETIER CHRYSLER DODGE JEEP RAM | 26592 | 207-834-3173 - CM spoke with service receptionist Jessica who advised that the GM was currently not available and transferred to his VM which was full.
09/11/2017	*****OUTBOUND CUSTOMER CONTACT*****[redacted] - Customer stated that he spoke to the DLR this morning and they are still in the process of tearing down the transmission. CM advised that she would follow up in a couple of days.
09/13/2017	*****OUTBOUND DEALER CONTACT***** PELLETIER CHRYSLER DODGE JEEP RAM | 26592 | 207-834-3173 - CM spoke with GM Glen who verified that they have to order a new transmission which may take up to 3 to 4 days to arrive. CM advised she would follow up Tuesday.
09/13/2017	*****OUTBOUND CUSTOMER CONTACT*****[redacted] - CM left a VM advising of the DLR update and that CM will contact customer Tuesday at the latest.
09/15/2017	CM to contact DLR Monday.
09/15/2017	*****INBOUND CUSTOMER CONTACT***** Customer stated he received his vehicle back and it's running as it should. CM advised she would leave customer's file open until Tuesday and look into compensation for his experience. Customer stated that he was originally offered an extension on his powertrain warranty as well as something further on top of that. CM advised she would talk it over with her supervisor and contact customer Tuesday at the latest.
09/18/2017	Waiting for verification on MVP to offer.

Date	Comment
09/20/2017	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM offered customer an extension on his powertrain warranty. Customer accepted the additional 5 years/85,000 mile coverage. Customer would like CM to contact MVP once the plan has been added to verify that he will receive documentation for the MVP plan.
09/20/2017	CM reviewed MVP plan with TL EM1187.
09/20/2017	CM needs to review plan again with TL tomorrow.
09/22/2017	CM reviewed file with TL EM1187 and agreed to offering a 7 year, 100,000 miles powertrain plus MVP plan.
09/22/2017	*****MVP request sent*****
09/25/2017	**MVP ADDED
09/25/2017	*****OUTBOUND CUSTOMER CONTACT***** [redacted] - CM left a VM indicating that their MVP plan has been added to their vehicle and that we have requested the plan provisions be mailed to his address within 7 to 10 business days. CM stated that at this time we would be closing their file however if customer required any further assistance to not hesitate to contact us back.
09/25/2017	Status update provided via email to the following email address: [redacted] I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future. Your Case Number is: [redacted] e FCA Case Management Telephone Number is: 1-844-827-2006 My Direct Extension is: 4718147 Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer. It has been a pleasure working with you, all the best Erica | FCA Case Manager Phone: 1-844-827-2006 | Ext. 4718147 End of Status Update
09/25/2017	CLOSED LOOP UPDATE - no need for additional follow-up.
09/27/2017	Customer calling to speak to CM, CM transferred customer to CM VM as CM not available. CM offered to take a message, customer just wanted to be put through to voicemail.

Email(s)

Date	10/01/2018	***Subject***	I am sending you this email regarding the closure		
From		***To***	***Sent Date/Time***	09/25/2017 20:21 PM	

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is: [redacted]

The FCA Case Management Telephone Number is: 1-844-827-2006

My Direct Extension is: 4718147

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. WeÂ'd ask that you take the time to complete the survey so weÂ'll know how weÂ're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best

Erica | FCA Case Manager

Phone: 1-844-827-2006 | Ext. 4718147

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/16/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/23/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	37,186 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	PRINCETON	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	43783	Ramey Chrysler Dodge Jeep Ram FIAT		**Dealer Phone**	3044872151
Dealer Address	127 FRAZIER DR				
	PRINCETON		WV	24739 7721	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	K
Subject	Exterior Styling / Appearance - Inquiry				
Synopsis					
Customer Anomaly	Body				
	Paintwork				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	3	Vehicle Paint Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/16/2017 08:31 PM	Open
08/23/2017 04:14 PM	Closed
09/29/2018 01:03 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0123950000-Product,Body / Trim / Paint Finish,Exterior Styling/Appearance,Other,Unknown,Exterior Styling / Appearance - Inquiry,Exterior Styling / Appearance - Inquiry

Case Comments

Date	Comment
08/16/2017	Customer called in because she has been having issues with her back sliding door. Customer states to begin with the door wouldn't lock so she took it to the DLR 43783 to and they worked on vehicle and upon getting vehicle back on Monday he door doesn't open. Customer doesn't want to work with this DLR she want to try a new DLR because she has been there to much and they cant seem to fix the issue. Agent reached out to DLR 60202 and set up a appointment to have them look at vehicle for 8/31/17. ****survey bypass no diagnosis****

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/16/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/16/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	32,000 Miles	**Market**	U	**Language**	English
Contact Email	nobody@external.fcagroup.com	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	ROWLETT	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	44993	ROCKWALL CHRYSLER DODGE JEEP RAM		**Dealer Phone**	4696982100
Dealer Address	970 E I30				
	ROCKWALL		TX	75087 4823	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	B
Subject	Sliding doors make noise				
Synopsis	Owner's manual				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/16/2017 08:43 PM	Open
08/16/2017 09:27 PM	Closed
09/29/2018 05:23 PM	Closed

Initial Description

0468000000-Corporate,Hard Copy Manual Order,Default,Default,Default,Hard Copy Manual Order,Owner's manual
0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,Sliding doors make noise

Case Comments

Date	Comment
08/16/2017	An order for printed owner materials has been placed with our fulfillment house The following items have been selected: Warranty Owner's Manual
08/16/2017	Briefly summarize why the customer is contacting Chrysler: Customer is seeking a printed copy of their owner's manual. Briefly summarize what the customer is expecting: Customer is seeking a printed copy of their owner's manual. Customer also states that their sliding doors make noise and would like to know if they still have warranty. Agent advised that they do still have warranty so they can have any DLR diagnose and repair their doors. Agent spoke with TL KB805 and was able to send the customer a printed copy of their owner's manual and warranty manual.
08/16/2017	Matrix Override approved by [KB805]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/17/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/20/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	48,543 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	WYCOMBE	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	60134	REEDMAN TOLL AUTO WORLD		**Dealer Phone**	2157574961
Dealer Address	1700 E LINCOLN HWY				
	LANGHORNE		PA	19047 3042	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	A
Subject	Not locking properly				
Synopsis	As per AC 20793, agent attempted closed loop. Agent closing file as 2 days have passed with no customer response.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/17/2017 08:50 PM	Open
09/20/2017 08:32 PM	Closed
09/29/2018 05:43 PM	Closed

Initial Description

0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,Not locking properly

Case Comments

Date	Comment
08/17/2017	Customer seeking assistance with: Customer seeking cost assistance for an actuator and other components with vehicle because sliding door is not able to lock. Vehicle is out of warranty but not too far outside of warranty. Customer cant afford the cost. Customer expecting: Customer seeking cost assistance. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: Home Please leave vm if no answer Cell rliest call time: anytime Latest call time: anytime Updates via text: YES Updates via email: NO Vehicle location: Customer Date and Time of Appointment: 8/23/17 at 8 am Confirmed appointment with: REEDMAN TOLL AUTO WORLD 215-757-4961 Customer in rental: NO
08/18/2017	********** ********** In-Service Date: 02/05/2016 Original Owner: Yes Mileage: 48000 Vehicle purchase loyalty: 3 New, 0 Used Multiple Repairs/ Previous related repairs: No MVP plans: None Other: Customer has good Dealership loyalty, possible D-12-27 ********** **********
08/18/2017	********** Create Prep Sheet ********** Prep sheet was saved successfully.
08/18/2017	***OUTBOUND CUSTOMER CONTACT*** CM contacted customer to introduce themselves and confirm customer's apt for diagnosis. Customer advised they already have a diagnostic done, and they are simply seeking cost assistance. Customer advised they were quoted for $974.10 for repairs, and it's for a part of the vehicle they don't use, but they feel it's a safety concern for the rear doors to not lock. CM advised they would reach out to the Dealership to see if there was anything they could do for the customers, and would reach out with an update hopefully today. CM provided customer with contact information and disconnected call.
08/18/2017	***OUTBOUND DEALER CONTACT*** 60134 - REEDMAN TOLL AUTO WORLD - 215-757-4961 SA Kayla CM spoke with SA Kayla who looked into customer's vehicle diagnosis from the other day. SA Kayla advised upon review it was determined to be physical damage to the door that could have caused the concern. CM thanked SA Kayla for the information and disconnected call.
08/18/2017	***OUTBOUND CUSTOMER CONTACT*** CM left Voicemail for customer to call back. CM to decline based off findings at Diagnostic for physical damage.
08/22/2017	Customer called in to talk to BL753. Customer would like a call back as soon as possible.
08/22/2017	***OUTBOUND CUSTOMER CONTACT*** CM attempted to contact customer at number above. Line unable to ring through. CM to try again tomorrow.
08/23/2017	***OUTBOUND CUSTOMER CONTACT*** CM left Voicemail for customer to call back. CM to decline based off findings at Diagnostic for physical damage.
08/25/2017	Status update provided via email to the following email address This is Brandon from FCA Case Management. Please call me at your earliest convenience. I can be reached at 1-866-932-3873 extension 471 7439. I have been attempting to reach you by telephone but am unable to do so. If there is another telephone number that we can use to reach you, please advise us either by telephone or by replying to this email. Regards, Brandon FCA Case Management End of Status Update
08/28/2017	Additional Contact Attempt Preferred daytime number: Preferred evening number Reason for request: Advise customer of decline due to physical damager per Dealership. CAIR assigned to: SM2149

Date	Comment
08/30/2017	- ---OUTBOUND CUSTOMER CONTACT-[redacted] Writer contacted the customer to follow up with concerns. Customer relayed that there is no physical damage and the DLR is covering the cost with a deductible. ($150 minus the diagnostic fee {Customer will be responsible for the difference}). Vehicle is currently being serviced. Writer relayed that CM will follow up for the duration of the repairs.
09/01/2017	**OUTBOUND DEALER CONTACT** 60134 - REEDMAN TOLL AUTO WORLD - 215-757-4961 Agent spoke to SA Brittney. The RO closed out yesterday 8/31. Vehicle has been returned. ~
09/01/2017	CM will follow up for repair satisfaction.
09/05/2017	---OUTBOUND CUSTOMER CONTACT-[redacted]CM left Voicemail for customer to call back.
09/07/2017	---OUTBOUND CUSTOMER CONTACT-[redacted]CM left Voicemail for customer to call back.
09/11/2017	Status update provided via email to the following email address[redacted] This is Brandon from FCA Case Management. Please call me at your earliest convenience. I can be reached at 1-866-932-3873 extension 471 7439. I have been attempting to reach you by telephone but am unable to do so. If there is another telephone number that we can use to reach you, please advise us either by telephone or by replying to this email. Regards, Brandon FCA Case Management End of Status Update
09/11/2017	Begin Customer Message reviewed: This has been resolved by the dealer. I called you back repeatedly but no answer. End of Reviewed Customer message
09/13/2017	Status update provided via email to the following email address[redacted] I understand this has been resolved by the Dealership, I am just wanting to follow up to confirm there is nothing more that needs to be addressed with the vehicle. Is there a best time for me to give you a call so we can discuss this over the phone? Please let me know. Thank you, Brandon. FCA Case Management. End of Status Update
09/15/2017	CM to review with SM2149 on Monday if no customer response.
09/18/2017	[redacted]as been activated for text message communication.
09/18/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T6056BL****** Hello Lisa, this is Brandon from Chrysler Case Management. When would be the best time for me to call to discuss your Town & Country? *****END OF TEXT MESSAGE SENT TO CUSTOMER******
09/18/2017	CM reviewed with SM2149 and was advised to text the customer to discuss call time.
09/20/2017	Reassigned to SM2149 for Closure Review.
09/20/2017	As per AC 20793, agent attempted closed loop. CM closing file as 2 days have passed with no customer response.

Email(s)

Date	10/01/2018	***Subject***	Hello [redacted] I understand this has been resolve		
From	[redacted]	***To***		***Sent Date/Time***	09/13/2017 19:43 PM

Hello[redacted]

I understand this has been resolved by the Dealership, I am just wanting to follow up to confirm there is nothing more that needs to be addressed with the vehicle. Is there a best time for me to give you a call so we can discuss this over the phone?

Please let me know.

Thank you,
Brandon.
FCA Case Management.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/18/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/08/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	40,487 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	AMERICAN FORK	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	08011	LARRY H. MILLER CHRYSLER JEEP		**Dealer Phone**	8015535900
Dealer Address	10905 S AUTO MALL DRIVE				
	SANDY		UT	84070 4162	USA
Dealer Zone	West	**Sales District**		**Service District**	F
Subject	passenger side panel flew off				
Synopsis					
Customer Anomaly	Body				
	Paintwork				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	3	Vehicle Paint Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/18/2017 04:19 PM	Open
09/08/2017 03:51 PM	Closed
09/29/2018 04:59 PM	Closed

Initial Description

0465000000-Corporate,E-Reimbursement,Default,Default,Default,E-Reimbursement,Reimbursing $129.50 for door panel replacement.
0108250000-Product,Electrical,Power Door Lock / Deck Lid,Other,Unknown,Power Door Lock / Deck Lid - Defective,makes a buzzing noise when unlocking
0123950000-Product,Body / Trim / Paint Finish,Exterior Styling/Appearance,Other,Unknown,Exterior Styling / Appearance - Inquiry,passenger side panel flew off

Case Comments

Date	Comment
08/18/2017	Briefly summarize why the customer is contacting Chrysler: customer called in regards to her back passenger side panel came off while driving. Briefly summarize what the customer is expecting: potential cost assistance Customer seeking assistance with: passenger side panel, rear passenger sliding door electrical issue Customer expecting: potential cost assistance Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: 9 Latest call time: 5 Updates via text: N Updates via email: Y s Vehicle location: [Customer/Dealer/IRF] Date and Time of Appointment: [Insert Date and Time]. Confirmed appointment with: [Dealer and Dealer Contact] Customer in rental: Y/N Authorized by: Rental start date: [Date]
08/23/2017	Vehicle is at the dealership - LARRY H. MILLER CHRYSLER JEEP (08011) Update triggered by S92750M
08/23/2017	********* SNAPSHOT ** D 74 ******* Warranty- Active Powertrain OOW- Basic expired by 4,000+ miles MVP coverage- Active CPW710N Household Loyalty- New; 0 Used; 1 Previous Enterprise, 2nd owner 25,187 at purchase per Coin **********
08/23/2017	Writer contacted the DLR and spoke with Service Cashier Cynthia who advised the appointment was for 8AM today and the vehicle is still at the DLR. SA is Everett but he is momentarily unavailable. Cynthia did not provide the option to leave a VM so writer will call back shortly.
08/23/2017	Writer spoke with SA Everett who advised that the actuator in the door needs to be replaced and is covered by the vehicles extended warranty contract with a $100.00 deductible. Writer asked about the door panel and Everett advised that there's no concern with the panel, it will be put back on the vehicle after the actuator is complete which should be done by the end of today.
08/23/2017	Writer contacted customer who confirmed that the actuator is being replaced under the SC with a deductible and that the door panel flew off during a trip from UT to NY, customer is pretty sure that the vehicle was within Basic mileage before the trip began; customer states that on the way to NY the panel on the inside of the door fell off and there was no glue residue on the inside of the door. The customer is going to be paying about $120.00 for the repairs OOP, writer is going to follow up 08/25 to check for satisfaction and have customer send in documentation for possible reimbursement. Writer advised that it is not guaranteed, the deductible cannot be reimbursed and tax cannot either. Customer acknowledged. Writer will text contact info to customer.
08/23/2017	[redacted] as been activated for text message communication.
08/23/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7459CO****** Hello, this is Chaunte with Chrysler. I'm in the office M-F from 9:30AM to 6:00PM MST. My number is 800-763-8422 EXT 40308. Thank you for your time today... *****END OF TEXT MESSAGE SENT TO CUSTOMER******
08/23/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7459CO****** I'll follow up no later than Friday as planned. Have a great night! -Chaunte
08/23/2017	*****END OF TEXT MESSAGE SENT TO CUSTOMER******
08/25/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40308. Advised will send document link and follow up 08/30.
08/25/2017	****** Below Customer Contacted for Documentation Request ****** [redacted] on 2017-08-25 @ 17:21

Date	Comment
08/30/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40308. Advised of follow up no later than 09/01, will send document link again if contact is made then.
09/01/2017	Writer contacted customer who advised she hadn't had time to send the documents yet, writer informed customer that the link is only good for 7 days so a new one will be sent today. Due to the holiday
09/01/2017	REVISION TO LINE 76: documents and their review may take an extra day or 2 so writer will follow up no later than 09/07
09/01/2017	****** Below Customer Contacted for Documentation Request ******[redacted] on 2017-09-01 @ 17:11
09/04/2017	***** Customer Document Received *****
09/07/2017	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40308. Advised that a decision for reimbursement has been made but has to be discussed over the phone, will call back before COB today.
09/07/2017	Customer left writer a VM requesting a return call when available.
09/07/2017	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7459CO****** Hello, I apologize, it seems we got disconnect but I'll get your check sent out ASAP. Thanks, Sara! -Chaunte *****END OF TEXT MESSAGE SENT TO CUSTOMER******
09/07/2017	Writer contacted customer and advised that CM can reimburse the cost of $129.50 to replace the inside door panel as the DLR did find that it shouldn't have fallen off. Customer accepted and thanked writer. Advised of usual check process and time frame, advised of case closure and survey. After advising of closure and survey, line disconnected. CLOSED LOOP UPDATE - no need for additional follow-up.
09/07/2017	Customer accepts and verifies the check should be mailed to the following name and address:[redacted] , AMERICAN FORK , UT[redacted], UNITED STATES
09/07/2017	What has the customer specifically requested? * Reimbursement of having the door panel replaced after it fell off, appearing to not be installed correctly. If this is for a previously made goodwill decision, what is that CAIR #? * N What is the total amount being reimbursed and the reasons why? * FCA reimbursing $129.50 as a goodwill gesture due to the door panel not appearing to have been installed correctly and then coming off during a vacation. Vehicle was within Basic when the issue occurred but outside by mileage when returning back to UT after a road trip.
09/07/2017	Customer Document Reviewed.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/21/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/20/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	18,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	YPSILANTI	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	26539	CUETER CHRYSLER JEEP DODGE LLC		**Dealer Phone**	7344342424
Dealer Address	2448 WASHTENAW AVE				
	YPSILANTI		MI	48197 1503	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	O
Subject	Power Sliding Door Both Sides - Intermittent or Inoperative				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/21/2017 07:11 PM	Open
10/20/2017 07:01 PM	Closed
09/29/2018 02:30 PM	Closed

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code
0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,Power Sliding Door Both Sides - Intermittent or Inoperative

Case Comments

Date	Comment
08/21/2017	Briefly summarize why the customer is contacting Chrysler: Customer called in and stated the door is not opening again. Customer stated this has been going on since she took ownership of the vehicle. Customer is tried of going back and forth to the dealership and unable to get it fix. Customer stated she has three small children who use the back seat and she is unable to get to the back when the doors will not open. Customer is frustrated with the matter. Briefly summarize what the customer is expecting: Customer is looking for something to be done in order to make sure this is no longer happening. This is not safe. Customer was informed that by making this request they are NOT actually filing lemon law or any related process. Their case is being escalated for a review of the vehicle's repair history to determine if their request merits further action and that due to the nature of their request, it will require a call back which will take place within 1-2 business days. The outcome of the review does NOT determine Lemon Law eligibility. Preferred Morning/Midday call back number is [redacted] Preferred Afternoon/Evening call back number is [redacted] Who has possession of the vehicle? (Owner Reassigned to 91L
08/22/2017	********** 91L Review ********** ********Case Escalated to I2R********** Reviewed Warranty History which determined this case should be escalated to I2R for case management.
08/23/2017	Called 26539 and spoke to SA Todd and verified the RO. Made initial call to the customer and LVM. **Follow up with the customer on 8/24.
08/24/2017	Called 26539 and spoke to SA Thomas and he stated that she can come up first thing in the morning for the sliding doors and they work with enterprise and he would call ahead to set up a 5-7 passenger rental. Called the customer and she stated that this issue with her sliding doors still is an issue and she wants a resolution. I informed her that there would have to be an active repair order and they haven't had a look at it since 2016. I stated that I would call the DLR and set it up with them to get her in a rental. The customer was informed of her appointment for this Friday at 8 am and I stated that she would be called back on Monday. **Follow up with the customer and dealer on 8/28.
08/25/2017	Vehicle is at the dealership - CUETER CHRYSLER JEEP DODGE LLC (26539) Update triggered by s64721q
08/30/2017	Called 26539 and spoke to SA Adam and updated RO and he stated Tom was at lunch and he didn't know if the customer is back in the vehicle. Called the customer and she stated that she hasn't talked to Tom since the weekend when he told her he was holding onto her vehicle a little longer because he wanted to make sure there wasn't something causing the fuse to be blown so soon. The customer was informed that when they are ready to release it to give back the rental and drive her vehicle for a few days. I stated that I would call her back. **Follow up with the customer and dealer on 9/1.
09/06/2017	Called 26539 and spoke to SA Tom and he stated that it seems that the fuse is intermittently blown out but he doesn't know what component causes it maybe when she brings it the fuse was already blown and there is no trace of the reason. Called the customer and LVM. **Follow up with the customer on 9/8.
09/08/2017	Called the customer and asked her if the vehicle was okay and she stated that nobody has called her and she isn't back in her vehicle. The customer was informed that I had talked to the DLR and they replaced the fuse again because it had blown. The customer wanted me to call them and to have somebody notify her if it is ready. I stated that she would have to drive for a couple days and when I call her back on Tuesday then would ask about the confirmation of repairs. Called 26539 and spoke to SA Tom and the SA stated that he forgot to call her but he would today. **Follow up with the customer on 9/12.

Date	Comment
09/12/2017	Called the customer and informed her that I would like to know which door it is that isn't working. The customer stated that the passenger side sliding door will not work every time. The customer stated that she picked it up and a few times it didn't open and the button had to be pushed a few times from keys to get it to open. I informed the customer that I would have to call SA Tom back and that the vehicle would have to go back to service. The customer got frustrated and stated that she doesn't get this process and why does it put her at such a great inconvenience. I informed the customer that I wouldn't have a resolution for her until they verify that they didn't fix it last time. The customer stated that she would wait for my call and she stated she would talk to her husband. **Follow up with the customer and dealer on 9/14.
09/20/2017	Called the customer and LVM. **Follow up with the customer on 9/22.
09/23/2017	Vehicle is at the dealership - GOLLING CHRYSLER DODGE JEEP RAM (26970) Update triggered by S34412P
09/27/2017	Called 26539 and could not get through to service. Called the customer and she stated that the wiring cover was moving around in the door and she had to take it to Golling to get this explanation and service. The customer stated that if she has to do this one time that she wants us to take over the lease on this vehicle. I informed the customer that I would add the trip to her file after calling the DLR and we will talk on Monday about an offer. Called 26970 and spoke to SA and updated RO. **Follow up with the customer on 10/2.
10/02/2017	Called the customer and informed her that have talked to Golling and would like to discuss any resolution option. The customer stated that she is skeptical about the vehicle being repaired and I stated that if the door is operating today then I would look at her monthly payment statement and call her back. **Follow up with the customer on 10/4.
10/04/2017	****** Below Customer Contacted for Documentation Request ****** jaber_co@hotmail.com on 2017-10-04 @ 12:51
10/04/2017	Spoke to the customer and stated that I just sent her the link to get her to send me the monthly payment statement. The customer stated that it is her husband's email but she is going to have him check for it and I stated that I would call her back. **Follow up with the customer on 10/6.
10/06/2017	Called the customer and informed her that I sent the link and she stated that she didn't get one. I stated that I would give her the fax number and we would talk on Monday.
10/10/2017	Called the customer and stated that I have a resolution for her and I am offering 2 monthly payments for a total of $560.84 and the customer asked to be bought back and I stated that if she has 5 months on her lease and full factory warranty then she has something to think about if she wants trade assist I stated that is a possibility or the reimbursement is the only resolution that I have and the customer stated she wanted to talk it over with her husband and she would call back. **Follow up with the customer on 10/12.
10/10/2017	Spoke to the customer and she stated that she wants to be done with this vehicle and after talking to her husband they just made a month's payment and there are only 4 left and the money I offered did not sound good to them. I informed them of trade assist and the customer she said she wants that option and I stated that is something I can look into and I said I would call her tomorrow. **Follow up with the customer and dealer on 10/11.
10/12/2017	Called 26539 and LVM for sales manager John to call me back.
10/13/2017	Called 26539 and spoke to Sales manager John and he issued me the email address to send the CDI guidelines and he would call the customer and he would try to help her out here. **Follow up with the customer on 10/17.
10/17/2017	Called the customer and informed her that I haven't gotten an email from the dealer about her making the visit and the customer stated that nobody called her. I informed her that this isn't an option of replacement it is trade assist and I would email the salesman back to get him to call her. The customer stated that she wanted to think about it after I explained the program some. **Follow up with customer on 10/19.
10/19/2017	****** Below Customer Contacted for Documentation Request ****** [redacted] on 2017-10-19 @ 10:21
10/19/2017	Called the customer and informed her that I am offering 2 payments for a total of $560.84 for a resolution and the customer accepted. I was informed by the customer that her vehicle is operating fine today and I verified her address and stated that the check would be mailed in 7-10 business days.
10/19/2017	***** Customer Document Received *****
10/20/2017	Writer is suggesting reimbursement as a goodwill gesture for customer satisfaction. Customer's proof of payment attached to CAIR (Y/N): Y Mileage: 18,773 Date of repair(s): 9/25/17 Additional pertinent information: Offered 2 payments of $280.42= $560.84 for 7 visits/5 repairs on power sliding doors and 32 days down Writer is submitting check for approval in the amount of: $580.64 CNA flag (Y/N): N

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/22/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/23/2017	**Origin**	Chat	**Reason**	New problem
Mileage	34,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	LESTER PRAIRIE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	X7066	AVIS BUDGET CAR RENTAL-OrlandoAP		**Dealer Phone**	4078253752
Dealer Address	6 SYLVAN WAY				
	PARSIPPANY		NJ	07054 3826	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Sliding Door Hardware - Misaligned / Poor Fit				
Synopsis	issue with sliding door referred to dlr reassigning to 861 - no diagnosis				
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/22/2017 10:49 PM	Open
08/23/2017 04:45 AM	Closed
09/29/2018 04:00 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0123035609-Product,Body / Trim / Paint Finish,Body Hardware,Misaligned / Poor Fit,Door-Sliding,Sliding Door Hardware - Misaligned / Poor Fit,Sliding Door Hardware - Misaligned / Poor Fit

Case Comments

Date	Comment
08/22/2017	Chat ID #[redacted]Hi, my name is Maurice. How may I help you?[redacted]Hello the left side door behind the driver will not open. It also will not lock or unlock Maurice: Hello! For which brand of vehi[redacted]e: Sorry to hear you are having trouble with the doors on your vehicle[redacted] It is a 2016 dodge grand caravan [redacted] Thank you. I hope you can help [redacted] It is one of the sliding doors Maurice: For this I can get you over to a Dodge Advisor as today you've reached Mopar Owner Site Chat for website support. Maurice: Would you mind holding for the transfer as I get you over to the correct department? [redacted] Yes please and thank you Maurice: No problem! Thank you for contacting Mopar Owner Site Chat! Please hold for the transfer. 'Maurice' disconnected ('Transferred to Queue'). Hi, my name is Ally. How may I help you? Ally: Hello [redacted] how are you today? [redacted] Hello I have a 2016 dodge grand caravan [redacted] the door behind the driver will not open [redacted] it also will not lock or unlock [redacted] all other doors and locks work Ally: Oh goodness! I am so sorry to hear of this! have you taken the vehicle to the dealership? [redacted] it was working fine but just stopped one day [redacted] no I was hoping to troubleshoot it myself first Ally: I am not a vehicl[redacted]ian so I would have to recommend taking the vehicle to a dealership for diagnosis. Ally: What is the current mileage of the vehicle? [redacted]y: 34,000 [redacted] would you possibly be able to tell me if there are any recalls on my vehicle Ally: The vehicle is still within warranty until 3[redacted]/18 so I would recommend having the vehicle diagnosed as soon as possible. Ally: There are no recalls on your vehicle [redacted] Ok. Sounds good. Thank you so much Ally: Is there anything else that I can do for you [redacted] disconnected ('Concluded by End-user').

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2015	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/23/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/25/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	68,071 Miles	**Market**	U	**Language**	English
Contact Email		**ct Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	CHICAGO	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	44520	SHERMAN DODGE CHRYSLER JEEP		**Dealer Phone**	8479829500
Dealer Address	7601 N SKOKIE BLVD				
	SKOKIE		IL	60077 3001	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	A
Subject	Customer had problem with a door piece and had it replaced by a mechanic.				
Synopsis					
Customer Anomaly	Drivability				
	Stalling				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	9	Vehicle Stalling
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/23/2017 07:03 PM	Open
08/25/2017 03:36 PM	Closed
09/29/2018 01:05 PM	Closed

Initial Description

0465000000-Corporate,E-Reimbursement,Default,Default,Default,E-Reimbursement,E-Reimbursement
0118000000-Product,Drivability,Unknown,Other,Default,Driveability Inquiry,Customer had problem with a door piece and had it replaced by a mechanic.

Case Comments

Date	Comment
08/23/2017	What has the customer requested? A reimbursement If this is a Recall or Extended Warranty, enter the campaign number. If this is for a previously made goodwill decision, what is that CAIR #? Enter the Mileage at the time of the repair. Enter the Date when the repairs were completed. What is the total cost of the Parts to be reimbursed? $140: Payed $98 What is the total cost of the Labor to be reimbursed? $125 What is the total tax to be reimbursed? $14.35 What is the total amount being reimbursed? $279.35, $237.35
08/23/2017	---------- Customer called in regards to asking for a reimbursement for a part that needed replaced. The mechanics in the customer's area are on strike and the customer had the piece (Mopar) replaced with another Mopar piece at an assumedly non-FCA approved shop. Advisor gathered the following information on the transaction and issue: Repaired on 8/23/2017 Mileage: 68071 Piece broken: Door Actuator The piece was replaced completely The issue was distracting, but not immediately life-threatening. It had been an issue for a while, however, and the customer was growing nervous as the piece would make a loud buzzing noise. Customer's contact information: Phone Number: 3129277717 Email:
08/23/2017	********* Case Management – District 51 G ********* OOW: Expired, In Powertrain MVP: Active WM685N 6 YEARS / 85,000 MILES - $100 DEDUCTIBLE Household: 1 NEW, 1 USED
08/23/2017	****** Below Customer Contacted for Documentation Request **** on 2017-08-23 @ 16:37
08/23/2017	Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40776. Reason for call was to get more information about the customer.
08/23/2017	CONTACT UPDATE - Customer was contacted today at 2.38pm MST. Customer was provided with agent's extension: 40776.
08/23/2017	Writer contacted customer who advised that there was a strike and had to have the repairs done at a mechanic shop, they have been doing the work at an FCA DLR, provided the link for them to attach the documents for review then will advise the customer.
08/23/2017	***** Customer Document Received *****
08/25/2017	Writer contacted customer who advised that they sent the documents, CS to go ahead and send the check, advised of survey for satisfaction, customer confirmed the following CHICAGO , IL-
08/25/2017	********** Create Prep Sheet ********** Prep sheet was saved successfully.
08/25/2017	What has the customer specifically requested? Reimbursement for repairs done on the door If this is for a previously made goodwill decision, what is that CAIR #? N/A What is the total amount being reimbursed and the reasons why? Reimbursement of $279.35 for repairs done on the door piece done by a mechanic as the DLR around were on strike.
08/25/2017	Thank you for allowing Dodge Customer Care the opportunity to address your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the closure of the case; therefore, you could potentially receive an email or telephone survey which is a short 2 question survey asking how I did as your case manager .We'd ask you that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a Dodge customer.
08/25/2017	CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer's concerns as documented in the reason codes have been addressed with the customer.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/26/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/10/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	12,475 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	SAN MARCOS	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	26914	SAN DIEGO CHRYSLER DODGE JEEP RAM		**Dealer Phone**	6192244151
Dealer Address	777 CAMINO DEL RIO SOUTH				
	SAN DIEGO		CA	92108 3513	USA
Dealer Zone	California	**Sales District**		**Service District**	N
Subject	customer's power door has failed despite repeated repair attempts				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/26/2017 09:33 PM	Open
10/10/2017 06:27 PM	Closed
09/29/2018 09:44 AM	Closed

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code
0108250200-Product,Electrical,Power Door Lock / Deck Lid,Defective,Unknown,Power Door Lock / Deck Lid - Defective,customer's power door has failed despite repeated repair attempts

Case Comments

Date	Comment
08/26/2017	Briefly summarize why the customer is contacting Chrysler: Customer's power door has failed despite repeated repair attempts. Customer wants to discuss California Lemon Law/buyback with someone. Briefly summarize what the customer is expecting: Customer would like a case manager to call back with regard to California Lemon Law/buyback.
08/26/2017	Customer was informed that by making this request they are NOT actually filing lemon law or any related process. Their case is being escalated for a review of the vehicle's repair history to determine if their request merits further action and that due to the nature of their request, it will require a call back which will take place within 1-2 business days. The outcome of the review does NOT determine Lemon Law eligibility. Preferred Morning/Midday call back number is [redacted] Preferred Afternoon/Evening call back number is [redacted] Who has possession of the vehicle? customer Reassigned to 91L
08/28/2017	********** 91L Review ********** *********Case Escalated to I2R********** Reviewed Warranty History which determined this case should be escalated to I2R for case management.
08/29/2017	*** Oscar with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please direct them to contact Oscar directly at 214-583-2146 Thank you. *** 8/29/2017 10:47:41 AM: User Comment by OC163: Placed call to 61339 Jack Powell Chrysler Jeep Dodge and spoke with SA Dustin who only took down my information. Placed initial call to customer. LVM stating that this case has been escalated to me for special handling and I would like to assist with vehicle concerns. I provided my hours and a number for a return call. Unable to LVM as there was a switch recording from the service provider.
08/30/2017	Status update provided via email to the following email address: [redacted] My name is Oscar with Chrysler Resolution and have been trying to contact you. If you get this email and still need my assistance, please call me back to 214-583-2146. Thank you, Oscar End of Status Update
08/30/2017	8/30/2017 4:20:21 PM: User Comment by OC163: Placed 2nd initial call to customer and was still unable to LVM as it is answered by a switch recording. Customer has been sent an email update.
09/01/2017	9/1/2017 12:09:01 PM: User Comment by OC163: Returned customers call to [redacted] and LVM.
09/06/2017	customer called seeking to speak with Oscar cm, agent called Oscar and left message with customer contact information, asking cm to call customer asap. agent spoke with customer, relaying information agent left cm.
09/06/2017	9/6/2017 4:09:24 PM: User Comment by OC163: Placed 4th attempt to reach customer at requested numbers. No answer, LVM indicating we need to hear back from them by EOD Friday.
09/08/2017	9/8/2017 1:18:13 PM: User Comment by OC163: Returned customers call and confirmed vehicle is still in repairs at Jack Powell Chrysler Jeep Dodge since last Monday. Customer stated he was advised he may be contacted today to pick up his vehicle. Placed call to 61339 and spoke with SM Matthew to update RO information. **Customer then called back and LVM to express his frustrations with the dealerships.** ----------
09/13/2017	9/13/2017 12:32:22 PM: User Comment by OC163: Placed call to 61339 Jack Powell Chrysler Jeep Dodge and spoke with SA Mathew who confirmed repairs are complete and vehicle was picked up on Saturday. Placed call to customer and confirmed he has vehicle with him and it is repaired. Customer requested replacement but I advised we would be compensating fairly and he understood.

Date	Comment
09/14/2017	9/14/2017 1:46:37 PM: User Comment by OC163: Placed call to customer to offer CRO $1,000.00 and customer accepts us sending an offer letter. Offer letter has been sent.
09/19/2017	9/19/2017 2:13:42 PM: User Comment by OC163: Placed call to customer to follow up on our offer letter. Customer stated he had not made a decision so I advised him he has until 9/28 and he understood.
09/27/2017	9/27/2017 3:58:06 PM: User Comment by OC163: Made contact with customer and confirmed this is the max amount we can offer as he tried to negotiate more. Customer agreed to fax in the documentation since I will be OOO.
10/03/2017	*Received page one, but not signed release agreement. Called customer [redacted] to advise and customer stated he will fax both pages. Agreed to follow up 10/6
10/09/2017	****** Below Customer Contacted for Documentation Request ****** [redacted] 2017-10-09 @ 14:52
10/09/2017	*Called customer (760) 703-5467 who confirmed the vehicle is repaired. Confirmed mailing address as [redacted] San Marcos CA [redacted] Advised to expect the check in the amount of $1000.00 in 7-10 business days. Customer was appreciative.
10/09/2017	***** Customer Document Received *****
10/09/2017	*Created check
10/10/2017	Writer is suggesting Cash Settlement as a goodwill gesture for customer satisfaction. Customer's Signed Release attached to CAIR (Y/N): Y Mileage: 12,499 Date of repair(s): 9/9/17 Additional pertinent information: Offered Cash Settlement of $1000.00 for 4 repairs on (passenger door, sliding doors) and 35 days down. Offer approved by JS2481 Writer is submitting check for approval in the amount of: $1000.00 CNA flag (Y/N): N

Email(s)

Date	10/01/2018	***Subject***	[redacted] My name is Oscar with Chrysl		
From	[redacted]	***To***		***Sent Date/Time***	08/30/2017 21:19 PM

My name is Oscar with Chrysler Resolution and have been trying to contact you. If you get this email and still need my assistance, please call me back to 214-583-2146.

Thank you,
Oscar

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/30/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/31/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	27,500 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	STRONGSVILLE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	68225	BRUNSWICK AUTO MART INC		**Dealer Phone**	3302733300
Dealer Address	3031 CENTER RD				
	BRUNSWICK		OH	44212 6500	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	E
Subject	issue with sliding door				
Synopsis	complaint: - customer has issue with sliding door - no diagnosis - bypass				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/30/2017 08:14 PM	Open
08/31/2017 12:10 AM	Closed
09/29/2018 04:47 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,issue with sliding door

Case Comments

Date	Comment
08/30/2017	Customer is contacting CAC stating that her sliding door will not open and states that it is a safety issue. Agent agreed and asked if customer had been to dealer or called them yet. Customer stated no that she had not. Agent transferred her over to her dealership to make an appointment to get the door looked at and diagnosed.
08/30/2017	reassign 861 no diagnosis

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/31/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/31/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	40,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**ntact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	BALTIMORE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60111	SHERWOOD CHRYSLER JEEP DODGE OF		**Dealer Phone**	4105484600
Dealer Address	1915 N SALISBURY BLVD				
	SALISBURY		MD	21801 3334	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	C
Subject	wont lock or open				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/31/2017 01:27 PM	Open
08/31/2017 01:32 PM	Closed
09/29/2018 09:51 AM	Closed

Initial Description

0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,wont lock or open

Case Comments

Date	Comment
08/31/2017	customer states that he have a problem with his doors and he wants to talk with someone about it. customer states that his sliding door does not open, and the other one opens and closes but the lock does not work on it. customer states that he is just trying to see if there is a recall on his vehicle. informed the customer that there is no recalls. also informed the customer that he should take the vehicle to a Chrysler DLR to be looked at. went on mopar.com and found a DLR for the customer and then provided the customer with the address and the phone number. customer states that he will give them a call. thanked the customer and then branded the call.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/05/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/28/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	49,941 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Mobile**			
Caller Address				**Source**	Customer
Caller City	FAYETTEVILLE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	26241	Hendrick Chrysler Jeep FIAT		**Dealer Phone**	9104254200
Dealer Address	543 N MCPHERSON CHURCH RD				
	FAYETTEVILLE	NC	28303 4409	USA	
Dealer Zone	Southeast	**Sales District**		**Service District**	N
Subject	Trouble with door back ordered part				
Synopsis	Informed customer that the vehicle is A-OK and ready for pickup				
Customer Anomaly	Interior				
	Panels/Moldings				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	82	Interior panels or moldings issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/05/2017 09:34 PM	Open
09/28/2017 07:46 PM	Closed
09/29/2018 05:23 PM	Closed

Initial Description

0123020000-Product,Body / Trim / Paint Finish,External Ornamentation,Other,Unknown,External Ornamentation Inquiry,Trouble with door back ordered part

Case Comments

Date	Comment
09/05/2017	customer is calling to find the status of her vehicle
09/07/2017	Customer called and stated that she was suppose to receive an call back from someone. Agent reached out DLR 26241 and spoke with Jeff who stated that the parts department who stated that her part came in the mail today. Agent tried to speak with the customer service and wasn't able to speak with anyone, agent inform the rep to leave a note for the customer service advise to give her a call back with an update on her case.
09/07/2017	Customer seeking assistance with: Door that is not working properly [Insert Vehicle Concern]. Customer expecting: to be covered under warranty/fixed [Insert Request]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: 9 am Latest call time: 9 pm Updates via text: Y/N [Mobile number] [redacted]yes Updates via email: Y/N [Email address [redacted] Vehicle location: [Customer/Dealer/IRF] Date and Time of Appointment: [Insert Date and Time]. 6-29-17/need by appointment brought back 7-3-17, did some checks and dealer #26241 said door needed to be adjusted, closed fine, the next day 7-4-17 did not work, the [redacted] I took it back 7-6-17 that morning, same DLR #26241 needed a part, they had to keep vehicle and I left it there, about a week, DLR provided rental through warranty company for that week. Vehicle was picked up, got home and the next day the door was not working again the next morning. Symptoms sticking, 2 light hazard lights flashing, hearing constantly noise where door attempting to close. lights constantly flashing-noise constant too. DLR 26241 Twyla she is my contact in the service department and she is perplexed as well. I even spoke with John Falkner, he did not know what to say either. Tuesday 7-18-17 I got another rental from enterprise and I got the van back 7-21-17, my surprise it did the same thing. I did not take it back that weekend but I took it back Monday, 7-24-17, the fourth time I have it there. Vehicle is there now at location HENDRICK CHRY-JEEP 543 N MCPHERSON CHURCH RD, I am really wondering how I will know if vehicle is truly fixed. It opens and it closes. The Dealer theory was since I live in an apartment, when temp gets hot, the mechanism malfunctions. Based on their theory, they ordered the new part which is still on backorder. The passenger door behind the driver side. It does the same thing blinking and noise anytime you close/press key. Doing the winter when time was cold, the door was frozen but not frozen shut. I bought the van in OCT. I did not realize when I bought it, they fixed it but it keeps doing the same thing. Confirmed appointment with: [Dealer and Dealer Contact] van at dealer now Customer in rental: Y/N Yes- the fifth rental I am in Authorized by: Rental start date: [Date]
09/07/2017	**********Customer Email Address Updated********** Following email address is added for communication or survey with the customer [redacted]
09/07/2017	This is my first Chrysler and I am disappointed in this. I had a Honda before and I expanded my family, my wanted the Chrysler van. I want this fixed once and for all. My boys miss the TV in the van. I am hoping to get this fixed. T6342JS I called and left message for dealer-910-425-4200/ reference this CAIR #
09/15/2017	called DLR says 7-25-17 replaced sliding door module/today 9-15-17 the tech has ticket, waiting for free space to put in the part for repair, about 2 days behind in shop. DLR will also call the extended warranty company because they want pictures of wire & connector/DLR will send the pics as needed.
09/15/2017	appears escalated to CM

Date	Comment
09/19/2017	Dealer: Took pictures of the panel, and sent them in for approval. In processing at the moment.
09/27/2017	Dealer: Transferred me to SM, Absent. Called again, no answer.
09/28/2017	Customer called as she was waiting for a callback from CM, agent transferred to CM for assistance with vehicle issue
09/28/2017	Customer: Called in concerned about fixed car that apparently had a dead battery Dealer: Informed me that the DM decided to go ahead and take care of it under goodwill Informed customer that the vehicle is A-OK and ready for pickup
09/28/2017	Closing case.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/08/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/26/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	23,600 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	SCHENECTADY	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	37000	ARMORY CHRYSLER DODGE JEEP RAM FIA		**Dealer Phone**	5186417777
Dealer Address	926 CENTRAL AVENUE				
	ALBANY		NY	12205 3504	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	K
Subject	Molding and latch				
Synopsis	Customer was seeking parts and repair assistance. CM made sure parts arrived and repairs were completed. Customer has not contacted since repairs.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/08/2017 09:15 PM	Open
09/26/2017 08:47 PM	Closed
09/29/2018 05:53 PM	Closed

Initial Description

0108250200-Product,Electrical,Power Door Lock / Deck Lid,Defective,Unknown,Power Door Lock / Deck Lid - Defective,Molding and latch

Case Comments

Date	Comment
09/08/2017	Customer stated that she took her vehicle in for the door latch. Customer is upset because they said her part was on back order. Customer stated that the DLR provided her a rental but it was not suitable for her because of he job she needs a vehicle to accommodate her. Customer stated that she asked the DLR if they can put the vehicle back together and they told her no. Customer stated she sweared at them because they said they were not putting the vehicle together because the parts was not available. Customer said that the DLR told her that they were doing her a favor because she did not buy the vehicle from them. Customer feel like because she has a Chrysler vehicle she should be able to take vehicle to any DLR. Agent advised customer that her concerns will be documented agent provided customer with the SM number for further assistance. Writer contacted Dealer name and code and spoke with SM or SA Name. SM or SA name stated part information for order is as follows: Part #: Part 1- 5028902aa Part 2- 68030378ad Part Description: Part 1-molding Part 2 latch Order #: Part # for both 1 and 2 - 423128 ETA: back ordered molding latch Is customer in rental? NO If yes, who authorized rental? NO Is the vehicle off road? NO Order type: Special Handling Writer advised customer that their parts concern will be escalated to the Parts Support team for parts resolution, and that their Case Manager will provide them updates on the status of the part within 1-2 days. If an update is received sooner, customer will be contacted sooner. Assigned case to 86x
09/11/2017	Reassigned
09/11/2017	********** In-Service Date: 03/08/2016 Original Owner: No Mileage: 23600 Vehicle purchase loyalty: 1 Original, 2 Used Multiple Repairs/ Previous related repairs: No MVP plans: Yes (Certified Pre-owned) **********
09/11/2017	- *****OUTBOUND DEALERSHIP CONTACT***** DEALER NAME | 32-37000 | DEALER PHONE NUMBER | CM contacted PA who advised that the 1st (molding - 5028902aa) part has already arrived. The 2nd (latch - 68030378ad) part should be arriving 09/12 or 09/13/2017.
09/11/2017	********** Create Prep Sheet ********** Prep sheet was saved successfully.
09/11/2017	- *****OUTBOUND CUSTOMER CONTACT***** [redacted] | CM contacted customer and advised of lines 47-49. Customer thankful and asked for an email with contact information as they are currently at work. -
09/11/2017	Status update provided via email to the following email address [redacted]et My name is Annabelle and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have: · Your case number is [redacted]· The Chrysler Case Management telephone number is: 1-844-827-2006 · My direct extension: 4719844 · My work hours are: 9:00am - 5:30pm Eastern Standard Time Monday-Friday. · I will contact you as soon as I have an update on the second part Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation! End of Status Update
09/12/2017	- *****OUTBOUND DEALERSHIP CONTACT***** ARMORY CHRYSLER DODGE JEEP RAM FIA | 32-37000 | 518-641-7777 | CM was advised by PA that the part (latch - 68030378ad) has arrived.
09/12/2017	- *****OUTBOUND CUSTOMER CONTACT***** [redacted] | CM informed customer that their parts have both arrived at the DLR. Customer states they can go [redacted]ack at 1:30. CM offered to call over to DLR and get them on the line to make an appointment, customer agreed. - CM contacted DLR# 32-37000 and SA Rachel set the appointment for 8:00am on 09/19/2017.

Date	Comment
09/13/2017	- Waiting for appointment on 09/19/2017
09/14/2017	Waiting for appointment on 09/19/2017
09/15/2017	Waiting for appointment on 09/19/2017
09/15/2017	Status update provided via email to the following email address [redacted], I am emailing you to inform you that I will be out of office from Monday 18th to Wednesday 20th, and will be back on Thursday 21st. While I am not in office there will be another case manager handling your case. I have transferred my notes to them regarding your case so they are up to date on what is happening. If you have any questions or concerns you can call the Case Management line with your case number. Case Management Group: 844-827-2006 Your Case Number: [redacted] Thank you for your patience and co-operation! End of Status Update
09/19/2017	Vehicle is at the dealership - ARMORY CHRYSLER DODGE JEEP RAM FIA (37000) Update triggered by S32098O
09/19/2017	** OUTBOUND DEALER CONTACT (518-641-7777) **** Spoke to SA Gary and vehicle is repaired and will be calling customer and have them pick up today, will follow up
09/21/2017	- *****OUTBOUND CUSTOMER CONTACT***** [redacted] | CM LVM checking up on the vehicle and advising customer that if they need further assistance the
09/22/2017	- *****OUTBOUND CUSTOMER CONTACT***** [redacted] | CM LVM advising customer to call if they experience any issues with the vehicle.
09/25/2017	-
09/25/2017	Status update provided via email to the following email address: [redacted] Hello this is Annabelle from FCA Case Management. We have attempted to contact you by phone to see if you need any further assistance with your vehicle. As we could not reach you I am sending you an email with your information if you would like to contact us. · Your case number is [redacted] The Chrysler Case Management telephone number is: 1-844-827-2006 · My direct extension: 4719844 Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation! End of Status Update
09/26/2017	-
09/26/2017	Status update provided via email to the following email address:
09/26/2017	[redacted] I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future. Your Case Number is: 32375506 The FCA Case Management Telephone Number is: 1-844-827-2006 My Direct Extension is: 4719844 Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer. It has been a pleasure working with you, all the best, Annabelle | FCA Case Manager Phone: 1-844-827-2006| Ext. 4719844 End of Status Update

Email(s)

Date	10/01/2018	***Subject***	Â Hello [redacted] Â I am sending you this email r		
From		***To***		***Sent Date/Time***	09/26/2017 20:46 PM

Â Hello [redacted]
Â
I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.
Â
Your Case Number is: [redacted]
Â
The FCA Case Management Telephone Number is: 1-844-827-2006
Â
My Direct Extension is: 4719844
Â
Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. WeÂ'd ask that you take the time to complete the survey so weÂ'll know how weÂ're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.
Â
It has been a pleasure working with you, all the best,
Annabelle | FCA Case Manager
Phone: 1-844-827-2006| Ext. 4719844

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2016	Brand	DODGE
Body	RTKH53	Vehicle	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	09/13/2017	CAIR Type	Regular	Status	Closed
Close Date	09/13/2017	Origin	Telephone	Reason	New problem
Mileage	50,000 Miles	Market	U	Language	English
Contact Email	nobody@external.fcagroup.com	Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	HOMOSASSA	Caller Country	USA	Caller Postal Co	
Customer					
Customer Address					
Dealer	65666	SUNCOAST CHRYSLER JEEP DODGE RAM		Dealer Phone	7273934621
Dealer Address	8755 PARK BOULEVARD				
	SEMINOLE		FL	33777 4334	USA
Dealer Zone	Southeast	Sales District		Service District	C
Subject	Customer states, the side door is broken on vehicle				
Synopsis	Customer seeking assistance with repairs on vehicle, as her vehicle was diagnose by her local mechanic. Agent told customer, in order to assist, vehicle would have to go to DLR, to have a diagnosis done on vehicle. Customer decided to go to her local mech				
Customer Anomaly	Body				
	Paintwork				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	3	Vehicle Paint Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/13/2017 07:31 PM	Open
09/13/2017 07:54 PM	Closed
09/29/2018 06:07 PM	Closed

Initial Description

0123001100-Product,Body / Trim / Paint Finish,Unknown,Broken, Cracked,Unknown,Body / Trim / Paint Finish - Broken. Cracked,Customer states, the side door is broken on vehicle

Case Comments

Date	Comment
09/13/2017	Briefly summarize why the customer is contacting Chrysler: Customer states, she brings her vehicle to the local mechanic, and he told her, that the siding door of vehicle needs an actuator. Briefly summarize what the customer is expecting: Customer seeking goodwill, for repair work.
09/13/2017	Agent contact MVP, and spoke with Jim, and he states, their are many types of actuator in the vehicle, he states, the customer only has powertrain left, and would have to go to the DLR to have diagnose. Agent told customer, that their are many actuators, and a diagnosis from DLR would have to be done to determine the issue. Customer states, she will just get this done at her local mechanic, where she has most of her work done.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTKX53	**Vehicle**	DODGE WAG GRAND CARAVAN R/T ON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/13/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/13/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	46,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	TYLER	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	26201	RANDALL NOE CHRYSLER DODGE		**Dealer Phone**	9725243775
Dealer Address	1608 WEST MOORE				
	TERRELL		TX	75160 2308	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	B
Subject	stuck				
Synopsis	closed				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/13/2017 09:08 PM	Open
09/13/2017 09:14 PM	Closed
09/29/2018 06:48 PM	Closed

Initial Description

0108250200-Product,Electrical,Power Door Lock / Deck Lid,Defective,Unknown,Power Door Lock / Deck Lid - Defective,stuck

Case Comments

Date	Comment
09/13/2017	Customer seeking warranty information, vehicle experiencing sliding door stuck, vehicle has not been to dealer Agent advised customer that vehicle has been to taking into certified Chrysler dealership for a diagnostic's test to be preformed before we can offer any assistance

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/25/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/25/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	48,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	MILWAUKEE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	63814	EWALD CHRYSLER JEEP DODGE, LLC		**Dealer Phone**	4144272000
Dealer Address	6319 S 108TH ST				
	FRANKLIN		WI	53132 1204	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	I
Subject	power sliding door does not work or lock				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/25/2017 04:56 PM	Open
09/25/2017 10:24 PM	Closed
09/29/2018 05:28 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0467010000-Corporate,Goodwill Escalation Matrix,Not Escalated,Default,Default,Goodwill Escalation Matrix - Not Escalated,customer seeking goodwill for repairs
0424000000-Corporate,Warranty Coverage,Default,Default,Default,Request for Warranty Coverage Information,not covered under warranty
0108029900-Product,Electrical,Power Sliding Door,Complete Failure,Both Sides,Power Sliding Door Both Sides - Complete Failure,power sliding door does not work or lock

Case Comments

Date	Comment
09/25/2017	Briefly summarize why the customer is contacting Chrysler: Customer calling to seek assistance with repairs to vehicle because the power sliding door needs to be replaced and customer has only had vehicle for 6 weeks. Briefly summarize what the customer is expecting: Goodwill repairs. Agent advised the caller that at this time there is nothing that can be done to assist with the cost of repairs. Agent advised the caller that repairs would have been covered under the basic warranty but this vehicle is outside or warranty by 12000 M. Customer stated that vehicle was bought at Chevrolet dealership and they won't help him either. Agent apologized but again stated that we can't offer assistance with cost of repairs.
09/25/2017	survey bypass under dlr goodwill reassign to 861

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/28/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/02/2017	**Origin**	Letter	**Reason**	New problem
Mileage	38,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	BELLEVILLE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60605	MARTY CANCILA CHRYSLER DODGE JEEP		**Dealer Phone**	6184982143
Dealer Address	1200 S STATE ST				
	JERSEYVILLE		IL	62052 3600	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	N
Subject	customer seeking good will				
Synopsis					
Customer Anomaly					
Contact Reason	C83	Request For Goodwill Reimbursement	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Product - Reimbursement request - Compensation/Goodwill				

Case Status History

Create Date	Status
09/28/2017 04:44 PM	Open
11/02/2017 02:16 PM	Closed
09/29/2018 04:33 PM	Closed

Initial Description

0467000000-Corporate,Goodwill Escalation Matrix,Escalated,Default,Default,Goodwill Escalation Matrix - Escalated,customer seeking good will

Case Comments

Date	Comment
09/28/2017	customer called in today and is seeking some type of help with his vehicle he has just pass his warranty that was 36,000 and his vehicle is now is 38,000 customer vehicle sliding door wont open it wont and it wont unlocked customer vehicle is in the dealership now at 3795 West State Route 15 Belleville, IL 62226-3100 618-233-8140 customer has drop it off since this morning and service advisor told customer that the cost is around $2,000 to get the vehicle fixed and customer seeking help from good will
09/28/2017	reassign 96Y...
10/23/2017	The customer called back for an update on his case. The agent advised he would need to have an appointment before it can be escalated for possible cost assistance.
11/02/2017	No documents received
11/22/2017	Someone from the DLR is calling in to see if the customer was approved for the good will. informed her that I don't see anything in my system and that the case was closed because the customer did not send in documents.
11/22/2017	DLR contacted CAC was very rude and angry regarding did the Customer qualify for goodwill Jennifer from the dealership stated that the Customer did qualify and was seeking assistance for a CM. Agent inform Jennifer that the case wasn't escalated and that it will have to be escalated Jennifer stated okay thank you and disconnected the call.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/29/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/16/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	40,261 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	AIKEN	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	68426	THOMSON CHRYSLER DODGE JEEP RAM		**Dealer Phone**	7065970062
Dealer Address	2158 WASHINGTON RD NE				
	THOMSON		GA	30824 6653	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	L
Subject	Power Sliding Door Both Sides - Intermittent or Inoperative				
Synopsis	FCA offered 25% customer declined Closing CAIR				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/29/2017 02:46 PM	Open
09/29/2017 05:25 PM	Closed
10/11/2017 01:43 PM	Reopen
10/16/2017 03:15 PM	Closed
09/29/2018 02:36 PM	Closed

Initial Description

0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,Power Sliding Door Both Sides - Intermittent or Inoperative

Case Comments

Date	Comment
09/29/2017	Customer seeking assistance with: SA Rick contacted dodge on be have of the customer in regards to cair 32435111. DLR stated that the vehicle is in service and they are currently ordering parts for the left slider lock actuator. The customer would like to receive goodwill for the repairs for the power sliding doors Customer expecting: GW assistance Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: 8am Latest call time: 8pm Updates via text: N [Mobile number] Updates via email: N [Email address] Vehicle location: Dealer26983 Date and Time of Appointment: Current Confirmed appointment with: Dealer Contact SA Rick direct EXT 803-392-0342 Customer in rental: Y/N Authorized by: Rental start date: [Date]
09/29/2017	attempted to contact Rick, was advised to call him back after 1:00 he is on lunch
09/29/2017	Advised SA Claim denied vehicle is out of warranty dealership can offer goodwill.
09/29/2017	CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer's concerns as documented in the reason codes have been addressed with the customer.
10/10/2017	Customer called to talk to the Case Manager. Advisor advised the customer that the Case Manager was gone home for the day. Customer says that he will try back tomorrow because he would like to know the status of the case.
10/11/2017	Customer called in to say the vehicle is not fixed. He is losing faith in the DLR. Parts were ordered but nothing has been done. He has not had contact with his CM regarding the vehicle. Service is not fixing the vehicle. They don't have the parts at the time. It has been a week since they were ordered. BOB RICHARDS CJDR is where he has been waiting for the parts. Agent called CM Linda who said she would be in touch with CM BS1360
10/11/2017	**********Customer Email Address Updated********** Customer has updated the email address from [redacted] to [redacted] for further communication or for surverys.
10/11/2017	SA Rick said customer took off out of there, then SA found out we denied the repairs. Customer had a policy number. We denied him. He did not know he could still ask his SM or DM for assistance. The vehicle appeared to be well-maintained but he had a policy number and went above the DLR's head. SA did not know he could still offer DLR goodwill. Door latch is frozen. He was not able to submit it to his SM or DM because customer had a case number. Agent said she would get back to the customer.
10/11/2017	CM- Made contact with SA Rick he is writing up the repair order/ cost.... asked if the SM was going to do Dealers Goodwill he said he would write up repair go over it with SM and get back with me.
10/11/2017	attempted to call customer, however customer is unavailable left vm to callback at 844-348-0573 ext 89247
10/11/2017	Status update provided via email to the following email address [redacted] Hello, My name is Billie with FCA customer Care. Please give me a call back at 844-378-0573 ext 89247. Reference case [redacted]. Thank you. End of Status Update
10/11/2017	spoke to Rick SA - parts $306.35 $600.00 labor he will speak to SM tomorrow about dealer goodwill
10/12/2017	attempted to contact customer, customer unavailable. left vm to call back at 844-378-0573 ext 89247

Date	Comment
10/12/2017	SM/SA denied goodwill ...this customer has never had service at this dealership nor bought the vehicle from them....
10/12/2017	FCA will cover 25% of repairs $226.00 if customer accepts the offer. CM -attempted to contact customer, however customer is unavailable. Left vm to call me back at 844-378-0573 ext 89247
10/12/2017	Customer called in advised him FCA would cover 25% ...customer declined offer
10/16/2017	closing CAIR
10/20/2017	Briefly summarize why the customer is contacting Chrysler: Customer called in stating that he was working with CM BS1360 and does not feel that FCA only covering 25% of the repair is justifiable. Customer states that he can understand if he has 100,000 miles on his vehicle that Chrysler would not assist but with him only having 40,000 miles, he should not be responsible for a $1000.00 repair. Briefly summarize what the customer is expecting: Customer seeking resolution. Writer advised customer that as per CM BS1360, the 25% is FCAs final offer that was provided and is non-negotiable. Customer was not happy.
10/20/2017	customer had called in asking for the CM to send an email in regards to the offer and decision of this case. agent contacted CM and the CM confirmed that they will send an email in regards to the customers concern.
11/22/2017	customer called because he wants an email to provide to legal console about what is wrong with the vehicle. he would like to know what part number needs to be replaced and the name of the part. customer stated the BS1360 informed him that they would email him the information he requested and he has not received it yet. informed customer the MF1778 will speak to his CM to get this information for him if possible.

Email(s)

Date	10/01/2018	***Subject***	Hello, My name is Billie with FCA customer Care. P		
From		***To***	***Sent Date/Time***	10/11/2017 15:44 PM	
Hello, My name is Billie with FCA customer Care. Please give me a call back at 844-378-0573 ext 89247. Reference case [redacted] Thank you.					

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/06/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/06/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	29,860 Miles	**Market**	U	**Language**	English
Contact Email	nobody@external.fcagroup.com	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	VERNAL	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	68009	DOUG SMITH CHRYSLER JEEP DODGE		**Dealer Phone**	8014921110
Dealer Address	523 WEST MAIN STREET				
	AMERICAN FORK		UT	84003 2274	USA
Dealer Zone	West	**Sales District**		**Service District**	F
Subject	Rental Vehicle				
Synopsis	case closed				
Customer Anomaly					
Contact Reason	C184	Request For Rental Vehicle	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Product - Rental Request - Rental				

Case Status History

Create Date	Status
10/06/2017 05:01 PM	Open
10/06/2017 05:15 PM	Closed
09/29/2018 01:38 PM	Closed

Initial Description

0416000000-Corporate,Rental Vehicle,Default,Default,Default,Rental Vehicle,Rental Vehicle

Case Comments

Date	Comment
10/06/2017	**********Rental Value Updated********** Estimated Rental Amount: $45 Provided By: CAC Days Authorized: 1
10/06/2017	**********VEHICLE APPROVED FOR 1 DAY NOT 2 DAYS**********
10/06/2017	DM notes put in for the rental approved for the customer
10/06/2017	CUSTOMER STATES: needs a rental for 1 day CUSTOMER SEEKS: rental approval AGENT ADVISED: will approve 1 day rental with enterprise NEXT STEP: agent approved customer 1 day rental DLR SAID: SA Seth stated that the vehicle is under warranty and the repairs should be done by the end of the day. It is for the door lock and sliding door and also window - CUSTOMER INFORMATION: NAME: [redacted] UMBER: 4352191893 EMAIL: N/a MILES: 29860 VI[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/09/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/09/2017	**Origin**	Chat	**Reason**	New problem
Mileage	1 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	POCATELLO	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	X8104	EAN HOLDINGS - PHOENIX		**Dealer Phone**	
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Power Sliding Door Both Sides - Other				
Synopsis	Customer seeking cost assistance. Agent declined goodwill as customer is outside the matrix.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/09/2017 07:33 PM	Open
10/09/2017 08:08 PM	Closed
09/29/2018 01:35 PM	Closed

Initial Description

0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,Power Sliding Door Both Sides - Other

Case Comments

Date	Comment
10/09/2017	Reference [redacted] Hi, my name is Heather. How may I help you? [redacted] I recently bought a 2016 Dodge Grand Caravan and the drivers side automatic sliding door actuator has quit. I haven't even mage 6 patients on Heather: I am sorry to hear the issue you are having I would like to look into this for you however, at this time you have reached the Mopar Owner Connect department for the owner website page. Do you mind holding while I get the proper department to assist you further? [redacted] Sure Heather: Thank you for using Mopar Owner Connect web chat, please hold for the transfer. 'Heather' disconnected ('Transferred to Queue'). Hi, my name is Beth-Anne. How may I help you? Beth-Anne: Hello [redacted] how are you today? [redacted] I recently purchased a 2016 Dodge Grand Caravan and the drivers side sliding door actuator quit and locked my door shut. I am extremely upset since I put every penny I had into buying this van. Beth-Anne: I can certainly understand the frustration and would like to look into this further for you. Beth-Anne: How many miles are currently on the vehicle? Sarah Andrews: A little over 48,000 Beth-Anne: Thank you. Can you provide your address while I complete a search on the vehicle, I would like to search for recalls or extended warranties. [redacted] Pocatello ID [redacted] Beth-Anne: Thank you. I am not seeing any recalls etc on the vehicle for this concern. Have you had a chance to take the vehicle to your local dealership for a diagnosis yet? [redacted] I did they said it was the sliding door actuator and there is no way I can afford the Beth-Anne: What dealership did you take the vehicle to? [redacted] I took it to teton Honda in Pocatello because they are affiliated with the dealership I bought the van through. Beth-Anne: Thank you. I was able to search and being that the vehicle is outside of the warranty period Chrysler wouldn't be able to assist in the cost of the repair. What I have done is created a case to document that your vehicle has had this concern and in the event a recall is launched you could submit for receipt for reimbursement. [redacted] So I other words my van that's barely a year old can't be fixed even though this is a known problem? This was my first new car and I have only made 5 payments. This had made this a horrible experience. Beth-Anne: Your local dealership would be able to remedy the issue. It would be an out of pocket expense unless a recall can be issued. I understand the frustration and wish I could provide a more favorable response. [redacted] will definitely not be regimen dodge to dodge to anyone. My payments are to high for my to be able to afford to fix it. How can a vehicle that's barely a year old with under 50,000 miles n not be covered? Beth-Anne: The basic warranty on the vehicle was valid for 3 years or 36000 miles whichever comes first [redacted] So why hasn't a recall been issued when this is clearly known problem? Beth-Anne: If this becomes known then the engineers need to launch an
10/09/2017	investigation, designed a new part etc. This can take some time to complete. [redacted] there are thousands of posts about this issue on Google. I spent every penny I had getting this van so my kids would have a reliable vehicle to be in and now it's not reliable. Beth-Anne: I understand where you are coming from and I would recommend taking it to the dealership so it can be repaired. Beth-Anne: Hello [redacted] how are you today? Beth-Anne: Thank you for contacting Dodge Customer Care. Please chat with us again if you need further assistance. You can also look for updates on our website www.Dodge.com. Have a good day! [redacted] sconnected ('Concluded by Agent').
10/13/2017	Customer called in seeking cost assistance. Agent advised customer she does not meet the matrix for goodwill as stated before. Agent recommended customer to try working a deal out with a Chrysler DLR. Customer stated that if her children are hurt because of this issue she will look into suing Dodge. Agent advised customer to have issue repaired as soon as possible.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2016	Brand	DODGE
Body	RTKH53	Vehicle	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	10/10/2017	CAIR Type	Regular	Status	Closed
Close Date	10/23/2017	Origin	Telephone	Reason	New problem
Mileage	58,500 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	AURORA	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
Dealer	45120	NAPERVILLE CHRYSLER JEEP DODGE RAM		Dealer Phone	6305058282
Dealer Address	1565 W OGDEN AVE				
	NAPERVILLE		IL	60540 3906	USA
Dealer Zone	Midwest	Sales District		Service District	B
Subject	vehicle will not go out of first gear				
Synopsis	Vehicle repaired, customer satisfied, CM closing CAIR				
Customer Anomaly	Gears & Transmission				
	Automatic Gearbox				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	45	Automatic Gearbox issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/10/2017 12:24 PM	Open
10/23/2017 03:47 PM	Closed
09/29/2018 03:44 PM	Closed

Initial Description

0121000400-Product,Transmission / Transaxle,Unknown,Slips,Default,Transmission / Transaxle - Slips,vehicle will not go out of first gear

Case Comments

Date	Comment
10/10/2017	Customer called in stating that while driving the vehicle yesterday he could not get it out of gear. It would go into first gear but not past that. He had to have his insurance company tow the vehicle to the DLR. The DLR stated that they would not provide a rental until the vehicle has been diagnosed. The writer contacted the DLR, and at this time they have no updates on the vehicle. They do not have a contract with Enterprise, therefor the customer will have to submit for reimbursement consideration if he wants a rental at this time. Customer seeking assistance with: Transmission issue [Insert Vehicle Concern]. Customer expecting: issues to be resolved, and rental [Insert Request]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: Earliest call time: anytime Latest call time: anytime Updates via text: N Updates via email: N Vehicle location: DLR NAPERVILLE 45120 Date and Time of Appointment: N/A Confirmed appointment with: N/A Customer in rental: N Authorized by: N/A Rental start date: N/A 86x
10/10/2017	SD827 approves this case to be escalated.
10/10/2017	Reassigning.
10/10/2017	customer calling stating the he need the loaner Customer states that he was loyal customer to the DLR and he even had a 3rd party SC . Customer states that he is not satisfied with the DLR service department .Customer is upset that they did not provided the rental Agent advised his case already been escalated to CM and Cm will be contacting the Customer
10/11/2017	***OUTBOUND DEALER CONTACT*** 45120 - NAPERVILLE CHRYSLER JEEP DODGE RAM - 630-505-8282 SA Roland CM spoke with SA Roland to gather more information on customer's vehicle. SA Roland advised the vehicle is at the Dealership, customer is having transmission concerns, CEL and sliding door issues. SA Roland advised they have filled out paperwork for PT DI which has not been submitted yet, but was provided today to be submitted. SA advised a rental vehicle was provided to the customer yesterday, authorized by Dealer. CM thanked SA Roland for the information, advised he would keep an eye out for PT DI and would follow up for next steps.
10/11/2017	********** ********** In-Service Date: 02/24/2016 Original Owner: Yes Mileage: 58000 Vehicle purchase loyalty: 1 New, 0 Used Multiple Repairs/ Previous related repairs: No MVP plans: None Other: Customer has 3rd party SC allegedly. ********** **********
10/11/2017	********** Create Prep Sheet ********** Prep sheet was saved successfully.
10/11/2017	***OUTBOUND CUSTOMER CONTACT*** CM left Voicemail for customer to call back.
10/11/2017	Customer called back seeking to speak with his CM:BL753 Callback Number:
10/11/2017	***INBOUND CUSTOMER CONTACT*** Customer called in returning CM Voicemail. CM introduced themselves and confirmed customer information on case/contact was accurate. CM advised he would be reaching out to the Dealership tomorrow for an update, and once we had more information he would reach out to the customer. Customer aware, thanked CM for their time in speaking with them. CM confirmed customer had no further questions or concerns. Secondary Contact -
10/12/2017	***OUTBOUND DEALER CONTACT*** 45120 - NAPERVILLE CHRYSLER JEEP DODGE RAM - 630-505-8282 SA Roland CM left Voicemail for SA Roland to call back. CM seeking update on PT DI.
10/12/2017	SA Roland from the dealership is requesting to speak to the CM and was warm transferred.

Date	Comment
10/12/2017	***INBOUND DEALER CONTACT*** SA Roland SA Roland called, advised they are still working on the tear-down, advised he would have everything completed by early next week they are hoping. CM advised he would touch base Monday to see for an update. SA Roland advised that would be good.
10/13/2017	***OUTBOUND CUSTOMER CONTACT*** [redacted] CM contacted customer to advise of the above, CM apologized for not having an update, advised he would call back Monday hopefully with more good news. Customer aware, thanked CM for the follow up.
10/16/2017	Vehicle is at the dealership - NAPERVILLE CHRYSLER JEEP DODGE RAM (45120) Update triggered by S09828M
10/16/2017	***OUTBOUND DEALER CONTACT*** 45120 - NAPERVILLE CHRYSLER JEEP DODGE RAM - 630-505-8282 SA Roland CM spoke with SA Roland, advised PT DI should be submitted by tonight, and available for tomorrow.
10/16/2017	***OUTBOUND CUSTOMER CONTACT*** [redacted] M spoke with customer and advised we would have an update from PT DI in the morning, advised we would review then and see the results, and let him know how we are going to proceed. Customer aware, confirmed they had no further questions or concerns.
10/17/2017	Writer checked DI claim- it has been approved.
10/18/2017	***OUTBOUND DEALER CONTACT*** 45120 - NAPERVILLE CHRYSLER JEEP DODGE RAM - 630-505-8282 SA Roland CM spoke with SA Roland for update on when vehicle engine would arrive. SA advised engine arrived today, they are hoping to have it completed either today or tomorrow. CM thanked SA Roland for the information and disconnected call.
10/18/2017	***OUTBOUND CUSTOMER CONTACT*** [redacted] CM contacted customer to advise of the above information. Customer aware, thanked CM for their follow ups and keeping in touch with the customer. CM advised he would call the Dealership tomorrow to gather an update if he did not hear from the customer or Dealership tonight with an update on the repairs. Customer aware, confirmed they had no further questions or concerns and disconnected call.
10/19/2017	***INBOUND CUSTOMER CONTACT*** [redacted] ustomer called in with questions involving their repairs. Customer states he received a call from SA Roland advising that they found some noises coming from the actuators on the vehicle, and they are going to replace that through the customer's 3rd Party SC. SA Roland advised however that they could not get approval from the SC to replace the appliques on the doors, as this is something that once used, cannot be reused, and has to be replaced. Customer also advised that there is a transmission hose that needs to be replaced, but the customer is in need to pay this. CM advised he would be reaching out to the Dealership for an update this afternoon, and would reach out to the customer to provide any and all updates for this once he has more information. CM apologized to the customer for the confusion, but advised he would try and get the information for the customer.
10/19/2017	***OUTBOUND DEALER CONTACT*** 45120 - NAPERVILLE CHRYSLER JEEP DODGE RAM - 630-505-8282 SA Mark CM contacted Dealership to speak with SA Roland, SA Mark advised that SA Roland was out, but SM Tim was involved with the vehicle, but was out to lunch. SA Mark suggested CM leave a Voicemail for SM Tim to call back. SM Tim McKay CM left Voicemail for SM Tim to call back.
10/19/2017	Email sent to SM Tim.
10/19/2017	***INBOUND DEALER CONTACT*** SM Tim SM Tim called in to provide an update on customer's vehicle. SM states he called the customer personally, and advised that the Trans Cooler Line - leaking at fitting where rubber hose goes into the metal fitting, so that had to be replaced, they claimed that through customer's SC. SM advised as for the Appliques, he spoke with the SF who advised that it's a rubber tab that gets melted and snapped into place, when they perform repairs, they have to break it off again to get in there, so it's not something that can be replaced. SM advised they did Goodwill from SM Tim. SM advised the customer was going to be picking up their vehicle tomorrow, and if there was anything else that would come up, he would reach out to CM. CM thanked SM Tim for the updates, and disconnected call.
10/19/2017	***OUTBOUND CUSTOMER CONTACT*** [redacted] CM contacted customer, customer advised the SM contacted him directly and resolved all of his concerns and answered his questions. CM advised that was great to hear, CM advised he would reach out tomorrow afternoon to speak with the customer regarding their vehicle, to ensure all his concerns were resolved, and set a follow up date. Customer aware, thanked CM for the follow up and disconnected call.
10/20/2017	***OUTBOUND DEALER CONTACT*** 45120 - NAPERVILLE CHRYSLER JEEP DODGE RAM - 630-505-8282 SA Eric CM spoke with SA Eric who advised the vehicle was repaired and returned to the customer already. CM thanked SA Eric for the information and disconnected call.
10/20/2017	***OUTBOUND CUSTOMER CONTACT*** [redacted] CM contacted customer who confirmed that the vehicle was returned and repaired. Customer thanked CM for the follow up. CM advised he would like to follow up on Monday to confirm repairs still holding up, customer agreed this was okay.
10/23/2017	***OUTBOUND CUSTOMER CONTACT*** [redacted] CM contacted customer to follow up with repair satisfaction. Customer advised everything was well, and no further follow up was needed, and disconnected call. CM to send Closing CAIR email to customer.
10/23/2017	Status update provided via email to the following email address: [redacted] am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future. Your Case Number is [redacted] The FCA Case Management telephone number is: 1-844-827-2003 My direct extension is: 4717439 Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and we hope we were able to resolve your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a Case; therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer. [redacted] t has been a pleasure working with you, all the best Brandon End of Status Update

Email(s)

Date	10/01/2018	***Subject***	Hello [redacted] am sending you this email r		
From	[redacted]	***To***		***Sent Date/Time***	10/23/2017 15:46 PM

Hello [redacted]
I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is [redacted]
The FCA Case Management telephone number is: 1-844-827-2003
My direct extension is: 4717439

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and we hope we were able to resolve your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a Case; therefore, you could potentially receive an email or telephone survey. WeÂ'd ask that you take the time to complete the survey so weÂ'll know how weÂ're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best
Brandon

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/10/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/26/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	12,497 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	ANSONIA	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	37002	FITZPATRICKS INC		**Dealer Phone**	2037343318
Dealer Address	430 E MAIN STREET				
	ANSONIA		CT	06401 1919	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	Q
Subject	Passenger Sliding Door				
Synopsis	Customer vehicle needed a new sliding door. Dealer replaced the door Customer was offered an oil change package and she accepted				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/10/2017 04:55 PM	Open
10/26/2017 12:21 PM	Closed
09/29/2018 04:30 PM	Closed

Initial Description

0123039409-Product,Body / Trim / Paint Finish,Body Hardware,Buzz, Squeak, Rattles,Door-Sliding,Sliding Door Hardware - Buzz, Squeak, Rattles,Passenger Sliding Door

Case Comments

Date	Comment
10/10/2017	Customer seeking to know ETA of backordered part. Vehicle is at dealer [FITZPATRICKS INC]. Vehicle is at customers home. Agent confirmed dealer spoke to SA Tracy, order #101017 ETA national back order part ID # 5020678aa, and vehicle information. Agent advised that would escalate to CM , should get a call back in 1-2 business days. Customer states its a safety issue, cannot open her passenger sliding door, customer has 3 little kids. There is a buzzing sound coming from the door. Customer phone number: 203-734-5153
10/10/2017	Reassigned
10/10/2017	*****OUTBOUND DEALERSHIP CONTACT***** FITZPATRICKS INC| 32-37002/ 203-734-3318 | SA Tracey stated it is on national back order. Part Number: 05020678AA Order Number: 101017 Part Name: SLIDING DOOR NONE
10/10/2017	- **** PARTS UPDATE **** Part Number: 05020678AA - superseded to 05020678AB Order Date 10/10/2017 - REL TO PDC **********
10/10/2017	********** In-Service Date: 07/22/2016 Original Owner: Yes Mileage: 12497 Vehicle purchase loyalty 3 new Multiple Repairs/ Previous related repairs: No MVP plans: LEASE WEAR AND TEAR - 36 MONTHS Other: **********
10/10/2017	********** Create Prep Sheet ********** Prep sheet was saved successfully.
10/10/2017	Status update provided via email to the following email address: [redacted] Hello this message is for [redacted] my name is Teena, calling on behalf of Ram Case Management with regards to Case # [redacted] or your (2016 CHRYSLER TOWN & COUNTRY. I would love the opportunity to discuss the details of your case with you, please give me a call at your earliest convenience. I can be reached at 1-844-827-2006 ext. [4717176]. Thank you for your time, I look forward to working with you. Have a great day. End of Status Update
10/10/2017	*****OUTBOUND CUSTOMER CONTACT**** [redacted] CM contacted customer and informed her of her contact number and ext. Customer let the CM hear what the sliding door on the passenger side does when they unlock and open the drivers door. Customer asked if there is a recall on the sliding door. CM informed customer she is working with the special back ordered parts department to get the door there faster. CM informed customer that after the door gets fixed she can look into seeing what we can giver her. CM informed customer she will check on the part every three days and will only call her if there is an update on the case. CM informed customer she will email her every three days if there is not an update.
10/11/2017	TC823 - customer calling in to send thanks and regards for assistance given customers appointment is booked for October 18th, customer says feel free to contact her at avenues above so she can personally give said thanks and regards.
10/12/2017	Begin Customer Message reviewed: Thank you so so much. I got a call today from the dealership. My appointment is oct 18th. Also I just called your company and talked to someone. Sorry didn't have a pen and paper. But I asked If he could relay the message to you regarding the issue. I hope that you will receive it but I now just thought to reply to your email. Thank yo[redacted] End of Reviewed Customer message
10/13/2017	*****OUTBOUND DEALERSHIP CONTACT***** FITZPATRICKS INC| 32-37002/ 203-734-3318 | SA Tracy stated that they got the part for her and have an appointment next week for the repair. SA Tracy stated that the customer appointment is October 19 8am.

Date	Comment
10/16/2017	*****OUTBOUND CUSTOMER CONTACT*** [redacted] CM left a voicemail with the customer reminding her of her appointment this week.
10/19/2017	Vehicle is at the dealership - FITZPATRICKS INC (37002) Update triggered by S11909N
10/19/2017	-
10/19/2017	*****OUTBOUND DEALERSHIP CONTACT***** FITZPATRICKS INC| 32-37002/ 203-734-3318 | SM Ron stated the vehicle is apart and getting repaired now.
10/20/2017	*****OUTBOUND DEALERSHIP CONTACT***** FITZPATRICKS INC| 32-37002/ 203-734-3318 | SA Tracy stated the customer vehicle is done. SA Tracy stated the customer talked to the owner and told him how much help the SA and the CM where for her.
10/20/2017	Status update provided via email to the following email address: [redacted]net Hi I want to ask how your door is working after the repair and to ask you a question about something I would like to put on your vehicle. Please call me at 844-827-2006 Ext 4717176 End of Status Update
10/20/2017	****VOICEMAIL**** Customer called regards to the CM call Sent on October 20 at 11:46am
10/20/2017	*****OUTBOUND CUSTOMER CONTACT**** [redacted] CM contacted customer to see how the vehicle is running after having the repair. Customer stated that the vehicle is running great but they miss the noise the door now doesn't make. Customer stated she wanted to give a koodo call to the CM supervisor. CM asked customer if she would accept a 2 year 4 oil changes to say thank you for being a loyal customer. Customer accepted offer.
10/20/2017	****LIVE KUDOS CALL**** Writer was approached by the agent as the customer wanted to commend her for the service that was provided. The writer agreed to take the call. Writer spoke with the customer and found that TC823 had been extremely helpful through the troubles that she had and wanted to thank her for her services. The customer then stated that she also wanted to ensure that the dealership was mentioned in this as well. Writer advised that she appreciated her taking the extra time to relay the message to her and advised that the dealership's service would also be mentioned in the file. Writer advised that she would then provide this information to the internal program that we have for her recognition. Customer thanked writer and ended call.
10/20/2017	-
10/23/2017	Waiting for MVP
10/25/2017	***MVP ADDED
10/25/2017	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM left voicemail for customer to call in regards to the MVP being added to her vehicle. SC number of [redacted]
10/26/2017	CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer's concerns as documented in the reason codes have been addressed with the customer. CLOSED LOOP UPDATE - no need for additional follow-up.
10/26/2017	Status update provided via email to the following email address: [redacted]t I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future. Your Case Number is [redacted] The FCA Case Management telephone number is: 1-844-827-2006 My direct extension is: 4717176 Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and we hope we were able to resolve your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a Case; therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer. Your Service Contract number for your oil changes and tire rotations is 41778846. It has been a pleasure working with you, all the best End of Status Update

Email(s)

Date	10/01/2018	***Subject***	I am sending you this email regarding the closure		
From		***To***	***Sent Date/Time***	10/26/2017 12:20 PM	

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.
Your Case Number i[redacted]
The FCA Case Management telephone number is: 1-844-827-2006
My direct extension is: 4717176
Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and we hope we were able to resolve your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a Case; therefore, you could potentially receive an email or telephone survey. WeÂ'd ask that you take the time to complete the survey so weÂ'll know how weÂ're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer. Your Service Contract number for your oil changes and tire rotations is 41778846.
It has been a pleasure working with you, all the best

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/12/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/08/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	39,561 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	NASHUA	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	42991	CONTEMPORARY CHRYSLER DODGE JEEP		**Dealer Phone**	6036735511
Dealer Address	30 Hammond Road				
	Milford		NH	03055 4904	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	C
Subject	Driver back sliding door not unlocking				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/12/2017 05:18 PM	Open
11/08/2017 09:42 PM	Closed
09/29/2018 03:25 PM	Closed

Initial Description

0459000000-Corporate,Reimbursement,Default,Default,Default,Corporate - Reimbursement,Corporate - Reimbursement
0108250000-Product,Electrical,Power Door Lock / Deck Lid,Other,Unknown,Power Door Lock / Deck Lid - Defective,Driver back sliding door not unlocking

Case Comments

Date	Comment
10/12/2017	Customer seeking assistance with: Customer is seeking assistance with paying for his sliding door on the driver side of the vehicle. Customer states that the vehicle is door is not unlocking manually or from the key pad. Customer expecting: Customer is expecting cost assistance because he is just a little out of warranty. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: anytime Latest call time: anytime Updates via text: Y [redacted] Updates via email: Y [redacted] Vehicle location: 42991 Date and Time of Appointment: 10/13/2017 at 3:00 PM Confirmed appointment with: 42991 Customer in rental: N Authorized by: N/A Rental start date: n?a
10/12/2017	Reassigned
10/13/2017	********** In-Service Date: 06/30/2016 Original Owner: Yes Mileage: 39561 Vehicle purchase loyalty: 1 New Multiple Repairs/ Previous related repairs: No MVP plans: Yes **********
10/13/2017	********** Create Prep Sheet **********
10/13/2017	Prep sheet was saved successfully.
10/13/2017	***OUTBOUND CUSTOMER CONTACT*** [redacted] CM left VM for return call.
10/16/2017	***OUTBOUND DEALER CONTACT*** CONTEMPORARY CHRYSLER | 603-673-5511 CM spoke to SA, SA stated customer has picked up vehicle, vehicle has been repaired customer has paid 72:81 for re[redacted]
10/16/2017	****** Below Customer Contacted for Documentation Request ****** [redacted] on 2017-10-16 @ 12:14
10/16/2017	Status update provided via email to the following email address [redacted] Regarding Case Numbe[redacted] Hello [redacted] My name is John and I have been assigned as your Case Manager. If you have any questions or concerns, please reach me at the number below to discuss your case further. FCA Case Management: 1-844-827-2006 Case Manager's Extension: 4718469 Our hours of operation are: Monday to Friday; 8am to 8pm Thank you for your patience and co-operation! Regards, John | FCA Specialist Phone: 1-844-827-2006 | ext. 4718469 End of Status Update
10/16/2017	***OUTBOUND CUSTOMER CONTACT*** [redacted] CM spoke to customer, CM advised customer to send in documentation for possible reimbursement.
10/18/2017	Status update provided via email to the following email address [redacted] This is John With FCA Case Management, I was wondering if you were able to attach your documentation. End of Status Update
10/20/2017	Status update provided via email to the following email address: [redacted] This is John from FCA, I'm looking to see if you were able to attach your repair history as we did speak about if you are having issues uploading your documentation you would be able to mail and or fax this information also using the provided information. Reimbursement Information Reimbursement Information P.O. Box 21-8004 Auburn Hills MI 48321-8004 FCA US LLC Customer Care FAX: 877-768-5076 Thank you John End of Status Update

Date	Comment
10/21/2017	***** Customer Document Received *****
10/23/2017	Status update provided via email to the following email address: [redacted]Thank you for the Repair Order, as we still do need the proof of payment for this reimbursement process to get started we would need the receipt for proof of payment End of Status Update
10/24/2017	customer calling In requesting CM contact , Writer warm transferred over for further assistance
10/24/2017	***INBOUND CUSTOMER CONTACT** [redacted]CM advised we do need credit card statement for repair as proof of payment or receipt, customer stated will fax information in.
10/30/2017	Status update provided via email to the following email address: [redacted]This is John with FCA your case manger for case [redacted]as we did speak on 10/24/17 about further documentation for your reimbursement request, I was following up to see, if you were able to send your documents in. End of Status Update
10/30/2017	Begin Customer Message reviewed: John I have proof of payment but no where to attach to this response. Please advise End of Reviewed Customer message
10/30/2017	****** Below Customer Contacted for Documentation Request ***** [redacted]on 2017-10-30 @ 12:38
10/30/2017	Status update provided via email to the following email address: [redacted]I have send you a documentation link you can attach it now End of Status Update
10/30/2017	Begin Customer Message reviewed: This link will not let me attached my proof of payment document? Please send a link that will allow attachments. [redacted]End of Reviewed Customer message
10/30/2017	Status update provided via email to the following email address: [redacted]I will send another link [redacted] End of Status Update
10/30/2017	****** Below Customer Contacted for Documentation Request ***** [redacted]n 2017-10-30 @ 13:01
10/30/2017	***** Customer Document Received *****
11/01/2017	Status update provided via email to the following email address: [redacted]were you able to send in your documentation, if can try these options over also. Reimbursement Information Reimbursement Information P.O. Box 21-8004 Auburn Hills MI 48321-8004 FCA US LLC Customer Care FAX: 877-768-5076 End of Status Update
11/03/2017	Status update provided via email to the following email address: [redacted]were you able to send in your documentation, if can try these options over also. P.O. Box 21-8004 Auburn Hills MI 48321-8004 FCA US LLC Customer Care FAX: 877-768-5076 End of Status Update
11/08/2017	***OUTBOUND CUSTOMER CONTACT*** CM advised customer will be reimbursed for the total amount of 72.81

Email(s)

Date	10/01/2018	***Subject***	Hello[redacted]were you able to send in your docum		
From		***To***	***Sent Date/Time***	11/03/2017 23:50 PM	

Hello [redacted]
were you able to send in your documentation, if can try these options
over also.
P.O. Box 21-8004 Auburn Hills MI 48321-8004 FCA US LLC Customer Care FAX: 877-768-5076

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/18/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/14/2017	**Origin**	Letter	**Reason**	New problem
Mileage	50,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	BOWLING GREEN	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	44010	MARTIN DODGE-JEEP-CHRYSLER		**Dealer Phone**	2708460600
Dealer Address	2209 SCOTTSVILLE RD				
	BOWLING GREEN		KY	42104 4105	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	Q
Subject	sliding doors lock inoperative				
Synopsis	C				
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/18/2017 03:54 PM	Open
10/24/2017 01:19 PM	Closed
11/10/2017 07:49 PM	Reopen
11/14/2017 07:21 PM	Closed
09/29/2018 05:55 PM	Closed

Initial Description

0123035710-Product,Body / Trim / Paint Finish,Body Hardware,Inoperative,F. Door-Driver,Left Front Door Hardware - Inoperative,sliding doors lock inoperative

Case Comments

Date	Comment
10/18/2017	Customer seeking assistance with: sliding door lock inoperative Customer expecting: Customer is seeking goodwill assistance a discount or help with the payment of repair. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: anytime Latest call time: anytime Updates via text: No Updates via email: No Vehicle location: Dealer Martin Dodge-Jeep-Chrysler 2209 Scottsville Rd Bowling Green, KY 42104-4105 270-846-0600 Date and Time of Appointment: n/a Confirmed appointment with: n/a Customer in rental: No Authorized by: n/a Rental start date: n/a Customer is asking FCA for help on the payment for this repair. Customer wants a discount or any help with this repair because vehicle is not old. Customer is supposed to pick up the vehicle today from the dealership but they will want payment. Loyal customer 7 FCA vehicle on household. Escalated case to 86x.
10/18/2017	Reassigned
10/20/2017	reassigned to 970
10/21/2017	Contact customer back to see if he pay for the repair since CM next step instructions was to send case to 96Y for reimbursement. Customer didn't answer the phone left a voicemail asking customer to give us a call back that we want to know if he pay for the repair and pick up his vehicle. **Next agent ** If customer paid for the repair please send cair to 96y follow article #19074 provide customer with link, fax, or address where he can submit documents for a possible reimbursement.
11/10/2017	****** Below Customer Contacted for Documentation Request ****** [redacted] on 2017-11-10 @ 15:50
11/10/2017	****** Below Customer Contacted for Documentation Request ****** [redacted] on 2017-11-10 @ 15:52
11/10/2017	Customer will be submitting documents through mail or email.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/18/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/04/2017	**Origin**	Email	**Reason**	New problem
Mileage	55,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	6192047083	**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	RIVERSIDE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45292	MOSS BROS. CHRYSLER DODGE JEEP RAM		**Dealer Phone**	9514869288
Dealer Address	27810 EUCALYPTUS AVE				
	MORENO VALLEY		CA	92555 4402	USA
Dealer Zone	California	**Sales District**		**Service District**	O
Subject	Unresolved leaking issue				
Synopsis	Reassigned to 861 - no diagnosis unresolved leaking issue agent advised customer to contact back for escalation to CM.				
Customer Anomaly	Interior				
	Panels/Moldings				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	82	Interior panels or moldings issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/18/2017 09:38 PM	Unworked
10/19/2017 07:02 AM	Open
10/19/2017 08:05 AM	Closed
11/06/2017 04:39 PM	Reopen
11/07/2017 06:23 PM	Closed
11/10/2017 04:13 AM	Reopen
12/04/2017 02:54 PM	Closed
09/29/2018 04:48 PM	Closed

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code
0464250000-Corporate,Survey By-Pass,Outbound Recall Follow Up,Default,Default,Outbound Recall Follow Up,Outbound Recall Follow Up
0123106500-Product,Body / Trim / Paint Finish,Interior Ornamentation/Mirrors,Leak/Water Damage/Mildew,Unknown,Interior Ornamentation / Mirrors - Water Damage / Mildew,Unresolved leaking issue

Case Comments

Date	Comment
10/18/2017	***** EMAIL BRIEF DESCRIPTION CONTENT ***** Unresolved issues with my vehicle ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
10/19/2017	I bought a 2016 T&C back in June and it is now the middle of October and i still have issues that have not been resolved to the point that i may have mold in the car from it leaking water when it rains or when washed. I need to know who i can talk to before i take this to an attorney. I do not want to deal with the dealership because they have lied through their teeth and i want someone higher up! *******END OF CUSTOMER EMAIL********
10/19/2017	Dear [redacted] Thank you for contacting the FCA Customer Assistance Center. It's very disappointing to hear that you're still experiencing issues with your vehicle since the purchase. We would absolutely like to work with you further to rectify it. As the issues are unresolved, I would like to see that the issues be handled with the assistance of a Case Manager. However, in order for that to occur an appointment with the dealership will need to be made. By working with a Case Manager you won't be dealing with this issue alone and they'll be able to communicate with the dealership and yourself to ensure you are satisfied and the vehicle is repaired adequately. As soon as you have the appointment is made, call us and provide us with the appointment date and time. From there the representative you speak with will be able to escalate your case to involve a Case Manager. We greatly appreciate the opportunity you've given us to assist you. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753. Sincerely, Jenna Customer Service Representative FCA Customer Assistance Center *******END OF CAC EMAIL*********
10/19/2017	Reassigned to 861 - no diagnosis

Date	Comment
11/02/2017	I don't think you fully understand the situation. I made it clear to you i don't want to work with the dealer anymore because they are liars and have not done anything to take care of this situation. The dealership in riverside has done more for me than they have. Now let me help you understand where i am at since i am about to file a lawsuit and several complaints against your company. As i told the dealer when i first purchased the vehicle i knew there we several things wrong and their response was. "It's a use car it's not going to be perfect." My response i agree but why is my 2008 trade in with over 170k miles on it. 100% better shape than your 2016 with 35K miles on it? * I showed them that the car leaks when it rains or is washed and it now has stains and possible mold in the car. I am also unable to drive the vehicle during inclement weather because of the leaking and the windshield wipers are bent out of shape so they don't work properly. Something i told the dealership but they passed it off as bad blades. Well after replacing the blades three time in less than three months. I had the vehicle checked by another dealership and mechanic. they all agreed that the blade arms were badly bent and it appeared the window had been replaced but didn't line up! * The back door sometimes doesn't open and the car will actually lock me out at times. * There are several electrical issues with the car such as the seat belt light will come on when I make a right hand turn even when all the seat belts are either latched or there is nobody in the seat. * The right side speakers will shut off for no reason and they will come back on periodically when i again make a right hand turn. * The interior of the car was falling apart and there were pieces of the interior missing. * I was sold a vehicle with no spare and not told the vehicle didn't come with a spare so two weeks after i bought i got a flat and had no way to fix it. The dealership then replaced the tire with a non matching tire that has now created more issues, such as a second tire going bad; and i have the tire company who will verify that. I had to buy two more tires to replace the one because i was unable to rotate the tires properly because the odd tire created a pull. * I also was in an accident because the brakes failed to properly work and i had the vehicle in to have them checked and the dealership lied and said they fixed the problem. * I am in the process of having the transmission checked * I have the original paperwork that shows what was supposed to be fixed. the dealership said they fixed the issues but ironically the same issues are occurring! I have said all that i want to on this matter. I wish to have you either fix the vehicle, supply me with a loaner car while the vehicle is being fixed. Not a rental on my card on you, or give me back my money so i can go buy a properly running car and no my daughter and i are safe when we are on the road! Otherwise i will turn this over to my attorney! [redacted]n His Grip, [redacted] ***** END OF CUSTOMER EMAIL *****
11/02/2017	Dear [redacted] Thank you for replying to the FCA Customer Assistance Center. If you choose not to bring the vehicle into the dealership, we simply cannot offer additional assistance. Although we are more than happy to work with you further the vehicle needs to be at the dealership or an appointment needs to be made. If you are currently working with an attorney, unfortunately we are unable to assist with legal matters. Your legal representation will know the proper avenues to follow. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753. Sincerely, Jennifer Customer Service Representative FCA Customer Assistance Center ***** END OF CAC EMAIL TO CUSTOMER *****
11/03/2017	Thank you for your input, but you did not give me the information of who to contact? In His Grip, [redacted] ***** END OF CUSTOMER EMAIL *****
11/03/2017	Dear [redacted]t, Thank you for replying to the FCA Customer Assistance Center. You would need to be in contact with a service advisor at the dealership. I will forward this to a case manager for you to get your issue with the vehicle resolved but the vehicle would need to be at the dealership or an appointment set. If you set up an appointment, you may reply to this email or call in with the date, time and name of the dealership and we can then forward this up. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753. Sincerely, Jennifer Customer Service Representative FCA Customer Assistance Center ***** END OF CAC EMAIL TO CUSTOMER *****
11/06/2017	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Survey By Pass - No Diagnosis
11/06/2017	Customer Stated that he received an mail from Jennifer from customer service sent him an email, to get in contact with the service advisor to book an appointment prior to escalation. Customer stated that he has several issues with the vehicle. The doors locks on their own, when he make a turn, the seat belt light will come on, the speakers will go in and out (on and off) customer stated that the vehicle has issues with the tires. His vehicle leaks when it rains. When he had the new tires put on and rotated them the first time the front tires were worn out and he had to replace them. the interior is falling apart and the dealership told him its used vehicle so he has to deal with it. he also told the dealership that he had issues with his windshield wipers and that he replaced them 3 times and that it was confirmed that it was bent. customer had the vehicle at the dealership for 3 days. Customer stated that Moss Bros. Chrysler Dodge Jeep Ram FIAT Riverside informed him that if they take the vehicle in for repair, they will have to cover the cost for all the repairs and that they shouldn't have to. Advisor looked into the customer warranty information. I advised that he take the vehicle in for diagnosis and to get an estimated repair for the vehicle. I contacted the dealership to book the appointment for the customer. Customer disconnected the line.
11/07/2017	**Handle according to your department procedures**
11/07/2017	ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR. The unresolved concern is [describe concern] Action requested: [Describe what action is needed] Please update this CAIR with resolution.
11/07/2017	By-pass added please close.
11/10/2017	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Close Loop Exception Reason Code Survey By Pass - No Diagnosis
11/10/2017	Good morning, i set the appointment several days ago and maybe i misunderstood but i haven't heard from anyone or case manager yet? In His Grip, [redacted] ***** END OF CUSTOMER EMAIL *****
11/10/2017	Dear [redacted] Thank you for replying to the FCA Customer Assistance Center. Our records show that we have escalated your concerns to an agent who is reviewing your file. We have updated your file to reflect the latest information you provided in the email message. The agent reviewing your case will be contacting you to assist you further. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753. Sincerely, Jennifer Customer Service Representative FCA Customer Assistance Center ***** END OF CAC EMAIL TO CUSTOMER *****
11/10/2017	**Handle according to your department procedures as previously advised. Line 154**
11/11/2017	Dear [redacted] Good morning, I have attached the email to the agent who is reviewing and working your case and I will notify them to be in contact with you. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753. Sincerely, Jennifer Customer Service Representative FCA Customer Assistance Center ***** END OF CAC EMAIL TO CUSTOMER *****
11/18/2017	I was wondering at one point do I stop listening to your passing me off and do i take serious action against your company? It has been another week since you sent me this email and i have still not heard from this supposed case manager. I would like you to forward this to someone in charge or your legal department and i would also like the name and contact information of your President and your legal representative please. In His Grip [redacted] ***** END OF CUSTOMER EMAIL *****
11/18/2017	Dear [redacted] Good morning. I do apologize that you have not heard from anyone regarding your case. I do see in the file that the agent called the dealership to book an appointment for you, when was/is the appointment? Which dealership are you working with. None of this information is in the file. We have sent off notification for the agent working your case to call you to resolve this issue that you are experiencing. If you could respond with the dealer name and time of appointment, we can get this concern moving along. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753. Sincerely, Jennifer Customer Service Representative FCA Customer Assistance Center ***** END OF CAC EMAIL TO CUSTOMER *****
11/20/2017	Per Answer Connect Article 22140, vehicle is not a Fleet/ProMaster. Case will be reassigned to 86X (Zone 71 - Sales DLR) for further case handling.
11/21/2017	- See next steps.
11/25/2017	Dear [redacted], Good morning. I see that no one has contacted you. Have you had the

Date	Comment
11/25/2017	appointment made at Moss Brothers? Did you already see the dealer? If so, what was said and done? I would like to get this sent up for you to be able to work with a case manager in geting the issue resolved. Please email me back and I will make sure your case gets into the proper hands. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753. Sincerely, Jennifer Customer Service Representative FCA Customer Assistance Center
11/25/2017	***** END OF CAC EMAIL TO CUSTOMER *****
11/27/2017	This is in response to your email yesterday. Which you sent by a different method so i couldn't respond! LMAO, If you recall i emailed you to let you know that i went to the scheduled appointment at the dealership in Riverside as you instructed me. When i got there they gave me the run around, made it clear that you gave me wrong information, stated they would not take the vehicle, and made it very clear i needed to speak to Dave Ollie in MV. Since then i have not heard from him, and it was my understanding that Riverside contacted him for me. I had to take the vehicle on our vacation unfixed, and my daughter and i almost got into another wreck because the brakes again failed, the windshield wipers literally broke off and hit the vehicle behind me, while driving in the rain, the electrical system went in and out and i have a number of witnesses that saw all of this an the fact that the vehicle leaks when in the rain and the doors failed to open on several occasions. I have tried to reason with the dealership, which i have paperwork showing the work that was supposed to be done and said was done but wasn't when i first purchased the vehicle. I was also given the statement that the vehicle is "used". But last a checked the law requires the vehicle to be safe! So because i can't get the dealership or you to help me. Or i can't get you to give me the contact info of someone higher up or your legal department. I guess i don't have much choice but to take this to the media. I am sure they are going to eat it up that a [redacted] were almost killed on the freeway because they bought a "USED" car from Moss Brothers....Lok forward to hearing your next excuse or who you pawn this off to next [redacted] ***** END OF CUSTOMER EMAIL *****
11/27/2017	Dear [redacted], I deeply apologize for this confusion, I am having someone contact you during business hours to take a deeper look into this for you. You should be receiving a call within the next day or two. Hopefully we can get this resolved for you. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753. Sincerely, Jennifer Customer Service Representative FCA Customer Assistance Center ***** END OF CAC EMAIL TO CUSTOMER *****
11/27/2017	Status update provided via email to the following email address [redacted] Please send in your paperwork with the dealer so we can review further. End of Status Update
11/29/2017	Status update provided via email to the following email address [redacted] Please send in your paperwork with the dealer so we can review further. End of Status Update
12/01/2017	Status update provided via email to the following email address [redacted] Please send in your paperwork with the dealer so we can review further. End of Status Update
12/04/2017	Status update provided via email to the following email address [redacted] Should you wish any further assistance, please contact us, and we can open another CASE for you. End of Status Update

Email(s)

Date	10/01/2018	***Subject***	Should you wish any further assistance, please con		
From		***To***	***Sent Date/Time***	12/04/2017 14:53 PM	
Should you wish any further assistance, please contact us, and we can open another CASE for you.					

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/19/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/25/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	33,512 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	ANNAPOLIS	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	54194	TATE DODGE CHRYSLER JEEP, INC.		**Dealer Phone**	4107662560
Dealer Address	7429 RITCHIE HWY				
	GLEN BURNIE	MD	21061 3101	USA	
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	M
Subject	Power Door Lock / Deck Lid - Defective				
Synopsis	Customer was seeking cost assistance Agent could not reach -DLR provided GW prior to escalation resolved.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/19/2017 07:33 PM	Open
10/25/2017 05:58 PM	Closed
09/29/2018 03:18 PM	Closed

Initial Description

0464230000-Corporate,Survey By-Pass,No Response / Unable To Reach,Default,Default,No Response / Unable To Reach,No Response / Unable To Reach
0108250000-Product,Electrical,Power Door Lock / Deck Lid,Other,Unknown,Power Door Lock / Deck Lid - Defective,Power Door Lock / Deck Lid - Defective

Case Comments

Date	Comment
10/19/2017	Briefly summarize why the customer is contacting Chrysler: Customer is seeking about why the actuator is not covered under warranty and why she has to pay for Deductible: every time she goes to the DLR * Briefly summarize what the customer is expecting: customer is seeking to get the vehicle fixed * Agent advised customer that the case is being escalated to another department * Customer seeking assistance with: customer is having issues with the actuator in the door Customer expecting: customer would like the vehicle fixed Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: anytime Latest call time: anytime Updates via text: n Updates via email: n Vehicle location: dealer Date and Time of Appointment: n/a Confirmed appointment with: n/a Customer in rental: y Authorized by: dealer Rental start date: n/a
10/19/2017	customer stated that she has to take the she has to take the rental back tomorrow.
10/20/2017	Reassigned to CM
10/20/2017	***OUTBOUND DEALER CONTACT*** 54194 TATE INC 410-766-2560 Agent contacted service regarding this customer and was advised that the customer needed work on the doors and power locks, they advised the customer the concern is OOW (Mileage not updated. Vehicle at 39933M) and would be customer pay and customer. SA advises customer was not accepting that, and that he approached his warranty administrator, who told them they could give the repair to the customer with a $50.00 co-pay/deductible as the customer's service contract did not cover.
10/20/2017	********** Create Prep Sheet ********** Prep sheet was saved successfully.
10/20/2017	***OUTBOUND CUSTOMER CONTACT*** [redacted] Agent dialed out 2X and only got dial tone
10/24/2017	***OUTBOUND CUSTOMER CONTACT*** [redacted] Agent dialed number and got dial tone until line automatically disconnected.
10/25/2017	***OUTBOUND CUSTOMER CONTACT*** [redacted]
10/25/2017	Agent dialed for customer and got dial tone only. Agent cannot leave message.
10/25/2017	********** ********** In-Service Date: 01/09/2016 Original Owner: 3rd owner Mileage: 39933M Vehicle purchase loyalty: 1 used Multiple Repairs/ Previous related repairs: no MVP plans: CPO Other: mileage read 33512 on escalation ********** ********** Confirmed with dealer -vehicle repaired and returned already, DLR offered goodwill, agent contacted 3 X 10/20, 10/24 and 10/25 Agent requests survey bypass no first contact. Reassigning to SM2149
10/25/2017	Bypass added

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/26/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/26/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	39,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	NORTH CANTON	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	X7854	EAN HOLDINGS - ORLANDO		**Dealer Phone**	4073253783
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Customer door will lock and not open other side not lock and open				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/26/2017 01:49 PM	Open
10/26/2017 01:58 PM	Closed
09/29/2018 01:09 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,Customer door will lock and not open other side not lock and open

Case Comments

Date	Comment
10/26/2017	Briefly summarize why the customer is contacting Chrysler: Customer states her sliding doors are not working. Customer states one side will lock and not open, and the other will not lock and will open. Briefly summarize what the customer is expecting: Customer is seeking cost assistance. Agent referred to DLR and advised to call back. Survey By Pass – No Diagnosis

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/27/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/27/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	43,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	FORT MADISON	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	49983	CHAMPION CJD/EAN HOLDINGS LLC		**Dealer Phone**	3178726200
Dealer Address	4505 W 96TH ST				
	INDIANAPOLIS		IN	46268 3107	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	9
Subject	SHIFTING				
Synopsis					
Customer Anomaly	Gears & Transmission				
	Automatic Gearbox				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	45	Automatic Gearbox issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/27/2017 06:22 PM	Open
10/27/2017 09:16 PM	Closed
09/29/2018 04:42 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0123951200-Product,Body / Trim / Paint Finish,Exterior Styling/Appearance,Unsatisfactory / Dislikes,Unknown,Dislikes Exterior Styling / Appearance,PROBLEM WITH SLIDING DOOR
0121000300-Product,Transmission / Transaxle,Unknown,Hard Shifting,Default,Transmission / Transaxle - Hard Shifting,SHIFTING

Case Comments

Date	Comment
10/27/2017	Customer stated problem with Transmission, and issues with power sliding door. Agent advised customer that the vehicle has to be taken into a dealer for diagnostics before any further action can be taken. Agent advised customer to take the vehicle into DLR to receive a diagnostic to see exactly what is going on with the vehicle. Customer also called in for information regarding recalls, agent advised customer there isn't any recalls on vehicle and recalls are vin specific.
10/27/2017	Survey by no diagnosis
10/27/2017	Customer called because the number that he received was not correct. Agent provided customer with MVP contact information.
10/27/2017	Sliding door on passenger side buzzes real loud. Customer states that the vehicle locks on it own. Customer stated the vehicle has a hot burning smells inside the vehicle when he unlocks doors.
10/27/2017	Customer advised that the customer take the vehicle to a FCA certified dealership to get the vehicle diagnosis. Agent informed the customer that in order to be considered for cost assistance the first step is to diagnosis the vehicle.
10/27/2017	Agent stress to the customer that he would need to have the vehicle diagnosised the customer does not want to have the vehicle diagnosised because he does not want to pay the customer does not meet the goodwill guidelines. Agent informed the customer that he still has the powertrain warranty available and he can take his vehicle to the dealership to see what his remaining warranties will cover or will not cover because he is out of the basic warranty.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/30/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/03/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	43,296 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	FAIRVIEW HEIGHTS	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	27048	Auffenberg Chrysler Dodge Jeep RAM		**Dealer Phone**	6186242277
Dealer Address	176 AUTO CT				
	O FALLON		IL	62269 1654	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	N
Subject	passenger side door not locking				
Synopsis	Customer experiencing concerns with side door not locking, need actuator switch. Goodwill offered. Vehicle repaired and returned. No further assistance needed.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/30/2017 08:24 PM	Open
11/03/2017 06:09 PM	Closed
09/29/2018 12:52 PM	Closed

Initial Description

0467000000-Corporate,Goodwill Escalation Matrix,Escalated,Default,Default,Goodwill Escalation Matrix - Escalated,Goodwill Escalation Matrix - Escalated
0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,passenger side door not locking

Case Comments

Date	Comment
10/30/2017	Briefly summarize why the customer is contacting Chrysler: passenger side door not locking, need actuator switch Briefly summarize what the customer is expecting: assistance with repair ***agent advised passenger side door not locking, need actuator switch, seeking assistance with repair, . is within D17-18 ********** Customer seeking assistance with: actuator switch Customer expecting: cost assistance]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: Latest call time: Updates via text: Y/N [Mobile number] Updates via email: Y/N [redacted] Vehicle location: [Customer] Date and Time of Appointment: [10/31/2017 , 8:00am]. Confirmed appointment with: [Auffenberg Chrysler Dodge Jeep RAM DC 27048 618-624-2277] Customer in rental: Y/N N Authorized by: Rental start date: [Date]
10/30/2017	SD827 approves this case to be escalated.
10/30/2017	Reassigned
11/01/2017	******OUTBOUND DLR CONTACT******* Dealer Name : Auffenberg Chrysler Dodge Jeep RAM Dealer Phone : 618-624-2277 SA Tim states the slider door lock and actuator both need to be replaced. Customer was giving retail estimate of $794.57. SA Tim to gather warranty pricing for CM to look into possible goodwill. Waiting on warranty pricing from warranty administrator
11/01/2017	CM will add DM NOTES FOR $292.64, with a customer co pay of $100.00. As a one-time goodwill gesture, Chrysler is approving this out of
11/01/2017	warranty repair. According to the dealer, the warranty costs of the repair are as follows: Parts = 209.00 Labor = 183.64 Total = 392.64 Co-pay = 100.00 ########## DIRECT-TO-DEALER ########## Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care. ##########
11/02/2017	Email sent to verify repair process time frame.
11/02/2017	********** Create Prep Sheet ********** Prep sheet was saved successfully.
11/03/2017	GOODWILL QUALIFIER NARRATIVE In-service Date : 10/17/2016 Original own : yes Mileage: 43296 Vehicle purchase loyalty: 1 new Multiple repairs/previous related repairs: no MVP plans: no Other: low mileage
11/03/2017	*****OUTBOUND DLR CONTACT***** Dealer Name : Auffenberg Chrysler Dodge Jeep RAM Dealer Phone : 618-624-2277 CM contacting DLR to verify if repairs have been completed. CM spoke with SA Tim who advised vehicle completed and returned. *****OUTBOUND CUSTOMER CONTACT******** Customer states vehicle returned, and completed repairs. No further assistance needed.

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	Model Year	2016	Brand	CHRYSLER
Body	RTKX53	Vehicle	DODGE WAG GRAND CARAVAN R/T ON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	10/31/2017	CAIR Type	Regular	Status	Closed
Close Date	10/31/2017	Origin	Telephone	Reason	New problem
Mileage	23,658 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone		Contact Mobile	
Caller Address	[redacted]			Source	Customer
Caller City	CRANE	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45031	ALL AMERICAN CHRYSLER DODGE JEEP R		Dealer Phone	4325223115
Dealer Address	3801 W WALL ST				
	MIDLAND		TX	79703 7711	USA
Dealer Zone	Southwest	Sales District		Service District	K
Subject	Driver and passenger sliding doors doesnt unlock				
Synopsis	per AC#18961 we as an Advisor can authorize rentals for 1-3 days at $35 per day, but would have to get over to the DLR to see how long they will plan on keeping the customer vehicle for as they repair it when she drops the vehicle off.				
Customer Anomaly	Body				
	Paintwork				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	3	Vehicle Paint Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/31/2017 01:43 PM	Open
10/31/2017 02:06 PM	Closed
09/29/2018 05:07 PM	Closed

Initial Description

0416000000-Corporate,Rental Vehicle,Default,Default,Default,Rental Vehicle,Rental Vehicle
0123000000-Product,Body / Trim / Paint Finish,Unknown,Other,Unknown,Body / Trim / Paint Finish - Inquiry,Driver and passenger sliding doors doesnt unlock

Case Comments

Date	Comment
10/31/2017	the customer problem she is having is with the driver side sliding door not opening because its locked and they cannot get it to unlock and the passenger side sliding door doesn't lock. the customer stated she can lock the entire van and it may lock but they walk up in pull the handle and it opens right up without hitting the unlock button and the customer stated sometimes it will set the alarm off and sometimes it will not set the alarm off. the customer stated the All American Chrysler Jeep Dodge stated for her to contact us for us to be able to authorize her in a rental car because they don't have any loner vehicles. Writer informed the customer that I will contact the DLR and the customer stated she has been dealing with the SA Brandon. contacting the All American Chrysler Jeep Dodge and couldn't get the DLR SA Brandon because their busy. Writer was trying to get over to the DLR per AC#18961 to see how many days their going to keep the vehicle.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	Model Year	2016	Brand	DODGE
Body	RTKM53	Vehicle	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	11/01/2017	CAIR Type	Regular	Status	Closed
Close Date	11/10/2017	Origin	Telephone	Reason	New problem
Mileage	52,000 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	PHILADELPHIA	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60493	BARBERA'S AUTOLAND		Dealer Phone	2153333700
Dealer Address	7810 ROOSEVELT BLVD.				
	PHILADELPHIA		PA	19152 3805	USA
Dealer Zone	Mid Atlantic	Sales District		Service District	A
Subject	passenger sliding door wont open				
Synopsis	closed				
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/01/2017 07:18 PM	Open
11/10/2017 01:14 PM	Closed
09/29/2018 01:31 PM	Closed

Initial Description

0123031110-Product,Body / Trim / Paint Finish,Body Hardware,Broken, Cracked,F. Door-Driver,Left Front Door Hardware - Broken, Cracked,passenger sliding door wont open

Case Comments

Date	Comment
11/01/2017	Briefly summarize why the customer is contacting Chrysler: customer explained he has made 2 attempts to get his vehicle fixed and to figure out the exact problem. customer stated passenger side door does not open from the inside customer was told it could be electrical, or something within the door or the hardware Briefly summarize what the customer is expecting: cost assistance ***agent advised** agent called over to dlr and customer made an appointment referenced AC 22938 Customer seeking assistance with: passenger sliding door repair Customer expecting: cost assistance and repair Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: 8am Latest call time: 8PM Updates via text: N Updates via email: N Vehicle location: Customer Date and Time of Appointment: 11/6/17 at 8:30am Confirmed appointment with: Dealer Customer in rental: N Authorized by: NA Rental start date: NA reassigned to 86x
11/01/2017	Reassigned
11/02/2017	********** Create Prep Sheet ********** Prep sheet was saved successfully.
11/02/2017	********** GOODWILL MATRIX ********** ORIGINAL OWNER: NO MVP: NO ISD: 04/05/2016 HOUSEHOLD: 1 USED, 0 NEW MILEAGE: 52000 **********
11/02/2017	******* OUTBOUND DEALERSHIP CONTACT ********* BARBERA'S AUTOLAND | 60493 | 215-333-3700 CM contacted the DLR and confirmed the appointment for this customer. CM thanked the SA. - ***** OUTBOUND CUSTOMER CONTACT ********* [redacted] CM attempted to contact the customer but received VM. Left VM for a return call.
11/02/2017	Customer calling to speak to his CM, agent transferred customer to VM.
11/03/2017	Customer called in to speak to his CM. Writer warm transferred to CM LL1287.
11/03/2017	Status update provided via email to the following email address: [redacted] Good Afternoon, This is Letosha from FCA Case Management. My phone number is 1-866-932-3873. My direct extension is 4719227. Thank you and I hope you have a great weekend ! End of Status Update
11/03/2017	******** OUTBOUND CUSTOMER CONTACT ******** [redacted] CM spoke with the customer and introduced themselves. SM advised the customer that we will follow up with him the day of his appointment. CM advised the customer we will follow up after a diagnosis.
11/06/2017	Customer called in seeking to speak with CM LL1287. Writer attempted to reach CM but received VM.
11/06/2017	customer called in wanting to speak with his CM
11/06/2017	Customer is calling in wanting to speak to CM LL1287. Agent warm transferred customer to CM
11/06/2017	******* INBOUND CUSTOMER CONTACT ********* [redacted] CM spoke with the customer and was informed that the actuator needs to be replaced on the passenger side. Customer currently has the vehicle and is looking for cost assistance. Cm advised we will contact the dealership. Customer thanked CM. Customer is upset as he was charged for the diagnosis again. CM explained that the dealership does that every time a customer comes in with an issue. It is just to confirm accurately what is wrong with the customer. customer agreed and thanked CM.
11/06/2017	****** OUTBOUND DEALERSHIP CONTACT ******* BARBERA'S AUTOLAND | 60493 | 215-333-3700

Date	Comment
11/06/2017	CM spoke with the DLR. CM was informed SA was Shawn. Panels and the actuator needs to be replaced. This is about a $1600 repair.
11/07/2017	******* INBOUND CUSTOMER CONTACT ********* [redacted] CM contacted the customer and informed him we are not able to provide any cost assistance due to the mileage of the vehicle. CM advised the customer that we had done everything we can. Customer thanked agent and disconnected.
11/09/2017	- Approved.

Email(s)

Date	10/01/2018	***Subject***	Good Afternoon, This is Letosha from FCA Case		
From		***To***	***Sent Date/Time***	11/03/2017 14:55 PM	

Good Afternoon,

This is Letosha from FCA Case Management. My phone number is 1-866-932-3873. My direct extension is 4719227. Thank you and I hope you have a great weekend !

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/03/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/14/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	40,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	VOORHEES	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	58285	CHERRY HILL DODGE CHRYSLER JEEP		**Dealer Phone**	8566659000
Dealer Address	1708 WEST MARLTON PIKE				
	CHERRY HILL		NJ	08002 3203	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	B
Subject	customer needing eletronic door switch replaced				
Synopsis	vehicle returned / no call back from customer .				
Customer Anomaly	Electronics				
	Dashboard Electronics				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	15	Gage electronic issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/03/2017 03:06 PM	Open
11/14/2017 01:49 PM	Closed
09/29/2018 04:37 PM	Closed

Initial Description

0205010000-Dealer,Service/Body Shop,Transaction,Other,Default,Service Transaction Inquiry,dealer is offering GW for cost of repair
0108500000-Product,Electrical,Lamps and Switches,Other,Default,Lamps and Switches - Inquiry,customer needing eletronic door switch replaced

Case Comments

Date	Comment
11/03/2017	Briefly summarize why the customer is contacting Chrysler: customer has a buzzing when he opens the door and the left turn signal is clicking very fast. customer states the dlr is saying that customer will need to replace a switch which is going to cost the customer over $900.00. Customer is seeking cost assistance. Customer is in dealer good will matrix as customer is only at 40,000 miles and is also in by time. Customer seeking assistance with: cost assistance with replacing the electrical switch. Customer expecting: vehicle fixed. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: anytime Latest call time: anytime Updates via text: Y [redacted] Updates via email: N [Email address] Vehicle location: Customer Date and Time of Appointment: [11/08/17 @9]. Confirmed appointment with: [Cherry Hill 58285] Customer in rental: Y/N Authorized by: Rental start date: [Date] Reassign to 86X
11/03/2017	Reassigned to CM
11/03/2017	********** Create Prep Sheet ********** Prep sheet was saved successfully.
11/03/2017	********** ********** In-Service Date: 12/14/2015 Original Owner: yes Mileage: 40000 Vehicle purchase loyalty: 1 new / 1 used Multiple Repairs/ Previous related repairs: Recommend replacing door lock actuator $875 MVP plans: no Other: ********** **********
11/06/2017	CM will follow up on day of appointment .
11/08/2017	DLR called in stating that the vehicle is at the DLR and the SA is unsure what should happen to the vehicle now. The customer is declining to pay for the repair. Writer explained that the CM will call and follow up today.
11/08/2017	-
11/08/2017	***OUTBOUND DEALER CALL*CHERRY HILL DODGE CHRYSLER JEEP*856-665-9000*** CM contacted dealer and spoke with SA Devin to get information on customers vehicle , SA is stating that the customer had come in and was not sure why he was advised to but customer needs a lock actuator for his door . SA is stating that customer is a loyal customer to there dealership and the SM Chris is going to goodwill this repair for the customer and they are hoping to have it done today . SA is stating that the vehicle may have a issue also with the turning signal that they are going to look at as well . CM understood .
11/08/2017	***OUTBOUND CUSTOMER CONTACT [redacted] ** CM attempted to contact customer to discuss the issues with his vehicle , Customer was not available . CM left VM advising that the SM is going to be covering the cost of his repair . CM provided contact information for call back at 866 932 3873 ext 4718262.
11/09/2017	***OUTBOUND DEALER CALL*CHERRY HILL DODGE CHRYSLER JEEP*856-665-9000*** CM contacted dealer and spoke with SA Devin for update on customers vehicle , SA advised that customers vehicle was repaired and returned . CM understood .
11/09/2017	***OUTBOUND CUSTOMER CONTACT [redacted] * CM attempted to contact customer to inquire if he had picked his vehicle up and if he is satisfied with the repairs . Customer was not available , CM left VM for a return call at 866 932 3873 ext 4718262.

Date	Comment
11/10/2017	Status update provided via email to the following email address [redacted] am following up on behalf of your case manager Joelle. I followed up with your dealer and was told your vehicle has been repaired and returned to you. I wanted to check to see if everything is okay. If everything is to your satisfaction, there is no need for you to contact me back. However, I will leave your case open for two more days prior to closing it. If you do need to contact us, please contact us at 866-932-3873, ext. 4718262. Thank you. End of Status Update
11/13/2017	Awaiting customer response to message sent.
11/14/2017	-

Email(s)

Date	10/01/2018	***Subject***	Hello [redacted] am following up on behalf of your c		
From [redacted]		***To***		***Sent Date/Time***	11/10/2017 19:46 PM

Hello [redacted]
I am following up on behalf of your case manager Joelle. I followed up with your dealer and was told your vehicle has been repaired and returned to you. I wanted to check to see if everything is okay. If everything is to your satisfaction, there is no need for you to contact me back. However, I will leave your case open for two more days prior to closing it. If you do need to contact us, please contact us at 866-932-3873, ext. 4718262. Thank you.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/03/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/04/2017	**Origin**	Chat	**Reason**	New problem
Mileage	17 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	WAPAKONETA	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	44254	BOB CALDWELL CHRYSLER JEEP DODGE		**Dealer Phone**	6148882331
Dealer Address	1888 MORSE RD				
	COLUMBUS		OH	43229 6604	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	I
Subject	Will not close at times				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/03/2017 08:32 PM	Open
11/04/2017 10:07 AM	Closed
09/29/2018 01:16 PM	Closed

Initial Description

0464230000-Corporate,Survey By-Pass,No Response / Unable To Reach,Default,Default,No Response / Unable To Reach,No Response / Unable To Reach
0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,Will not close at times

Case Comments

Date	Comment
11/03/2017	[redacted]Hi, my name is Heather. How may I help you?03:57:22 PM [00:00:00 [redacted] says:03:59:35 PM [00:02:13] Heather, Hi, question, we purchased brand new a 2016 Town & Country van, it now has 22,000+ miles on it, the sliding door on the drivers side of the van has completely stopped working, it is locked & cannot be opened. We purchased in Columbus, OH, do we have to go back to that particular dealership to have it worked on? Heather says:03:59:51 PM [00:02:28] I would like to look into this for you however, at this time you have reached the Mopar Owner Connect department for the owner website page. Do you mind holding while I get the proper department to assist you further? [redacted] says:04:00:11 PM [00:02:48] sure, thanks! Heather says:04:00:39 PM [00:03:17] Thank you for using Mopar Owner Connect web chat, please hold for the transfer. Becky Dicus says:04:00:50 PM [00:03:28] Thanks! 'Heather' disconnected ('Transferred to Queue') 04:00:52 PM [00:03:29] Hi, my name is Emily. How may I help you?04:01:05 PM [00:03:43] Emily says:04:01:16 PM [00:03:53] Hello [redacted] how are you? [redacted] says:04:01:40 PM [00:04:18] Emily, Hi, question, we purchased brand new a 2016 Town & Country van, it now has 22,000+ miles on it, the sliding door on the drivers side of the van has completely stopped working, it is locked & cannot be opened. We purchased in Columbus, OH, do we have to go back to that particular dealership to have it worked on? Emily says:04:02:55 PM [00:05:33] I apologize for the inconvenience this has caused you with the sliding door not working correctly. I can understand the concern with the matter , I will definitely do my best to help you. [redacted] says:04:03:09 PM [00:05:47] ok Emily says:04:03:12 PM [00:05:49] May I please have the name and address on the vehicle? [redacted] says:04:03:53 PM [00:06:31] [redacted] Wapakoneta, OH [redacted] says:04:05:39 PM [00:08:17] [redacted] [redacted] Wapakoneta, OH [redacted] Emily says:04:06:48 PM [00:09:26] Thank you, do you currently have the van? [redacted] says:04:06:56 PM [00:09:34] yes Emily says:04:10:44 PM [00:13:22] The dealership close to come home would be able to look into this with you Emily says:04:10:46 PM [00:13:24] on the matter Emily says:04:11:13 PM [00:13:50] The other dealership that has completed work would have placed noted on the VIN [redacted] says:04:11:51 PM [00:14:28] please say your last stuff again Emily says:04:12:39 PM [00:15:17] The pass dealership who would have completed work on the concern in the pass would have left notes on file with the VIN number. The different dealership would be working on the concern would see this information. [redacted] says:04:13:39 PM [00:16:16] you need to explain what you just said better, cause I'm sorry but I don't think what you are saying [redacted] says:04:13:45 PM [00:16:23] is real clear. [redacted] says:04:14:37 PM [00:17:14] so are you saying that yes, one of the closer Chrysler dealers can work on it, or what are you saying? Emily says:04:16:15 PM [00:18:53] yes Emily says:04:19:26 PM [00:22:04] Are you there [redacted] says:04:20:37 PM [00:23:15] OK, here is the deal, when we purchased the van on 10/2/2016 at Caldwell, Columbus, OH, we made arrangements so that they would order & install at a later date when the Mopar parts arrived there, 2 window deflectors (or whatever they are called) & all 4 mudflaps. They called & made an appt. with me to install everything. I took my van down to Columbus, while I was standing with my sister in the service dept. bay, there was a vehicle that they had done an oil-change on, which the owner had returned or had towed back there to the dealership service bay which was leaking oil all over the service bay drive-thru (not impressive, as someone had goofed up on that vehicle while doing the oil-change somehow), so they work on my van to install the window deflectors & mud-flaps, then

Date	Comment
11/03/2017	it, but claimed it wouldn't do it for them, one time when I got in & went to back it out of the parking spot that they had parked it in, it did its bad thing, needless to say, I went back in & said that is funny, but it just did it for me, but you guys swear you couldn't duplicate it, bull! They kept it, but never fixed it. The sliding door allowed daylight to shine in, it was that far out of adjustment, they made adjustments, it was never fixed. Then one snowy night on my way home from work, when I Emily says:Loading I can understand the concern with this location as well then with having trusting concerns with bringing another vehicle there for warranty work to be completed. [redacted] says:04:50:43 PM [00:53:20] stopped at a stop-sign, when I stopped (not quickly either), it was if someone had run in to me from the rear, but there was no one there. When I called them, they had me drive it in to their shop, it turned out that it was the transmission all of that time. By this time, we are just past the warranty period. So then they want us to pay for transmission work, I said "no way", I can document all of these supposed shop visits for this issue & it started back many months before the final problem. Then they want us to split the transmission repair & pay $1,500 to $1,600. I said "no way" after all of the hassle of the repair visits, etc., I won "lemon law", after 8 months on my own without an attorney, because I could document all of the crock of repairs from the very beginning, showing that they had ample chances to fix the door & the transmission, but dilly-dallied around with my van instead. After going to arbitration, they had to pay us back for the van, rust-proofing, the insurance that I had to carry on it while it sat on their lot for 8 months while it was up in the air & couldn't be driven. Tom Ahl's had to give us the check from the manufacturer. Unless they have cleaned up their act, the section that I had to work with was a nightmare. Emily says:Loading I can understand the concern with this location as well then with having trusting concerns with bringing another vehicle there for warranty work to be completed. [redacted] says:04:53:01 PM [00:55:38] The really dumb part was that we really, really liked our Safari van! If they had just fixed it right (the door & the transmission), we would probably still be driving it today! We got a lot of use out of it & kept it nice, but they (Tom Ahl's) failed our van & us! Sorry! We aren't the only ones, I have heard other horror stories from several years back, besides ours! Reassign chat was disconnecting when trying to complete chat
11/03/2017	when they are done, they had damaged one of my wheels & they had to order a new one for on the van. (more coming [redacted] says:04:23:16 PM [00:25:54] So when the new wheel came in, I again had to make an appt. to take the van back down to Columbus, they removed the damaged & installed the new wheel cover. I had an appt., but we were there for many hours, it was late when we were able to leave. I got to the edge of Columbus & they called to tell me that they had forgotten to put the locking hub nuts back in our van, so I had to turn around & drive back to Caldwell's to pick them up [redacted] says:04:24:39 PM [00:27:17] when the door stopped working, I had contacted St. Marys Chrysler, St. Marys, OH to see about the warranty repair, they dilly-dallied me around for 2-3 weeks & then never called me back to let me know that they have a slot for my van for the warranty repair. Emily says:04:24:43 PM [00:27:21] I can understand the concern wit the dealership and the services you have received coming from the [redacted] says:04:26:32 PM [00:29:09] So after being dilly-dallied around for an appt. at St. Marys, right before I contacted Mopar chat, I had contacted Mike @ Knippen Chrylser, Delphos, OH to see if I could make an appt. for my van which is [redacted] says:04:28:33 PM [00:31:11] still under warranty, he wanted to know if I purchased it from them. When I told him know, but I didn't want to deal with Columbus, he insisted that I needed to take it to them, I told him why I don't want to take it to Columbus, his reply was that the manufacturer insists that the vehicle owners do that & that their company would not make a profit off of doing my warranty work. So then I am ticked!!!! Emily says:04:29:49 PM [00:32:26] I would be ticked at this point as well I can agree with you [redacted] says:04:29:54 PM [00:32:31] Can you imagine buying a $40,000 vehicle & having such a dilemma trying to get it repaired for something beyond your control? Emily says:04:30:20 PM [00:32:58] No I can only image to be honest with you. Any dealership can complete warranty work. [redacted] says:04:30:30 PM [00:33:08] So, what do I do now? Emily says:04:31:51 PM [00:34:29] I would be happy to open a case on this matter for you and have everything noted for you on this matter. I do want to get a case manager on the matter for you in order to assistance the dealership in order to make sure this is fixed for you. I would need to recommend having it at the dealership in order to do so. Emily says:04:32:41 PM [00:35:19] Is there a different dealership in the area [redacted] says:04:32:53 PM [00:35:30] Let's start the ball rolling please! Which dealership are we talking about? Columbus, St. Marys or Delphos? Emily says:04:32:56 PM [00:35:33] You would want to work with Emily says:04:33:30 PM [00:36:08] It would be up to you what dealership you would like to work with. Emily says:04:34:19 PM [00:36:56] I am showing this location would be close to home Emily says:04:34:20 PM [00:36:57] Tom Ahl Chrysler, Dodge, Jeep, Ram, FIAT PROGRAM DETAILS 617 King Avenue Lima, OH 45805 (419) 227-0202 Today's Sales Hours:9:00 am - 6:00 pm Emily says:04:34:25 PM [00:37:03] Would this be one you would work with ? [redacted] says:04:34:41 PM [00:37:19] The two local twerps, really don't want to work on it because it is a warranty job & they didn't sell the vehicle & they are afraid that they aren't going to make a profit on it [redacted] says:04:41:31 PM [00:44:08] I would prefer not to take it to Tom Ahl either, as we purchased a brand-new 1997 GMC Safari van from their dealership, it was only 2 weeks old & it had fuel injectors go out on it & from then on it had major mechanical problems. We loved the van! I was very patient with them & their supposed repairs, it started having problems with the brakes or the transmission, they would keep it overnight so everything would be cold & they could duplicate the problems, they had it for days & put miles on

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/03/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/08/2017	**Origin**	Email	**Reason**	New problem
Mileage	22,438 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	WAPAKONETA	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer				**Dealer Phone**	
Dealer Address					
Dealer Zone		**Sales District**		**Service District**	
Subject	Will not close at times				
Synopsis	Duplicate #32767708 Reassigned to 861 - no diagnosis Agent advised customer to contact back for escalation to CM				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/03/2017 10:11 PM	Unworked
11/04/2017 09:21 AM	Open
11/08/2017 08:26 AM	Closed
09/29/2018 06:51 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108255700-Product,Electrical,Power Door Lock / Deck Lid,Intermittent or Inoperative,Unknown,Power Door Lock / Deck Lid - Intermittent or Inoperative,Will not close at times

Case Comments

Date	Comment
11/03/2017	***** EMAIL BRIEF DESCRIPTION CONTENT ***** driver side sliding door does not work ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
11/04/2017	We need to talk to someone high up about warranty repairs on our new van. Local dealers are not wanting to do warranty work on our van, as there isn't enough profit in warranty repairs for them to do the repairs for the Columbus, OH dealership that sold it to us. But after being @ Caldwell, Columbus, & seeing what was going on there & experiencing what we have so far, do not trust their guys to do our warranty work. I can expond on details of why in a letter, but no room on here probably! HELP, or I am going clear to the top with my warranty problem! I paid almost $40,000 for a new van & can't get someone reliable to do the warranty repair so that my door works! ******END OF CUSTOMER EMAIL*******
11/04/2017	Dea[redacted] Thank you for contacting the FCA Customer Assistance Center. I'm sorry to learn you've been experiencing concerns with your new vehicle. I can definitely understand how this would be so frustrating when investing that kind of money into a product. The best course of action would be to involve a Case Manager who will work with you and your dealership to ensure your concerns are addressed to a satisfactory level. However, in order to escalate the case to that department, as it is a higher department the vehicle needs to be at the dealership already or an appointment needs to be made for such. Simply just schedule a service appointment for this issue, as soon as you have done so, give us a call with the appointment date and time, and preferred servicing dealership. When you contact back with the required information, your Case Manager will be in contact with you within the one business day for follow up. I appreciate the time you've taken to allow us the opportunity to assist with these concerns. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753. Sincerely, Jenna Customer Service Representative FCA Customer Assistance Center *******END OF CAC EMAIL*******
11/04/2017	Reassigned to 861 - no diagnosis

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/06/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/21/2017	**Origin**	Fax	**Reason**	New problem
Mileage	21,700 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	BROOKLYN	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60698	Brooklyn Chrysler Jeep Dodge Ram		**Dealer Phone**	7187133000
Dealer Address	2286 FLATBUSH AVE				
	BROOKLYN		NY	11234 4518	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	G
Subject	Power Sliding Door Both Sides - Complete Failure				
Synopsis	Customer called in for assistance getting his vehicle repaired. Agent assisted customer.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/06/2017 06:40 PM	Open
12/21/2017 03:54 PM	Closed
09/29/2018 02:40 PM	Closed

Initial Description

0108029900-Product,Electrical,Power Sliding Door,Complete Failure,Both Sides,Power Sliding Door Both Sides - Complete Failure,Power Sliding Door Both Sides - Complete Failure

Case Comments

Date	Comment
11/06/2017	Briefly summarize why the customer is contacting Chrysler: vehicle will have to be at the dlr for another 4 days, already at the dlr before for 3 days & had to go back due to wrong size, customer seeking rental Briefly summarize what the customer is expecting: rental customer did contact Dealer Code: 32-60698 View dealer plan Dealer Name : Brooklyn Chrysler does not offer loaners or rental vehicle *** Customer seeking assistance with: rental [customer sliding door need to be replaced customer was told by dlr they will need the vehicle for 4 days] Customer expecting: [rental]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: Earliest call time: 8am Latest call time:4pm Updates via text: Y[redacted]Updates via email: Y/N [Email address] Vehicle location: [Customer] Date and Time of Appointment: [11/7/17 @11am]. Confirmed appointment with: [Dealer Code: 32-60698 View dealer plan Dealer Name : Brooklyn Chrysler Jeep Customer in rental: N Authorized by: Rental start date: [Date]
11/06/2017	Reassigned to CM
11/06/2017	Cust states service department did not inform of the extended time issue. Cust picked up the vehicle on Friday and took the vehicle back today for repair but has now been informed that vehicle will not be ready until Tuesday. Cust wants to complain about dealer employee Carla Martinez and is not getting him the information that he needs to make an informed decision. Cust wants rental or courtesy vehicle. Agent spoke with Kenny a manager at Brooklyn Chrysler (60698) who states that the repairs for the door would take 2-3 days due to the complexity of the fix. Manager state cust vehicle may not be ready until Wednesday and dealer does not offer courtesy vehicles. Agent advised cust of discussion with mgr and recommend cust secure a rental. Cust will need to submit receipts and request a reimbursement.
11/06/2017	Also advised cust per manager to request advisor GEORGIA when calling dealer.
11/07/2017	Task To Dealer: According to previous documentation, this customer's vehicle is having an issue with the sliding door, which should be repaired Wednesday, is this issue covered under warranty? Notification of an Assigned Task sent to Dealer at email:ksuruj@brooklynjeep.com,[redacted]
11/07/2017	- ***** OUTBOUND CUSTOMER CONTACT**[redacted]Agent did intro call with customer and was informed that they brought the vehicle in yesterday and the vehicle was supposed to be repaired yesterday, but they never got a call back and now it isn't going to be done until Wednesday. Customer wants to know exactly when she is going to get her vehicle back as soon as possible. Customer stated that it is better to speak with her husband[redacted]as he is calmer than her
11/09/2017	- ***** OUTBOUND CUSTOMER CONTACT****[redacted]Agent spoke to customer who stated that they had picked up the vehicle, and the original problem they had with the door not locking was resolved, but now if they try to open the door from the handle on the inside, it will not open, they have to use the button. Customer states that $35 is not enough money for the rental in New York. Agent advised they would call tomorrow (11/10/17) around the same time (5pm) to see if the customer has set up a new appointment to get the new issue looked at, at
11/09/2017	the DLR
11/10/2017	- ***** OUTBOUND CUSTOMER CONTACT****[redacted]hrysler Agent left VM asking customer if they had set up a new appointment yet and left phone number/extension
11/14/2017	Status update provided via email to the following email address: [redacted]Hi, this is Stacie from Chrysler Case Management, have you been able to set up a new appointment at the dealership? End of Status Update

Date	Comment
11/16/2017	- ***** OUTBOUND CUSTOMER CONTACT***** [redacted] CHRYSLER Agent contacted customer and confirmed that they have an appointment on the 27th
11/20/2017	Waiting for appointment
11/24/2017	Waiting for appointment
11/28/2017	- *****OUTBOUND DEALERSHIP CONTACT***** Brooklyn / 60698 / 718-713-3000 Agent spoke to DLR who stated that the customer had not brought their vehicle in
11/28/2017	- ***** OUTBOUND CUSTOMER CONTACT***** [redacted] CHRYSLER Agent spoke to customer and confirmed that they brought the vehicle in yesterday and the issue was a child lock that they did not know about. Agent confirmed customer did not get any rental but asked for customer to send in a copy of their one month payment for review. Customer stated her husband would reach out to agent about the documentation either today or tomorrow
11/29/2017	- ***** OUTBOUND CUSTOMER CONTACT***** [redacted] CHRYSLER Agent contacted customer and was advised that customer's husband would reach out to Agent later today
11/29/2017	- ***** INBOUND CUSTOMER CONTACT***** [redacted] CHRYSLER Agent spoke to customer who stated that he will send in a bank statement to show his one moth payment for review.
12/08/2017	- ***** INBOUND CUSTOMER CONTACT***** [redacted] CHRYSLER Agent attempted to contact customer, but the line dropped
12/11/2017	Waiting for documentation
12/12/2017	- ***** OUTBOUND CUSTOMER CONTACT***** [redacted] - CHRYSLER Agent LVM asking for customer to call back in
12/13/2017	Customer LVM asking for call back
12/13/2017	- ***** OUTBOUND CUSTOMER CONTACT***** [redacted] - CHRYSLER Agent contacted customer and gave him the case number and fax number
12/15/2017	POSTMARK DATE: 121417; DATE RECEIVED: 121417
12/15/2017	********** Create Prep Sheet ********** Prep sheet was saved successfully.
12/15/2017	In-service Date:01/18/2016 Original Owner: yes Mileage: 21700 Vehicle purchase loyalty: 3 new 1 used Multiple Repairs/Previous related repairs: yes MVP plans: no
12/15/2017	- ***** OUTBOUND CUSTOMER CONTACT***** [redacted] CHRYSLER Agent left message with customer for her husband to call agent back
12/19/2017	- ***** OUTBOUND CUSTOMER CONTACT***** [redacted] CHRYSLER Agent left message with customer for her husband to call agent back
12/21/2017	- ***** OUTBOUND CUSTOMER CONTACT***** [redacted] CHRYSLER Agent contacted customer and offered service contract. Customer denied it stating that he already had the benefits via AAA. Agent stated we would be closing his case then. Customer understood and thanked agent for assistance.

Email(s)

Date	10/01/2018	***Subject***	Hi, this is Stacie from Chrysler Case Management,		
From		***To***	***Sent Date/Time***	11/14/2017 13:10 PM	
Hi, this is Stacie from Chrysler Case Management, have you been able to set up a new appointment at the dealership?					

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	Model Year	2016	Brand	CHRYSLER
Body	RTT133	Vehicle	CHRYSLER TOWN & COUNTRY S WAGON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	11/06/2017	CAIR Type	Regular	Status	Closed
Close Date	02/05/2018	Origin	Telephone	Reason	New problem
Mileage	15,968 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	AURORA	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45120	NAPERVILLE CHRYSLER JEEP DODGE RAM		Dealer Phone	6305058282
Dealer Address	1565 W OGDEN AVE				
	NAPERVILLE		IL	60540 3906	USA
Dealer Zone	Midwest	Sales District		Service District	B
Subject	several repair attempts				
Synopsis	Closing cair				
Customer Anomaly					
Contact Reason	C127	Negative Feedback On Vehicle	Customer Anomaly		
Reason Code	FCA World - Feedback - Product - Negative comments & Suggestions - Vehicle				

Case Status History

Create Date	Status
11/06/2017 09:38 PM	Open
11/08/2017 04:19 PM	Closed
02/05/2018 09:40 PM	Reopen
02/05/2018 09:55 PM	Closed
09/29/2018 03:57 PM	Closed

Initial Description

0457000000-Corporate,Complaint Contact,Default,Default,Default,Complaint Contact,several repair attempts

Case Comments

Date	Comment
11/06/2017	The customer stated she has had multiple issues with the vehicle and the dealer can not seem to resolve the issue. She stated she does have an appointment for Wednesday to take her vehicle back to the dealer. She stated she is having issues with the doors not opening sometimes also the radio doesn't work at times and the seat warmer on the passenger side doesn't work at times. The customer stated she would like to have her vehicle fixed for good at this point. Customer seeking assistance with: [Insert Vehicle Concern]. Customer expecting:
11/06/2017	[Insert Request]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: Earliest call time: Latest call time: Updates via text: Y/N [Mobile number] Updates via email: Y/N [Email address] Vehicle location: [Customer/Dealer/IRF] Date and Time of Appointment: [Insert Date and Time]. Confirmed appointment with: [Dealer and Dealer Contact] Customer in rental: Y/N Authorized by: Rental start date: [Date]
11/06/2017	Reassigned to CM
11/07/2017	***AF937 IN TRAINING*** ***OUTBOUND DLR CONTACT*** 45120-NAPERVILLE CHRYSLER JEEP DODGE RAM (630-505-8282) Writer spoke to SA Rick. SA advised there is no appointment scheduled for this vehicle, and it is not at the DLR.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN [redacted]		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYT53	**Vehicle**	CHRYSLER TOWN & COUNTRY S		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/07/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/20/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	38,000 Miles	**Market**	U	**Language**	English
Contact Email [redacted]		**Contact Phone**		**Contact Mobile**	
Caller Address [redacted]				**Source**	Customer
Caller City	HAWESVILLE	**Caller Country**	USA	**Caller Postal Code** [redacted]	
Customer [redacted]					
Customer Address					
Dealer	45247	STEVE JONES CHRYSLER, DODGE, JEEP		**Dealer Phone**	2706859000
Dealer Address	322 W 4TH ST				
	OWENSBORO		KY	42301 0709	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	Q
Subject	passenger sliding door stuck closed, & wont open manualy				
Synopsis	Customers vehicle has been repaired to their satisfaction. CM sent email with all their contact information should they run into this problem again and provided the customers case #. CM proceeded to close the case				
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/07/2017 01:51 PM	Open
11/08/2017 12:03 PM	Closed
11/13/2017 03:17 PM	Reopen
11/20/2017 08:17 PM	Closed
09/29/2018 05:38 PM	Closed

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code
0123030010-Product,Body / Trim / Paint Finish,Body Hardware,Other,F. Door-Driver,Left Front Door Hardware Inquiry,passenger sliding door stuck closed, & wont open manualy

Case Comments

Date	Comment
11/07/2017	Customer seeking assistance with: [Customers passenger sliding door is stuck shut and will also not open manually, customer states that the vehicle is only a year and a half old, and is just over the mileage for the basic warranty and wants to know if there is anything we can do to assist. Customer states the dealer told her the part will be $500 plus labor. CUSTOMER QUALIFYS FOR GOODWILL •Vehicle has prior repair history for current issue (warranty or customer pay) •Customer is the original owner of this vehicle •Customer has previous vehicle purchase history (new and used, household)]. Customer expecting: [goodwill with getting door covered under basic warranty]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time:any Latest call time:any Updates via text: Y/N [Mobile number] Updates via email: Y/N [Email address] Vehicle location: [Customer- already diagnosed by the dealer, had to take vehicle back for transportation, will bring back to dealer after finding out about goodwill consideration] Date and Time of Appointment: [Insert Date and Time]. Confirmed appointment with: [Dealer and Dealer Contact] Customer in rental: Y/N Authorized by: Rental start date: [Date]
11/08/2017	Unable to reach customer. Next Agent if customer contacts us back advise customer that dealer needs the vehicle at the dealer to further assist.
11/09/2017	customer stated she was wondering if there was anything we could do about the cost of the repair on her siding door. CUstomer is seeking: finiancia help/ goodwill Agent advised if she went ahead and made an appointment and called us with the time date and the SA I could try and see if we could arrange good will. Next course of action: waiting on the customer to set up the appointment.
11/09/2017	Appointment Date: Nov, 15.2017 Time:10:00am
11/13/2017	Customer called because she was seeking assisted with the diagnosed fee for her appointment on Wednesday November 15, 2017and stated that she knew she was out of warranty. Agent reopened CAIR because customer was not to far out of her mileage and is the original owner and has a priory Dodge vehicle. Agent informed customer that her case will be escalated to a CM, To allow up to 1-2 business days for a CM to contact her. Customer thanked agent
11/13/2017	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED No Response / Unable To Reach
11/13/2017	Reassigned to CM
11/13/2017	**********OUTBOUND DEALER CONTACCT********** EXPRESSWAY DODGE CM spoke to SM Tara and they confirmed that there is no appointment scheduled now or Nov. 15. @ 10:00AM

Date	Comment
11/13/2017	Please refer to Answer ID 23988 for proper handling. Vehicle is not at a DLR and there is no appointment on record. Reassigning back to 960.
11/14/2017	*****JM3902 -Please See Next Steps.*****
11/14/2017	Customer calling back in as appointment is scheduled for tomorrow and is wondering if we will be provided cost assistance. Confirmed appointment is with a different DLR not the one on this CAIR. The appointment is at the following DLR - Steve Jones – 45247. ** DLR Call** Spoke with SA Sara- Ann and confirmed appointment scheduled for 11/15/17 at 10:00 am.
11/14/2017	Customer seeking assistance with: Cost assistance. Customer expecting: cost assistance. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: Anytime Latest call time: Anytime Updates via text: N Updates via email: N Vehicle location: Dealer Date and Time of Appointment: November 15th, 2017 at 10:00 am Confirmed appointment with: SA Sara - Ann Customer in rental: N/A Authorized by: N/A Rental start date: N/A
11/14/2017	- ***SME JL1880 APPROVES FOR ESCALATION*** -
11/14/2017	Customer got disconnected so advised will be submitting for review to a specialist. Customer would like a phone call back today if possible as appointment is for tomorrow.
11/14/2017	Reassigned to 86X.
11/14/2017	Reassigned to CM
11/14/2017	********** In-Service Date: 04/09/2016 Original Owner: yes Mileage: 38000 Vehicle purchase loyalty: 1 new 1 used Multiple Repairs/ Previous related repairs: No MVP plans: No other: possible dlr goodwill
11/14/2017	********** Create Prep Sheet ********** Prep sheet was saved successfully.
11/14/2017	**********Customer Email Address Updated********** Following email address is added for communication or survey with the customer[redacted]
11/14/2017	**********OUTBOUND CUSTOMER CONTACT**********[redacted] customer was informed that we will work with the dlr to see if we can get the repair covered under warranty. CM informed the customer that we will be reaching out to the dlr tomorrow for a diagnosis and once there is an update writer will reach out to the customer to inform them on what FCA is able to assist with.
11/14/2017	Status update provided via email to the following email address[redacted] My name is Jessica and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have: Your case number is[redacted] The Chrysler Case Management telephone number is: 1-844-827-2003 My direct extension: 4719491 My work hours are: 9:00-5:30pm Central Standard Time Monday-Friday. I will contact you within one business day of your appointment by telephone to review your case with you. Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation! Sincerely; Jessica| FCA Case Management End of Status Update
11/15/2017	Vehicle is at the dealership - STEVE JONES CHRYSLER, DODGE, JEEP (45247) Update triggered by S67042Q
11/15/2017	**********OUTBOUND DEALER CONTACT********** 270-685-9000| STEVE JONES CHRYSLER, DODGE, JEEP Writer spoke to SM Cory they said that the vehicle just came in and hasn't had a chance to diagnose the vehicle. Writer asked if they will consider doing dlr goodwill for the customer. they would have to look into that. SM said to contact back at 3:00pm for an update
11/15/2017	Vehicle is at the dealership - STEVE JONES CHRYSLER, DODGE, JEEP (45247) Update triggered by S26973P
11/15/2017	**********OUTBOUND DEALER CONTACT********** | STEVE JONES CHRYSLER, DODGE, JEEP |270-685-9000 CM spoke to SM Cory and they did diagnose the vehicle. The vehicle needed a new latch. Which is a $600.00 repair. Writer asked if they will consider a dlr goodwill offer for the customer. SM stated that they have only been to the dealership one other time but they want to do good by the customer so SM Cory made an offer to the customer where the customer will pay a deductible of $200.00 and the DLR will cover the rest. Customer agreed to pay the deductible . Cory said that the ETA will either be later today or tomorrow morning. CM will follow up tomorrow afternoon.
11/16/2017	**********OUTBOUND DEALER CONTACT********** | STEVE JONES CHRYSLER, DODGE, JEEP |270-685-9000 SM Cory said that the repairs were completed , they had to order a new trim piece and customer will be picvking up the vehicle tomorrow morning.
11/16/2017	**********OUTBOUND CUSTOMER CONTACT**********[redacted] CM informed the customer that the vehicle just needs some trim put on and the vehicle will be ready for pick up tomorrow morning. CM stated that the case will remain open until Monday to see if the repairs hold up to the customers satisfaction CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer's concerns as documented in the reason codes have been addressed with the customer.
11/20/2017	Status update provided via email to the following email address[redacted] Hello[redacted] I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future. Your Case Number is:[redacted] The FCA Case Management Telephone Number is: 1-844-827-2003 My Direct Extension is: 4719491 Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer. It has been a pleasure working with you, all the best Jessica | FCA Case Manager Phone: 1-844-827-2003 | Ext.4719491 End of Status Update
11/20/2017	CLOSED LOOP UPDATE - no need for additional follow-up.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/07/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/07/2017	**Origin**	Chat	**Reason**	New problem
Mileage	34,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	AUBURN	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	65559	ROMANO CHRYSLER-JEEP		**Dealer Phone**	3156373101
Dealer Address	215 WEST GENESEE ST				
	FAYETTEVILLE		NY	13066 1313	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	T
Subject	clicking noise on driver side door and back door opening				
Synopsis	clicking noise on driver side door and back door opening explained diagnostic fee, manufacture warranty, vehicle needs to be diagnosed disconnected				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/07/2017 04:35 PM	Open
11/07/2017 06:22 PM	Closed
09/29/2018 03:55 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,clicking noise on driver side door and back door opening

Case Comments

Date	Comment
11/07/2017	Incident hi, my name is Cheryl with Chrysler Customer Care, How may I help you today? Cheryl: Hello How are you today? Cheryl: Sorry, you are not responding, I will have to disconnect this chat hi cheryl i am good thanks for asking. I am having a problem with the back door opening on my mini van along with the driver side side door there is a clicking noise that is coming from it. I brought it to a dealership and they wanted $$ just to diagasie the problem. Are the doors covered in the warranty that we bought with the minivan? I dont have the vin number for the mini van my wife has it at this time Cheryl: I can certainly understand your concern if the doors are covered under the warranty on vehicle. I would be more than happy to look into this for you today Mark. Please provide approximate mileage on vehicle, your complete address, phone number and email address, to see if able to bring up vehicle information uburn, ny ot sure if i used this number or the house number bought the minivan at 34000 miles were u able to come up with the information? Cheryl: Thank you for holding Your vehicle still has all the manufacture warranty on your 2016 CHRYSLER TOWN & COUNTRY TOURING WAGON. The issues with doors need to be diagnosed to see chat is causing these issues. Cheryl: The Dealership will charge a diagnostic fee to see what is causing issues with vehicles. If the repair is covered under warranty, they will generally run the diagnostic fee under the warranty. so i would have to pay someone $145 in order to diagnose the problem? Cheryl: If that is what the Dealership is charging, once diagnosed, and is covered under warranty, they will generally run this under the warranty, what the diagnotic charge thwy will charge under a warranty? Cheryl: You would need to speak to the Service Department at Dealership for further assistance. Cheryl: Is there anything else I can assist with today so are the doors covered under the warranty? Cheryl: Your vehicle would need to be diagnosed to see if the issue is a manufacture defect, and will be able to provided if covered or not covered. oh my disconnected ('Concluded by End-user').
11/07/2017	Agent requesting survey by-pass, no diagnosis Reassigned 861

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTKX53	**Vehicle**	DODGE WAG GRAND CARAVAN R/T ON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/09/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/20/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	24,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	CRANE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45031	ALL AMERICAN CHRYSLER DODGE JEEP R		**Dealer Phone**	4325223115
Dealer Address	3801 W WALL ST				
	MIDLAND		TX	79703 7711	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	K
Subject	Power Door Lock / Deck Lid - Defective				
Synopsis	cannot reach customer.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/09/2017 02:22 PM	Open
11/20/2017 07:35 PM	Closed
09/29/2018 06:04 PM	Closed

Initial Description

0464230000-Corporate,Survey By-Pass,No Response / Unable To Reach,Default,Default,No Response / Unable To Reach,cannot reach customer
0108250000-Product,Electrical,Power Door Lock / Deck Lid,Other,Unknown,Power Door Lock / Deck Lid - Defective,Power Door Lock / Deck Lid - Defective
0108250200-Product,Electrical,Power Door Lock / Deck Lid,Defective,Unknown,Power Door Lock / Deck Lid - Defective,Power Door Lock / Deck Lid - Defective

Case Comments

Date	Comment
11/09/2017	sliding doors need lock kit , Brandon is service advisors name , vehicle with customer , customer is getting nowhere with DLR, I contacted the DLR and tried to get in contact with Brandon but always got VM when I was originally put on hold , DLR has parts available contacted the customer to inform her of it 2 weeks ago but now they wont even take her calls , customer in need of a rental because sliding doors do not lock, asked DLR if they could arrange it for her at time or repair and they stated they no longer deal with enterprise and do not have loaner vehicles Customer seeking assistance with: getting a rental at time of repair [Insert Vehicle Concern]. Customer expecting: call back from CM [Insert Request[redacted]ed will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number[redacted] Earliest call time: any Latest call time: any Updates via text: Y/N [Mobile number] n/a Updates via email: Y/N [Email address] n/a Vehicle location: [Customer/Dealer/IRF] with customer Date and Time of Appointment: [Insert Date and Time]. n/a Confirmed appointment with: [Dealer and Dealer Contact] n/a Customer in rental: Y/N no Authorized by:n/a Rental start date: [Date] n/a
11/10/2017	called customer for initial contact. no vm. will email customer.
11/10/2017	Status update provided via email to the following email address:[redacted]Hello, my name is Anthony and I have been assigned as your Case Manager. This email is confirmation that your case[redacted] was successfully escalated to me. After I review the details of your case, I will be calling you at your preferred number,432-693-7369. My office hours are from 9:30 AM to 6:00 PM M-T-TH-FRI and 12:30-9 WEDS. Eastern Standard Time. My contact information is 844-378-0573- Ext. 89233. If your preferred telephone number mentioned above isn't correct, please reply with the correction. Sincerely, Anthony FCA SPECIALIST End of Status Update
11/10/2017	called customer again no answer vm not set up yet.
11/10/2017	called dlr. to confirm appt. no answer left vm for callback to confirm appt.
11/20/2017	called customer again no answer no vm set up. closing cair due to non contact with customer.

Email(s)

Date	10/01/2018	**Subject**	Hello, my name is Anthony and I have been assigned		
From		**To**	**Sent Date/Time**	11/10/2017 16:13 PM	

Hello, my name is Anthony and I have been assigned as your Case Manager. This email is confirmation that your case [redacted], was successfully escalated to me.
After I review the details of your case, I will be calling you at your preferred numbe [redacted]
My office hours are from 9:30 AM to 6:00 PM M-T-TH-FRI and 12:30-9 WEDS. Eastern Standard Time.
My contact information is 844-378-0573- Ext. 89233.
If your preferred telephone number mentioned above isnÂ't correct,
please reply with the correction.

Sincerely,
Anthony
FCA SPECIALIST

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/09/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/15/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	44,800 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	HICKORY	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	42685	STEVE WHITE DODGE CHRYSLER JEEP		**Dealer Phone**	8284643458
Dealer Address	3470 HIGHWAY 70 SE				
	HICKORY		NC	28603 8600	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	P
Subject	Sliding door stuck again after repairs				
Synopsis	Brief Summary: Customer needed to have the lock actuator replaced. FCA CAC authorized to have the parts and labor taken care of under goodwill.				
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/09/2017 03:49 PM	Open
11/15/2017 05:36 PM	Closed
09/29/2018 03:59 PM	Closed

Initial Description

0123030010-Product,Body / Trim / Paint Finish,Body Hardware,Other,F. Door-Driver,Left Front Door Hardware Inquiry,Sliding door stuck again after repairs

Case Comments

Date	Comment
11/09/2017	Customer seeking assistance with: Cost assistance for Door Lock Actuator Customer expecting: The customer states that last week he was trying to get his children out of the vehicle out of drivers slotting door, but the door will not open at all. The customer states that not even any switches, remotes or trying to open the door manually works. The customer states that he took it to the dealership and they got it to fix, however the next day, the door locked up. The dealership's diagnosis was that the lock actuator needed to be replaced and quoted the customer for $600. The customer is seeking cost assistance because he is not able to use his vehicle and cannot afford it. Agent contacted the dealership and spoke to SA Brooks who states that the technician "forced actuated the door, and the lock actuator bounded up". The SA states that they need to replace the lock actuator the SA Brook state that they are charging the customer $567.60 but they need to know from Chrysler if they we are going to be covering the part for the customer before placing an order for the customer. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: ANYTIME Latest call time: ANYTIME Updates via text: [redacted] Updates via email: N Vehicle location: [Customer/Dealer/IRF] Date and Time of Appointment: [11/1/2017].
11/09/2017	Confirmed appointment with: SA Brook STEVE WHITE DODGE CHRYSLER JEEP RAM FIAT 3470 Hwy 70 SE Newton, NC 28658-8950 828-464-3458 Customer in rental: N Authorized by: Rental start date: [Date]
11/09/2017	Spoke to SA Julian ok'd to have part replaced under Goodwill per TL Steve.
11/09/2017	Entered in the DM notes for the authorization under goodwill for the repair at the price stated in line 16.
11/14/2017	Status update provided via email to the following email address [redacted] just checking to make sure everything is still going as scheduled to have the repair completed tomorrow at the dealership with the door lock actuator on the van. If you have any questions please feel free to contact me at 844-378-0573 ext 81512. End of Status Update
11/14/2017	Begin Customer Message reviewed: Yes. That is still the plan. Thanks for checking in. End of Reviewed Customer message
11/14/2017	Vehicle is at the dealership - STEVE WHITE DODGE CHRYSLER JEEP (42685) Update triggered by S80857L
11/15/2017	.
11/15/2017	Customer's vehicle was dropped off late yesterday afternoon.
11/15/2017	Spoke to SA Brooke, the repair has been completed and she will call the customer.
11/15/2017	Status update provided via email to the following email address [redacted] ust touching base with you. You will be getting a phone call from your service advisor momentarily the repairs have been completed. If there is anything else we could do for you just let me know. Thank You. End of Status Update

Email(s)

Date	10/01/2018	**Subject**	Hi [redacted] st touching base with you. You will be		
From		**To**	**Sent Date/Time**	11/15/2017 17:35 PM	

Hi [redacted] just touching base with you. You will be getting a phone call from your service advisor momentarily the repairs have been completed. If there is anything else we could do for you just let me know. Thank You.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/10/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/22/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	51,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**ontact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	APPLE VALLEY	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	52979	HUNTER DODGE CHRYSLER JEEP RAM		**Dealer Phone**	6619488411
Dealer Address	1130 AUTO MALL DR				
	LANCASTER		CA	93534 6302	USA
Dealer Zone	California	**Sales District**		**Service District**	K
Subject	door lock. needs new link and latch				
Synopsis					
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/10/2017 03:24 PM	Open
11/22/2017 09:06 PM	Closed
09/29/2018 03:11 PM	Closed

Initial Description

0459000000-Corporate,Reimbursement,Default,Default,Default,Corporate - Reimbursement,rental reimbursement
0123030010-Product,Body / Trim / Paint Finish,Body Hardware,Other,F. Door-Driver,Left Front Door Hardware Inquiry,door lock. needs new link and latch

Case Comments

Date	Comment
11/10/2017	Briefly summarize why the customer is contacting Chrysler: Customer calling in because she is having an issue with vehicle. She is upset because this is a safety concern for her. Briefly summarize what the customer is expecting: Cost assistance ***Agent Advised** Agent advised this will be sent up for further review as per AC 22938 Customer seeking assistance with: driver door Customer expecting: cost assistance Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number [redacted] Earliest call time: 8 am Customer has meeting at 12 pm and will be back around 2 pm Latest call time: 8 pm
11/10/2017	Updates via text: Y [redacted] Updates via email: Y [redacted] Vehicle location: vehicle at DLR Date and Time of Appointment: vehicle at DLR Confirmed appointment with: Customer in rental: Y Authorized by: customer Rental start date: Nov 8 2017 Reassigned to 97X
11/14/2017	Custmer driver sliding door does not open and door latch and link need to be replaced. cost is 989.58 for the repair.
11/14/2017	SA is rachel
11/14/2017	writer called the customer and offered to cover the cost of the repair. Customer accepted the offer. customer stated that the dealer informed her that this is what happens when you purchase a used car. informed the customer that FCA will cover the cost of her rental as well for 10 days at 35 per day.
11/14/2017	called and left a VM for SA Rachel informing that FCA will cover the cost of the repair for 989.58 via DM notes. provided writer contact and ext
11/14/2017	Task To Dealer: customer called in wanting to speak to CM, agent called CM and got CM voicemail so agent left a detailed vm ****CM CALL CUSTOMER BACK**** Notification of an Assigned Task sent to Dealer at Text Phone Numbers: [redacted]
11/14/2017	called the customer and left a VM stating that FCA is to cover full cost of the repair.
11/15/2017	RachelKress@hunterdodge.com this is the SA email and is request email stating that FCA is going to cover the cost of repair.
11/17/2017	Parts are in and repairs are in progress. vehicle should be ready soon.
11/20/2017	called the dealer and requested to speak with SA Rachel, left message for SA to call writer back
11/20/2017	Spoke to SA Rachel and the vehicle has been repaired and the customer just needs to submit receipt for rental reimbursement.
11/20/2017	called the customer and VM is full
11/21/2017	Customer called in wanting to speak to CM, agent warm transfer to CM.
11/21/2017	****** Below Customer Contacted for Documentation Request ****** [redacted] n 2017-11-21 @ 11:15
11/21/2017	Customer called and stated that she received the car back on 11/18/17 and had a rental for 11 days.
11/21/2017	sent customer document request link for the receipts for reimbursement consideration.
11/21/2017	***** Customer Document Received *****
11/21/2017	****** Below Customer Contacted for Documentation Request ***** [redacted] on 2017-11-21 @ 16:35
11/22/2017	***** Customer Document Received *****
11/22/2017	called the customer to verify the address for the reimbursement.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/16/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/18/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	43,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	FORT MADISON	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	66792	JIM BAIER INC		**Dealer Phone**	3193721012
Dealer Address	HWY 61 WEST				
	FORT MADISON		IA	52627	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	F
Subject	The rear passenger side door makes a weird noise				
Synopsis	customer called in for assistance agent advised issue resolved				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/16/2017 07:20 PM	Open
12/18/2017 03:46 PM	Closed
09/29/2018 08:51 PM	Closed

Initial Description

0123006700-Product,Body / Trim / Paint Finish,Unknown,Noisy,Unknown,Noisey - Body / Trim,The rear passenger side door makes a weird noise

Case Comments

Date	Comment
11/16/2017	Briefly summarize why the customer is contacting Chrysler: Customer calling in as having issues with the passenger side door is having issues and making noises. Briefly summarize what the customer is expecting: cost assistance. **Agent Advised** The doors would be covered under the basic 3 year and 36,000 M warranty (warranty manual). This warranty has expired due to the mileage on the vehicle as at 43,000 M. Looked into service contracts and there are none on file (VIP). There are also no recalls for this VIN so not recall related. Looked into DLR assistance under 22938 does meet requirements for assistance. Called DLR to get appointment booked for Diagnosis. **DLR Call** Spoke with SA Becca to get appointment booked and transferred call. Customer seeking assistance with: Repair Assistance Customer expecting: Cost assistance Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number[redacted] Earliest call time: Anytime Latest call time: Anytime Updates via text: N Updates via email: N Vehicle location: [Dealer] Date and Time of Appointment: [November 24th]. Confirmed appointment with: SA Becca Customer in rental: N Authorized by:N Rental start date: N/A Escalate to 86X for cost assistance.
11/17/2017	Reassigned to CM
11/17/2017	Please refer to Answer ID 23988 for proper handling. Vehicle is not at a DLR and there is no appointment on record. Reassigning to 860.
11/24/2017	**DLR Call** Spoke to SA Janet and confirmed appointment for November 24th. She advised the original appointment was on November 2nd, 2017. **Customer Call** Called customer to determine what happened with appointment and he advised they changed the appointment and had call from SM and he advised would call back and change for Monday but hasn't been confirmed. He advised he is going today to the DLR to figure determine when the appointment was rescheduled. Reassigning to 86X.
11/24/2017	Reassigned to CM
11/24/2017	********** In-Service Date: 02/18/2016 Original Owner: No Mileage: 43000 Vehicle purchase loyalty: 2 new 2 used Multiple Repairs/ Previous related repairs: 2 repairs done for the sliding doors MVP plans: No Other: within dlr goodwill
11/24/2017	********** Create Prep Sheet ********** Prep sheet was saved successfully.
11/24/2017	**********OUTBOUND DEALER CONTACT********** JIM BAIER INC | 319-372-1012 CM contact the dlr and spoke top SM and they said that the customer has an appointment set for Nov.27 @ 10:00.
11/24/2017	**********OUTBOUND CUSTOMER CONTACT**********[redacted] spoke to the customer and stated that we will be in contact with them once we have reviewed everything and got a diagnosis from the dlr. Customer seeking cost assistance . CM told customer that we will look into every possible loop hole to see what we are able to do for them.
11/24/2017	Status update provided via email to the following email address:[redacted] My name is Jessica and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have: Your case number is [redacted] The Chrysler Case Management telephone number is: 1-844-827-2003 My direct extension: 4719491 My work hours are: 9:00-5:30pm Eastern Standard Time Monday-Friday. I will contact you within one business day of your appointment by telephone to review your case with you. Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation! Sincerely; Jessica|FCA Case Management 1-844-827-2003 EXT 4719491 End of Status Update

Date	Comment
11/28/2017	**********OUTBOUND DEALER CONTACT********** JIM BAIER INC | 319-372-1012 Spoke to SM Bob and the vehicle has been diagnosed. the vehicle needs a slider lock. CM asked if the customer would be a good candidate to provide dlr goodwill . SM Bob stated no because he has never seen this customer. CM asked if FCA was willing to do a goodwill would they facilitate our dm notes. SM said yes they will and provided writer the warranty pricing. Parts: $133.00 Labor : $344.00 Total: $540.75 Writer will call back and let dlr know what direction FCA is thinking of going.
11/28/2017	**********OUTBOUND CUSTOMER CONTACT********** [redacted]Writer contacted the customer and said that we will be covering the cost for the repair as a one time goodwill gesture. Customer very happy and informed the customer we will keep them updated on what will be going on whetyher they need to order parts for the vehicle.
11/28/2017	**********OUTBOUND DEALER CONTACT********** JIM BAIER INC | 319-372-1012 Writer informed SM Bob that FCA will be covering the cost for the repair and has contacted the customer to let them know the update. SM says they need to order the part for the vehicle. CM will call in a couple of days for an update on the repair.
11/30/2017	*****OUTBOUND DEALERSHIP CONTACT***** - JIM BAIER INC | 66792 | 319-372-1012 Specialist reached out to the DLR and spoke with SM Bob. He stated all is a go. He's ordered the part and the customer has an appt. schedule for Dec. 8th to have the repair completed.
11/30/2017	*****OUTBOUND CUSTOMER CONTACT***** [redacted]Specialist reached out to customer to confirm the update from the DLR. He's agreed to have the CM's contact information sent by email.
11/30/2017	Status update provided via email to the following email address: [redacted]My name is Linda and I have been assigned as your new Case Manager. Here is some information that will be helpful for you to have: • Your case number is [redacted]. The FCA Case Management telephone number is: 1-844-827-2003 • My direct extension for leaving a Voice Mail is: 4719901 (best way to reach me is to speak to any Case Manager and have them locate me for the call) • FCA Case Management's hours are: 8:00 am – 8:00 pm EST (7:00 am – 7:00 pm Central Time), Monday - Friday • My work hours are: 9 am - 5:30 pm EST (8:00 am – 4:30 pm Central Time), Monday - Friday. I will contact you next week to double check with scheduled appt. Hope you have a wonderful day, Please don't hesitate to contact me if you have any questions or concerns. Thank you for your time, Linda	FCA Case Management Specialist End of Status Update
12/05/2017	Status update provided via email to the following email address [redacted] Just double checking about your appt. for Friday. If you could reply, I'd appreciate it. Thank you for your time, Linda | FCA Case Management Specialist 844-827-2003 | ext. 4719901 End of Status Update
12/08/2017	*****OUTBOUND DEALERSHIP CONTACT***** JIM BAIER INC | 66792 | 319-372-1012 Specialist called DLR to speak to SM Bob. Bob indicated that they had rescheduled the appointment for the customer to 12/15/2017. Bob also stated that they had already confirmed with the customer who was satisfied with the change.
12/11/2017	Status update provided via email to the following email address [redacted] have been made aware that your appt. is schedule with the dealer for the 15th now. So I will contact them on Friday to see how the appt. went. Once I have information from them, I will relay it to you. Linda | FCA Case Management Specialist 844-827-2003 | ext. 4719901 End of Status Update
12/15/2017	- *****OUTBOUND DEALERSHIP CONTACT***** JIM BAIER INC | 66792 | 319-372-1012 - Specialist reached out to the dealer to see if there was an update on the customer's vehicle. Left message with SA Jerry for SM Bob to call back and update the file.
12/15/2017	- *****OUTBOUND CUSTOMER CONTACT***** [redacted]2016 DODGE GRAND CARAVAN - Specialist reached out to the customer to review his file. He's stated that the vehicle was repaired and returned to him yesterday. He and his wife love the vehicle. It makes no noise now. They are very happy with it. He was advised that his case will be open until Monday with a call back to verify and then we will close it. He's agreed and thanked us for the help.
12/15/2017	***** INBOUND DLR CONTACT ***** - SM Bob contacted to let LV447 know that the vehicle is repaired and returned to the customer. agent informed that the file will be updated. SM Bob thanked.
12/18/2017	- *****OUTBOUND CUSTOMER CONTACT***** [redacted]2016 DODGE GRAND CARAVAN - Specialist reached out to the customer to review his file. He's agreed to close his case. He was thanked for working with us and advised that should he have any questions or concerns in the future, to contact us and we'll do our best to respond.
12/18/2017	Status update provided via email to the following email address: [redacted]I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future. Your Case Number is [redacted]The FCA Case Management Telephone Number is: 1-844-827-2003 My Direct Extension is: 4719901 Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer. It has been a pleasure working with you, all the best Linda | FCA Case Management 844-827-2003 | Ext. 4719901 End of Status Update

Email(s)

Date	10/01/2018	***Subject***	Hello [redacted] am sending you this email		
From		***To***	***Sent Date/Time***	12/18/2017 15:45 PM	

Hello [redacted]

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is: [redacted]

The FCA Case Management Telephone Number is: 1-844-827-2003

My Direct Extension is: 4719901

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. WeÂ'd ask that you take the time to complete the survey so weÂ'll know how weÂ're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best

Linda | FCA Case Management
844-827-2003 | Ext. 4719901

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2016	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	11/20/2017	CAIR Type	Regular	Status	Closed
Close Date	11/20/2017	Origin	Telephone	Reason	New problem
Mileage	35,500 Miles	Market	U	Language	English
Contact Emai		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	STE GENEVIEVE	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
Dealer	43401	LUCAS-SMITH CHRYSLER CENTERE		Dealer Phone	6369315000
Dealer Address	1600 PARKWAY WEST				
	FESTUS		MO	63028 2354	USA
Dealer Zone	Midwest	Sales District		Service District	N
Subject	find out about TRANSMISSION				
Synopsis	customer called into FCA because he wanted to find out if there is anything we can do for him at this time, he's been to the DLR twice now for his TRANSMISSION slipping and the sliding door as well, the DLR tells him they cant pull up a code or anything e				
Customer Anomaly	Gears & Transmission				
	Automatic Gearbox				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	45	Automatic Gearbox issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/20/2017 10:57 PM	Open
11/20/2017 11:10 PM	Closed
09/29/2018 05:15 PM	Closed

Initial Description

0121080000-Product,Transmission / Transaxle,Automatic Trans / Transaxle,Other,Default,Automatic Trans / Transaxle Inquiry,find out about TRANSMISSION

Case Comments

Date	Comment
11/20/2017	Briefly summarize why the customer is contacting Chrysler: the customer is calling into FCA because he wanted to know if there is anything we can do for him, he's been to the DLR twice now for his TRANSMISSION, he stats when he drives it slips between 2nd and 3rd gear. First time it happened the DLR reset the system, the 2nd time they reset the system. The sliding doors make a weird noise when its cold out. Briefly summarize what the customer is expecting: to find out what his options are, DLR stats they cant find out the issue. agent advised the customer he will document the call and next time these issues start occurring give us a callback and we will see if there is anything we can do for the customer.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/27/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/08/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	16,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	MIAMI	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	56904	DADELAND DODGE CHRYSLER JEEP		**Dealer Phone**	3052789994
Dealer Address	16501 SOUTH DIXIE HIGHWAY				
	MIAMI		FL	33157 3443	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	A
Subject	customer is seeking lemon law				
Synopsis	Closed due to no response from customer				
Customer Anomaly	Drivability				
	Product Handling (Poor Ride)				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	120	Poor Handling or Rough Ride
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/27/2017 05:23 PM	Open
01/08/2018 12:04 PM	Closed
09/29/2018 01:04 PM	Closed

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code
0464000000-Corporate,Survey By-Pass,Default,Default,Default,Survey By-Pass,customer is seeking lemon law
0100000900-Product,Unknown,Unknown,Poor Handling,Default,Product has Poor Handling,customer is seeking lemon law

Case Comments

Date	Comment
11/27/2017	Customer was informed that by making this request they are NOT actually filing lemon law or any related process. Their case is being escalated for a review of the vehicle's repair history to determine if their request merits further action and that due to the nature of their request, it will require a call back which will take Place within 1-2 business days. The outcome of the review does NOT determine Lemon Law eligibility. Preferred Morning/Midday call back number is [redacted] Preferred Afternoon/Evening call back number is [redacted] Who has possession of the vehicle? (Owner/Dealer/IRF) Reassigned to 91L
11/28/2017	customer stated they had have previously had different dodge vehicles and this is first vehicle that actually keep having problems with something flew off vehicle also slider doors wont open then its rust on the bottom of vehicle she stated that this is suppose to be a 2016 but is causing her all these different problems and she is tired of vehicle and then she mention lemon law and the vehicle is not even a year old yet and she stated she don't want vehicle or for them to buy it back or give her knew vehicle. Reassigned to 91L
11/28/2017	Vehicle is at the dealership - DADELAND DODGE CHRYSLER JEEP (56904) Update triggered by S95884Q
11/28/2017	********** 91L Review ********** ********Case Escalated to I2R********** Reviewed Warranty History which determined this case should be escalated to I2R for case management.
11/29/2017	CASE HAS BEEN ASSIGNED TO I2R, CASE MANAGER PATRICIA. IF CUSTOMER CALLS IN PLEASE HAVE THEM CALL CM PATRICIA AT 214-583-2171. THANK YOU.
11/29/2017	11/29/2017 12:15:58 PM: User Comment by Patricia Johnson: Placed initial call to customer. LVM stating that their case has been escalated to me for special handling and I would like to assist with vehicle concerns. I provided my number for a return call and advised I would call again.
11/30/2017	11/30/2017 2:36:55 PM: User Comment by Patricia Johnson: Placed initial call to customer. I explained that their case has been escalated to me for special handling and I would like to assist with vehicle concerns. I provided my name and number. - Customer states since purchasing vehicle it has been to dealer three times for door issues. Customer states the door latch on both sides have been stuck and the hinges have been replaced. Customer states when dealer replaced hinges they did not tighten everything correctly an the panel fell off. Customer also states the when AC is on high it makes a loud noise. Customer wants to know what we can do to assist because they are worried they will continue to have issues with the door. Apologized to customer for issues and explained resolution process. Advised our resolutions always start with repairing vehicle under warranty. Advised would be happy to review for resolution but unable to guarantee a certain resolution at this time. Advised will start review process and follow up on 12/05<<
12/06/2017	Vehicle is at the dealership - DADELAND DODGE CHRYSLER JEEP (56904) Update triggered by S95884Q
12/06/2017	12/6/2017 3:16:28 PM: User Comment by Patricia Johnson: >>Called dealer 56904 and spoke with Daisy who verified recent RO info and advised vehicle repaired and back in customer's possession<<

Date	Comment
12/06/2017	12/6/2017 3:17:22 PM: User Comment by Patricia Johnson: >>Made attempt to reach customer concerning status of vehicle but unable to reach LVM with contact info<<
12/11/2017	12/11/2017 3:05:20 PM: User Comment by Patricia Johnson: >>Made attempt to reach customer concerning status of vehicle but unable to reach LVM with contact info<<
12/12/2017	12/12/2017 8:33:45 AM: User Comment by Patricia Johnson: >>Received call from customer who states vehicle still having issues. The dealer glue the stripping back on with some type of white caulk that looks horrible and also the molding is coming off. The dealer advised they ordered new stripping and molding and will contact her when they come in. Customer states she is really frustrated with the issues that are causing her to miss time and money at work. Apologized to customer for issues and explained that once the vehicle is repaired can discuss possible compensation for her time without vehicle<<
12/19/2017	12/19/2017 11:09:44 AM: User Comment by Patricia Johnson: >>Made attempt to reach customer concerning status of vehicle but unable to reach LVM with contact info<<
12/22/2017	12/22/2017 10:02:42 AM: User Comment by Patricia Johnson: >>Made attempt to reach customer but unable to reach LVM with contact info<<
12/22/2017	Vehicle is at the dealership - CHRYSLER JEEP DODGE OF PARAMUS (44740) Update triggered by S97363Q
12/29/2017	12/29/2017 11:56:16 AM: User Comment by Patricia Johnson: >>Made attempt to reach customer but unable to reach LVM with contact info<<
01/15/2018	1/15/2018 11:04:29 AM: User Comment by Patricia Johnson: Returned call to customer due to VM received but unable to reach LVM with contact info

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/29/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/30/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	33,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	BURNHAM	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	57924	JOHN H SHEAFFER INCORPORATION		**Dealer Phone**	7174366617
Dealer Address	6430 WILLIAM PENN HWY				
	MIFFLINTOWN		PA	17059 7397	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	Q
Subject	Vehicle will not open from the inside or out				
Synopsis	Survey By Pass - No Diagnosis				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/29/2017 01:12 PM	Open
11/30/2017 02:34 PM	Closed
09/29/2018 12:19 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108029900-Product,Electrical,Power Sliding Door,Complete Failure,Both Sides,Power Sliding Door Both Sides - Complete Failure,Vehicle will not open from the inside or out

Case Comments

Date	Comment
11/29/2017	Briefly summarize why the customer is contacting Chrysler: Customer called stating that the vehicle power doors is not working from the inside or the out . Briefly summarize what the customer is expecting: Customer is expecting to find out why her vehicle door is not working. Customer states that she got the fuse changed and the vehicle is still not working. Agent advised customer to get scheduled with a appointment to get a diagnosis and customer agreed. Agent reached out to DLR 57924 at 717-248-7811 spoke with SA Alan and transferred customer for further assistance
11/29/2017	SBP- NO DIAGNOSIS

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2017	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/06/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/16/2018	**Origin**	Chat	**Reason**	New problem
Mileage	6,200 Miles	**Market**	U	**Language**	English
Contact Emai	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	YORKVILLE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	68428	DEMPSEY DODGE CHRYSLER JEEP II INC		**Dealer Phone**	6305527688
Dealer Address	1000 E ROUTE 34				
	PLANO		IL	60545 9771	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	E
Subject	Passenger Door hinge				
Synopsis	68428 declined repairing vehicle they damaged, AM Squire advised the DLR to stop working on the vehicle, and customer to not return. Customer unable to get vehicle repaired elsewhere, reviewed with TL who advised to Close. Customer to call back if they fi				
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/06/2017 04:06 PM	Open
03/16/2018 09:13 PM	Closed
09/29/2018 01:09 PM	Closed

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code
0121000300-Product,Transmission / Transaxle,Unknown,Hard Shifting,Default,Transmission / Transaxle - Hard Shifting,Customer stated that vehicle began shifting hard this morning
0123030010-Product,Body / Trim / Paint Finish,Body Hardware,Other,F. Door-Driver,Left Front Door Hardware Inquiry,Passenger Door hinge

Case Comments

Date	Comment
12/06/2017	incident # [redacted]
12/06/2017	Hi, my name is Michael with Dodge Customer Care, How may I help you today? Michael: How may I assist you today [redacted] Purchased van brand new had heavy sweet maple smell took in for oil change and smell along with drivers door not closing correct and pass door making banging noise. Dealer said did not know what smell is realign drivers door and ordered new hinge for pass side I was told 3-5 days to paint hinge. Been over two weeks still waiting on paint said they ordered tube of paint? Van is using anyifreeze I have to add to it drivers door since they realigned is worse and still no pass hinge??? I find it hard to believe that they canÂ't mix a pint of paint Was told they will address all issues when hinge is painted. There is no reason it should take this long and no reason I should be adding coolant to a brand new vehicle. I have been a mopar guy my whole life we traded in our charger and it was a fantastic vehicle but service like this will be the reason I change brands. I love dodge products but service needs to stand behind what they sell. Very disappointed can you send me info on a competent dodge dealer near me please [redacted] ve tried sending this as an email thru dodge web site but it does not go thru Michael: I can certainly appreciate your concern [redacted] I would be more than happy to assist you with this, may I ask what the approximate mileage is on your vehicle as well as what dealership your vehicle is currently located a [redacted] 6200 miles the vehicle is not at dealer I have it at home as it is my wifeÂ's only transportation Dempsey dodge is where it was last serviced Michael: I understand, this is also the dealership which had ordered the parts for your vehicle? [redacted] Yes Michael: I understand, may I place you on a brief hold while I look into this for you? [redacted] Yes thank you Michael: Thank you for holdi [redacted] at this time what I am going to do is to escalate this to the Parts Support team for parts resolution. Your Case Manager will provide you with updates on the status of the part within 1 day. If an update is received sooner, you will be contacted sooner. What would be the best phone number to contact you a [redacted] Michael: I understand, for reference your case number is [redacted] Thank you Michael: My pleasure, is there anything else I can assist you with today [redacted] o that should do it Michael: Thank you for contacting Chrysler Customer Care. Please contact us back if you need further assistance. You can also look for updates on our website www.Chrysler.com. Have a good day [redacted] Thank you again [redacted] disconnected ('Concluded by Agent').
12/06/2017	Reassigned to CM
12/06/2017	In-Service Date: 07/18/2017 Original Owner: Yes Mileage: 6200 Vehicle purchase loyalty: 1 new, 2 used Multiple Repairs/ Previous related repairs: No MVP plans: Yes Other:

Date	Comment
12/06/2017	*****OUTBOUND DEALERSHIP PHONE CONTACT***** DEMPSEY DODGE CHRYSLER JEEP II INC | 68428 | 630-552-7688 Specialist called DLR and spoke to SM Craig Mitchell. Craig indicated that they had the parts needed except for the paint. Specialist asked for the part numbers in order to attempt to expedite the process.
12/06/2017	****** Following Corporate Resource has been contacted ****** PARTS EXPEDITING for Part#04443632AB,Order[redacted],OMC#35627986 on 2017-12-06 @ 14:44
12/06/2017	********** Create Prep Sheet ********** Prep sheet was saved successfully.
12/06/2017	- **********86L TRIAGE UPDATE********** ****** Following Corporate Resource has been contacted ****** DATE SUPPORT ESCALATED: 12/06/2017 DLR CODE: 68428 PART NUMBER: 04443632AB PART DESCRIPTION: PAINT ORDER NUMBER: 1106DL ORDER TYPE: DAILY ORDER DATE: 11/06/17 ETA: CURR PROM DATE 02/02/18
12/06/2017	CAIR CM: GR1384 **********END OF TRIAGE**********
12/06/2017	NUMBER OF DEALERS WITH PART/D2D OPTION: N/A - VNDR SHIP - Hazardous
12/07/2017	- **** OUTBOUND EMAIL TO FIELD SUPPORT **** Email sent seeking assistance
12/07/2017	- **** INBOUND EMAIL FROM FIELD SUPPORT **** The supplier will be shipping 12/8. Tentative to dealer week of 12/18
12/08/2017	*****OUTBOUND DEALERSHIP PHONE CONTACT***** DEMPSEY DODGE CHRYSLER JEEP II INC | 68428 | 630-552-7688 Specialist called DLR and spoke to SM Craig Mitchell. Specialist passed on tentative ETA from line 89.
12/08/2017	*****OUTBOUND CUSTOMER PHONE CONTACT*****[redacted] Specialist called customer to provide initial contact. Specialist left VM.
12/08/2017	Status update provided via email to the following email address:[redacted]t My name is Geoffrey and IÂ'll be working with you as the case manager for your 2017 Dodge Grand Caravan. I wanted to introduce myself and provide you with some information relevant to your case: Â• Your case number is[redacted] Â• My contact number is 1-844-827-2003 extension 4719924 Â• My departmentÂ's hours are 8 AM to 8 PM EST Monday to Friday Â• My personal hours are 9 AM to 5:30 PM EST Monday to Friday Please donÂ't hesitate to reach out to me if you have any questions or concerns. I look forward to working with you. End of Status Update
12/08/2017	Customer called to speak with CM GR1384 agent transferred to ext 4719924
12/08/2017	*****INBOUND CUSTOMER PHONE CONTACT*****[redacted] Customer warm transferred by EH895. Specialist introduced themselves to the customer and indicated the tentative ETA from line 89. Customer indicated that they also had a sweet smell as of maple syrup and stated that they had been told that it was likely due to a coolant leak in their vehicle. They also stated that they had been instructed to leave their vehicle and wait for a diagnosis. Specialist referred the customer to their MVP and ask the DLR for one day of rental during the diagnosis.
12/11/2017	- ********** PART UPDATE********** The supplier will be shipping 12/8. Tentative to dealer week of 12/18 **********END OF UPDATE**********
12/11/2017	*****OUTBOUND CUSTOMER PHONE CONTACT*****[redacted] Specialist called customer to touch base. Specialist left VM.
12/13/2017	-waiting for part
12/14/2017	- ********** PART UPDATE********** The supplier will be shipping 12/8. Tentative to dealer week of 12/18 **********END OF UPDATE**********
12/15/2017	- Waiting for part
12/18/2017	- ********** PART UPDATE********** The supplier will be shipping 12/8. Tentative to dealer week of 12/18 **********END OF UPDATE**********
12/18/2017	*****OUTBOUND CUSTOMER PHONE CONTACT*****[redacted] Specialist returned customer's call. Specialist left VM.
12/20/2017	- **** OUTBOUND EMAIL TO FIELD SUPPORT **** Email sent seeking assistance
12/21/2017	- ********** PART UPDATE********** Supplier never ended up shipping, waiting for updated ETA from Field Support. **********END OF UPDATE**********
12/26/2017	*****OUTBOUND DEALERSHIP PHONE CONTACT***** DEMPSEY DODGE CHRYSLER JEEP II INC | 68428 | 630-552-7688 Specialist called and spoke to SM Craig who confirmed that they still had not received the requisite paint. Craig stated that they had instructed their parts department to let them know immediately when it arrives and that they had ordered it on highest priority.
12/26/2017	**********GPOP PART UPDATE********** CURR PROM DATE 02/02/18 - ETA subject to change - REL TO SUPLR **********END OF UPDATE**********
12/26/2017	*****OUTBOUND CUSTOMER PHONE CONTACT*****[redacted] Specialist called customer to provide current updated ETA on part. Specialist left VM indicating update on case and provided contact information.
12/26/2017	Customer returning call from GR1384 requesting[redacted]
12/26/2017	Customer requested to speak to GR1384. Agent made transfer accordingly.
12/26/2017	*****INBOUND CUSTOMER PHONE CONTACT*****[redacted] Customer warm transferred by PM920. Customer indicated that they had gone to a body shop that DLR 68428 uses who had the required paint on hand and that they had contacted DLR 68010 who stated that they were perfectly aware of the problem with their vehicle and could fix it quickly but that they were unwilling to work on the customer's vehicle as they already
12/26/2017	have a case open with DLR 68428. Customer indicated that they would prefer to work with a dealership in Morris, IL. Specialist found Greenway Motors (65719) and customer asked specialist to call DLR to see if an appointment could be scheduled. Customer provided authorization to give DLR 65719 their contact information. They also stated that they had been told that the fumes that they had been experiencing were potentially harmful and that they had contacted an attorney against the possibility of illness or injury due to them.
12/26/2017	*****OUTBOUND DEALERSHIP PHONE CONTACT***** GREENWAY MOTORS, LLC | 65719 | 815-942-3400 Specialist called and spoke to SA Chuck who indicated that they would be more than willing to work with the customer, but that they wouldnÂ't have time until 01/12/2017. Specialist provided customerÂ's contact information to Chuck as per the customerÂ's request. Chuck said theyÂ'd contact the
12/26/2017	customer to set an appointment.
12/27/2017	- **** OUTBOUND EMAIL TO FIELD SUPPORT **** Email sent seeking assistance
12/27/2017	Customer called in and was transferred to CM's extension to LVM.
12/27/2017	*****OUTBOUND CUSTOMER PHONE CONTACT*****[redacted] Specialist called customer to determine if they had spoken to DLR 65719. Customer stated that they had not done so and now their vehicle shifts hard. Customer stated that they just wanted rid of the vehicle. Specialist indicated that they would have to speak to their preferred dealership's sales department but that the specialist would investigate the possibility of helping them purchase a new one.
12/27/2017	***AGENT*** Customer called in to speak with Geoffrey after he just spoke with DLR, Writer transferred customer to speak with CM.
12/27/2017	*****INBOUND CUSTOMER PHONE CONTACT*****[redacted] Customer warm transferred by AM3382. Customer stated that they'd spoken to DLR 65719 who didn't have an available time to schedule an appointment until 01/19/2017 and asked what their next options were. Specialist indicated that they would look into other dealerships to determine availability. Customer stated that, once repairs were complete, they would be selling their vehicle.
12/27/2017	*****OUTBOUND DEALERSHIP PHONE CONTACT***** TYSON MOTOR CORPORATION | 67753 | 815-741-5530 Specialist called and spoke to SM Bill who indicated that they were booked for the next three weeks.

Date	Comment
12/27/2017	*****OUTBOUND DEALERSHIP PHONE CONTACT***** NAPERVILLE CHRYSLER JEEP DODGE RAM | 45120 | 630-505-8282 Specialist called DLR who stated that they have an available position on 01/03/2017. Specialist stated they would have the customer call in to set the appointment.
12/27/2017	*****OUTBOUND CUSTOMER PHONE CONTACT***** [redacted] Specialist called customer and informed them of the position available on 01/03/2017. Customer asked if the dealership had been informed of all issues with the vehicle. Specialist stated that they had only informed the dealership about the smell and assumed leak due to the customer's health concerns.
12/29/2017	- **********GPOP PART UPDATE********** CURR PROM DATE 02/02/18 - ETA subject to change - REL TO SUPLR **********END OF UPDATE**********
12/29/2017	*****OUTBOUND CUSTOMER PHONE CONTACT***** [redacted] Specialist called to speak to customer. Specialist left VM with contact information inquiring whether they had spoken to DLR 45120 and set an appointment.
12/29/2017	*****OUTBOUND DEALERSHIP PHONE CONTACT***** NAPERVILLE CHRYSLER JEEP DODGE RAM | 45120 | 630-505-8282 Specialist called and spoke to an SA who confirmed that the customer has an appointment on 01/03/2017.
12/29/2017	*****OUTBOUND CUSTOMER PHONE CONTACT***** [redacted] Specialist called customer and left VM indicating that their case was being transferred to BL753 due to their appointment at DLR 45120.
12/29/2017	Reassigned to BL753
12/29/2017	Customer called to speak with CM. Agent called CM and left VM. Agent advised customer.
01/02/2018	- ********** PART UPDATE********** As per lines 187-188, email sent seeking ETA from supplier. Waiting for response, response delayed due to holidays. **********END OF UPDATE**********
01/02/2018	*****OUTBOUND CUSTOMER PHONE CONTACT***** [redacted] CM left Voicemail for customer to call back. CM left new contact information in Voicemail.
01/02/2018	customer called in requesting to speak with CM Agent transferred customer to CM VM
01/03/2018	Vehicle is at the dealership - NAPERVILLE CHRYSLER JEEP DODGE RAM (45120) Update triggered by S71465Q
01/03/2018	Customer is at the Dealership and needs to speak with his CM. Children are playing in the bay area and customer is requesting help with a rental or loaner vehicle. ~
01/03/2018	customer calling because he cannot get a hold of CM Brandon - agent trying to get a hold of Brandon so that he can assist customer at dealership
01/03/2018	***OUTBOUND DEALER CONTACT*** 45120 - NAPERVILLE CHRYSLER JEEP DODGE RAM - 630-505-8282 SA Ben CM contacted Dealership to speak with SA for update on customer's diagnosis. SA Ben advised the vehicle was brought in with concerns of smells like anti freeze, hard shift, and according to Dempsey the passenger side door latch. SA Ben advised they do not have a diagnosis as of yet, and the customer is seeking a rental vehicle, which they have none on site, and do not have an account with Enterprise. CM advised Dealership if there is a need to put customer in one (they anticipate having vehicle diagnosed today, and will have more information later) that CM would be willing to reimburse the Dealership at $35 a day, and cut Dealer a check for the rental amount if need be. SA aware, thanked CM for that, advised emailing him for updates would be easiest. SA advised email is ben@napervillejeep.com
01/03/2018	***OUTBOUND DEALER CONTACT*** 45120 - NAPERVILLE CHRYSLER JEEP DODGE RAM - 630-505-8282 SA Ben ext 1301 CM left Voicemail for SA Ben to call back. CM seeking update on vehicle.
01/03/2018	***OUTBOUND CUSTOMER CONTACT*** [redacted] contacted customer back per notation of customer calls. Customer upset, advised he has since picked up his vehicle, and the Dealership advised there is no coolant leak, they do not have a body shop to address his hinges, and did not look at his other concerns as they were "not present" while the vehicle was there. Customer is upset, advised he is a [redacted], advised the Dealership what his concerns were, and how to resolve them, Dealership dismissed customer and advised there is nothing that needs repair, and nothing they can do. Customer states when he left his house, his fill coolant light was on, when he picked it up it was filled, Dealership advised they did not fill it, and that it was full when it got there. Customer is frustrated, as Dealership advised they found residual coolant around his radiator cap, which customer suggested to be a leak, and Dealership denies. Customer states that FCA Coolant is hazardous to breathe if burned, and he has children and does not wish to put them back into the vehicle until his concerns are resolved. Customer states Dealership has to wait for Paint to come in for the Dealership to do Body Work on his vehicle, when the last time they did work on his vehicle, they made it worse than it was, as the Dealership does not have a Body Shop, and just does the work instead of outsourcing. Customer advised the Body Shop across the street advised him they can have the work done in 2 days, and can mix the paint on site, as they have a paint mixer, and can match any FCA paint. CM suggested to customer to get a quote for how much that would cost, and we could review from there. CM advised this is not a guarantee that we will cover this or pay for this, but advised he can see the customer is very frustrated, and wants to review all options available for him. Customer advised he can do so, took down CM email address to send quote to once he has one. Customer suggested CM contact them back next week to check how his other concerns are going, and we would discuss next steps from there. CM thanked customer for their time and disconnected call.
01/05/2018	CM to follow up next Wednesday.
01/05/2018	- **** OUTBOUND EMAIL TO FIELD SUPPORT **** Email sent seeking assistance
01/08/2018	- **********GPOP PART UPDATE********** CURR PROM DATE 02/02/18 - ETA SUBJECT TO CHANGE - REL TO SUPLR **********END OF UPDATE**********
01/08/2018	CM to follow up on Wednesday.
01/10/2018	***OUTBOUND CUSTOMER CONTACT*** [redacted] CM left Voicemail for customer to call back.
01/10/2018	Customer contacted returning a call from his CM. Agent transferred customer to his CM's voicemail as per his request. Agent told customer I would note on file that he is looking for a returned call from BL753.
01/10/2018	***INBOUND CUSTOMER CONTACT*** Customer called in returning CM contact. CM spoke with customer about vehicle, customer advised smell is still present and the Dealership refuses to check into a leaking concern. Customer advised he is most likely going to have to take it to an IRF to have repaired, and eat the cost on that. Customer also advised that he would like to find a CDJR Dealership that has a body shop on site that can fix his paint/hinges. CM advised he would call around to the Dealerships in his area tomorrow to try and find one, and we would touch base from there.
01/11/2018	***OUTBOUND CUSTOMER CONTACT*** [redacted] CM left Voicemail for customer to call back.
01/12/2018	- **********GPOP PART UPDATE********** CURR PROM DATE 02/02/18 - ETA SUBJECT TO CHANGE - REL TO SUPLR **********END OF UPDATE**********
01/15/2018	***OUTBOUND CUSTOMER CONTACT*** [redacted] CM left Voicemail for customer to call back.
01/16/2018	- **********GPOP PART UPDATE********** CURR PROM DATE 02/02/18 - ETA SUBJECT TO CHANGE - REL TO SUPLR **********END OF UPDATE**********
01/17/2018	Status update provided via email to the following email address: [redacted]t This is Brandon from FCA Case Management. Please call me at your earliest convenience. I can be reached at 1-844-827-2003 extension 471 7439. I have been attempting to reach you by telephone but am unable to do so. If there is another telephone number that we can use to reach you, please advise us either by telephone or by replying to this email. Regards, Brandon FCA Case Management End of Status Update
01/17/2018	**INBOUND CUSTOMER CALL** [redacted] Customer requesting a call back from CM BL753 as soon as possible please. ~

Date	Comment
01/17/2018	***OUTBOUND CUSTOMER CONTACT*** [redacted] CM contacted customer back per contact above, customer advised he received a call from Dempsey, advising they got the Parts in, and will have it ready for install on Monday. Customer states he has an apt on Monday to fix both doors, so he will see how that goes. CM advised that was out of the blue, customer inquired if it was CM's doing, CM advised no, advised he was calling to advise that Greenway was the only Dealership he could find with a Body Shop on site. Customer advised he would take the vehicle in, and see how it goes. CM advised he would call customer on Monday, and touch base from there.
01/19/2018	- CM to follow up after appointment on Monday 1/22/2018 as per lines 380-381 -
01/22/2018	Vehicle is at the dealership - DEMPSEY DODGE CHRYSLER JEEP II INC (68428) Update triggered by S08810M
01/22/2018	****** START OF SUPPORT ESCALATION by T1332PW****** **** Update from Expediting Team for **** Part#04443632AB,Order#[redacted],OMC#35627986 Sent message to supplier to get firm eta on this order. Waiting for response. ****** END OF SUPPORT ESCALATION ****** by T1332PW
01/22/2018	***OUTBOUND CUSTOMER CONTACT*** [redacted] CM contacted customer to confirm vehicle was dropped off, customer advised yes, and advised that the Dealership put him into a loaner vehicle. Customer advised he sent pictures to CM of the coolant being low in the vehicle, and advised the SA of this prior to dropping it off. CM advised that was fine, advised he would follow up with the Dealership for updates, and contact the customer back if he had any news. CM thanked the customer for their time, and disconnected call.
01/23/2018	****** START OF SUPPORT ESCALATION by T1332PW****** **** Update from Expediting Team for **** Part#04443632AB,Order[redacted],OMC#35627986 Per supplier the eta of 2/2 is a firm eta. Cannot do D2D due to hazardous classification. ****** END OF SUPPORT ESCALATION ****** by T1332PW
01/23/2018	***OUTBOUND DEALER CONTACT*** 68428 - DEMPSEY DODGE CHRYSLER JEEP II INC - 630-552-7688 SA Oscar CM spoke with SA Oscar for an update on vehicle repairs. SA advised they ordered some new door hinges for the vehicle, which they're working on right now. SA advised the customer states there is an issue with the front laminate not sitting flush on the driver's side door, they are scouring Dealer Connect to try and find different method to try and sit it flush, but have been unsuccessful so far. SA also advised as far as the smell, they found a leak in the right seam of the radiator, ordered a new radiator which should be available for them later today to pick up. SA Oscar advised he would be contacting the customer with updates as we went, and did not have an answer on if repairs would be completed today or not. CM thanked SA Oscar for the information, and disconnected call.
01/23/2018	***OUTBOUND CUSTOMER CONTACT*** [redacted] CM left Voicemail for customer to call back. CM to advise of the above information.
01/23/2018	customer seeking to speak with cm agent trans freed to cm
01/23/2018	Customer would like callback from CM
01/23/2018	Customer called to speak to CM BL753 for information. Agent tried contacting CM BL753 but they where unavailable. Agent transferred call to CM VM for a later callback.
01/23/2018	***OUTBOUND CUSTOMER CONTACT*** [redacted] CM contacted customer to advise of the information from SA Oscar. Customer is aware, thanked CM for the follow up. CM advised he would follow up with the Dealership tomorrow for an update, but if they received a call today from the Dealership, not to hesitate to give CM a call back so he could monitor and document for the customer. CM thanked customer for their time, and disconnected call.
01/24/2018	***OUTBOUND DEALER CONTACT*** 68428 - DEMPSEY DODGE CHRYSLER JEEP II INC - 630-552-7688 SM Craig CM contacted the Dealership for an update on the customer's vehicle. SM advised the vehicle is still in shop, put Radiator in yesterday, hinge are painted and being installed on the vehicle right now, SM advised they should be done by today for vehicle. CM inquired if it would be okay for him to contact the customer to advise this, SM advised yes that would be fine. CM thanked SM Craig for the information, and disconnected call.
01/24/2018	***OUTBOUND CUSTOMER CONTACT*** [redacted] CM contacted customer to advise of the information above. CM advised that the customer should have their vehicle back today, and to have him call CM when they pick up the vehicle so we can confirm that all concerns were resolved, or have it documented if there are any other concerns. Customer aware, thanked CM for the follow up, and disconnected call.
01/24/2018	Chris calling to speak to CM. Transferred to extension 4717439
01/25/2018	cx looking to speak with BL753, Agent transferred to cm.
01/25/2018	***OUTBOUND CUSTOMER CONTACT*** [redacted] CM contacted customer and spoke with them about vehicle concerns. Customer states he picked up his vehicle and sent pictures to CM of the condition it was returned. Customer states all the snaps under his hood were broken, that his Radiator was covered in old and new fluid, there were things snapped and broken and covered in several fluids. Customer states the Dealership was unable to repair his door, so they modified the rear door to match the front one, which now leaves both doors being off and needing repairs. Customer very upset with the Dealership and their work, states the SA was supposed to walk him out to his vehicle to go over the repairs, and dodged the customer when he went to pick it up. CM apologized profusely to customer, advised he was not happy with the work at all. Customer states he was going to take/submit more pictures to CM for review, CM thanked customer for that, advised he would follow up tomorrow for an update.
01/25/2018	Customer contacting FCA in regards to previous lines above 461-473, customer is very upset by the way the vehicle was returned to him. Customer is now seeking answers as to where they're supposed to drop the vehicle off and who's providing customer with a rental or loaner vehicle. Agent transferred customer over to CM BL753 4717439.
01/26/2018	Customer would like a callback asap
01/26/2018	customer called wanting to speak to CM. Writer transfer customer to CM's voicemail.....CM should call customer back
01/26/2018	***OUTBOUND CUSTOMER CONTACT*** [redacted] CM contacted customer back per notations. Customer demanded rental vehicle. CM advised if the Dealership is not able to provide one, the customer would be able to pay for one out of pocket, and submit for reimbursement after the fact. Customer disputes this, advised he has a SC that should cover a rental vehicle, CM advised if the Dealership does not have one available, this is the only other option that we have. Customer aware, advised he spoke with Dempsey DLR who advised they would like to have the vehicle back to try and repair the concerns. Customer states Dealership alleged that they are able to smell the odor in the vehicle, but not able to determine where it is. CM apologized for this, advised he would be reaching out to the AM to try and visit the Dealership to assist with vehicle repairs, and determine what they can do to resolve concerns. Customer requested Supervisor call back, CM advised they would be providing the same information to customer that CM has as well. Customer aware, advised he would expect a call Monday, and disconnected call.
01/26/2018	Email sent to AM seeking assistance.
01/26/2018	Customer has requested Supervisor callback Preferred daytime number[redacted] Preferred evening number[redacted] Reason for request: Customer not happy with situation, wants to know what other options he has. Does not want vehicle. CAIR assigned to: ML1082 CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within one (1) business day
01/29/2018	****SUPERVISOR CONTACT**** Supervisor dialed [redacted] and spoke with the customer. Supervisor advised that we did receive the pictures that he sent in and that BL753 is working diligently in getting him some answers. Supervisor advised that we have the Area Manager involved that we are waiting for information from as he was going to be contacting the dealership to come up with a game plan to get this fixed and fixed right for him. Customer
01/29/2018	thanked as stated that he has nothing against BL753 and appreciates his help, he just wanted a Supervisor to be aware of the situation. Supervisor advised that BL753 has had ML1082 involved since he started working the case and that we are going up the "food chain" of the dealership to see what we can do to get the vehicle fixed asap for him. Customer thanked.
01/29/2018	reassigned to BL753 to continue working file

Date	Comment
01/30/2018	CM corresponding with AM for how we should proceed.
01/31/2018	- **********GPOP PART UPDATE********** CURR PROM DATE 02/02/18 - ETA SUBJECT TO CHANGE - REL TO SUPLR **********END OF UPDATE**********
01/31/2018	***OUTBOUND CUSTOMER CONTACT*** [redacted] CM contacted customer to advise we are waiting on a response from AM in order to direct us with how to proceed. Customer aware, thanked CM for the follow up, advised he would wait for CM contact with more information.
02/02/2018	2nd email sent to AM.
02/02/2018	Agent called in trying to locate customer's CM and agent apologized stated call was routed to RAM Promaster Department. Agent informed CAC agent they would need to speak with CM Brandon regarding case.
02/02/2018	Customer called in to speak with the CM. I warm transferred him to the CMs voicemail
02/02/2018	***OUTBOUND CUSTOMER CONTACT*** [redacted] CM contacted customer back from Voicemail. Customer inquired what we were doing. CM reviewed emails from AM, advised the SM Craig was to contact him to schedule an appointment to bring the vehicle back into the Dealership so we could review next steps from there. Customer advised he's not heard back from SM Craig today at all. CM offered to contact over to Dealership with customer on line to schedule appointment, customer declined. Customer advised he would contact the Dealership to schedule the appointment and contact CM back. Customer states as well,
02/02/2018	the vehicle is out of coolant again, advised that he checked it today when he was done driving it, and found the coolant tank to be completely empty again. CM apologized to customer if this was the case, customer advised he would call CM back with an appointment date, and disconnected call.
02/05/2018	- **********GPOP PART UPDATE********** DLR CODE: 68428 PART NUMBER: 04443632AB - ORDER NUMBER: [redacted] - CURR PROM DATE 02/02/18 - REL TO SUPLR **********END OF UPDATE********** - **** OUTBOUND EMAIL TO FIELD SUPPORT **** Email sent seeking assistance
02/05/2018	CM to wait for customer contact.
02/06/2018	Customer trying to contact CM. Agent tried to reach out to CM BL753 unable to reach customer disconnected. CM BL753 please contact customer.
02/06/2018	***OUTBOUND CUSTOMER CONTACT*** [redacted] CM contacted customer returning their call. Customer states the Dealership has not contacted the customer, and customer has called them Friday and has not heard back from them at this time. CM apologized for this, advised he would send an email off to see where we are to proceed from here, and give the customer a call back with any new information as it becomes available. CM thanked customer for their time, and disconnected call.
02/06/2018	Email sent to AM, CRM cc'd.
02/06/2018	***OUTBOUND CUSTOMER CONTACT*** [redacted] CM contacted customer and advised them they need to reach out to the Dealership to schedule an appointment, and contact CM back so we can review with the AM to prepare the Dealership for the appointment. Customer states he will check with his wife for when they are available to drop it off, and contact CM back with more information.
02/06/2018	- **** INBOUND EMAIL FROM FIELD SUPPORT **** Supplier has answered a ticket with a 2/24/18 ship date
02/07/2018	Email from AM advising customer has appointment on Tuesday 2/13 at 9am.
02/08/2018	Email from AM advising customer has appointment on Tuesday 2/13 at 9am.
02/12/2018	Customer has apt on 2/13 at 9am.
02/13/2018	Vehicle is at the dealership - DEMPSEY DODGE CHRYSLER JEEP II INC (68428) Update triggered by S29734O
02/13/2018	Email sent to AM seeking information regarding visit when available.
02/13/2018	AM to visit Dealership tomorrow to inspect customer's vehicle.
02/14/2018	- ********** PART UPDATE ********** Supplier current promise to ship - 2/24/18 ship date **********END OF UPDATE**********
02/14/2018	***OUTBOUND DEALER CONTACT*** 68428 - DEMPSEY DODGE CHRYSLER JEEP II INC - 630-552-7688 SM Craig CM contacted SM Craig to inquire for update. SM advised the vehicle is in, they are pulling doors off to send it away to have it repainted, but they lost electricity, and do not anticipate it being back up by the end of the day, so their work has been halted. CM advised he would contact the Dealership back tomorrow for an update.
02/15/2018	***OUTBOUND DEALER CONTACT*** 68428 - DEMPSEY DODGE CHRYSLER JEEP II INC - 630-552-7688 SM Craig CM left Voicemail for SM Craig to call back. CM seeking update on customer's vehicle since Dealership was down yesterday.
02/15/2018	***OUTBOUND DEALER CONTACT*** 68428 - DEMPSEY DODGE CHRYSLER JEEP II INC - 630-552-7688 SM Craig CM spoke with SM Craig to gather update on vehicle status. SM advised the doors are off, and the vehicle is away to the body shop getting painted, should be returned by Saturday they are hoping. CM advised they were off on the weekend, but would follow up on Monday for an update. CM thanked SM Craig for their time and disconnected call.
02/15/2018	***OUTBOUND CUSTOMER CONTACT*** [redacted] CM contacted customer and advised of the above. CM advised customer he would be out over the weekend, but would be following up regarding the hinges of the vehicle on Monday to touch base with the customer. Customer advised that would be fine, inquired about the smell in the vehicle. CM advised per AM that the Dealership is going to handle the concerns 1 at a time, so we are able to give our full attention to them, once one is resolved instead of juggling both concerns at once. Customer aware. CM thanked customer for their time, and disconnected call.
02/19/2018	- ********** PART UPDATE ********** Supplier current promise to ship - 2/24/18 ship date **********END OF UPDATE**********
02/19/2018	***OUTBOUND DEALER CONTACT*** 68428 - DEMPSEY DODGE CHRYSLER JEEP II INC - 630-552-7688 Service Writer CM spoke with SW who advised that SM Craig was not available today, but they have not seen the Hinges come back from the body shop as of yet. CM advised he would try again tomorrow, thanked SW for the information.
02/20/2018	***OUTBOUND DEALER CONTACT*** 68428 - DEMPSEY DODGE CHRYSLER JEEP II INC - 630-552-7688 SM Craig CM spoke with SM Craig who advised the hinges returned yesterday afternoon, advised that they are putting them on the vehicle right now, and once that's been completed they will be checking for Coolant leaks in the vehicle for the customer, and have more information hopefully later this afternoon. CM advised he would call back later, thanked SM Craig for the update.
02/20/2018	***OUTBOUND CUSTOMER CONTACT*** [redacted] CM spoke with customer and advised of the above. Customer aware, thanked CM for the update.
02/20/2018	***OUTBOUND DEALER CONTACT*** 68428 - DEMPSEY DODGE CHRYSLER JEEP II INC - 630-552-7688 SM Craig CM spoke with SM Craig to gather update on customer's vehicle. SM Craig
02/20/2018	advised the vehicle is hooked up to a pressure tester right now for coolant system, came in with coolant pocket low, states it's been holding 21 PSI without dropping all day, but they are going to keep it on until tomorrow and see if there's any change from there. CM thanked SM Craig for the information and disconnected call.
02/20/2018	***OUTBOUND CUSTOMER CONTACT*** [redacted] CM contacted customer to advise of the above. Customer not happy with the information, advised he will wait until tomorrow to see what is going on, but states if there is no leak present, that he would like to speak with the AM about their vehicle, because at that point they are not going to pick it up from the Dealership. Customer states he is a certified Cummins mechanic, and he is causing damage to his aluminum engine by driving it if the Dealership is unable to find a leak, he does not want the vehicle. CM advised he would document this down, advised it's not something he could guarantee, but we would wait until tomorrow to see what the Dealership finds, and discuss from there. Customer aware, thanked CM for the call back, and disconnected call.

Date	Comment
02/21/2018	***OUTBOUND DEALER CONTACT*** 68428 - DEMPSEY DODGE CHRYSLER JEEP II INC - 630-552-7688 SA Bailey CM left a message with SA Bailey to have SM Craig call CM back. CM seeking update on customer's vehicle at this time.
02/21/2018	***OUTBOUND DEALER CONTACT*** 68428 - DEMPSEY DODGE CHRYSLER JEEP II INC - 630-552-7688 SM Craig CM left Voicemail for SM Craig to call CM back.
02/21/2018	***OUTBOUND CUSTOMER CONTACT*** [redacted]CM contacted customer to apologize for not having any new information. Customer states he spoke with SM yesterday after CM who appeared frustrated with the customer, advising there is not much they can do, and that they would call the customer today, and he has not heard back from them either. CM advised he would wait for an update from SM Craig on his end, and if the customer received a call to give CM a call so we could document it.
02/22/2018	***OUTBOUND DEALER CONTACT*** 68428 - DEMPSEY DODGE CHRYSLER JEEP II INC - 630-552-7688 SM Craig CM spoke with SM Craig regarding customer's vehicle. SM advised they are still working on locating a coolant leak, they have marked lines and checked all areas and found nothing. Advised they are still pressure testing, and test driving and unable to determine where it is going, SM advised it's being difficult. CM inquired if a STAR Case should be opened, SM advised no. CM thanked SM Craig for the information and disconnected call.
02/22/2018	Customer called in to speak to his CM. Agent transferred caller.
02/22/2018	***OUTBOUND CUSTOMER CONTACT*** [redacted]CM contacted customer to advise of the above, customer aware. CM advised he would call back if he spoke with SM Craig again today.
02/23/2018	Email sent to AM advising of Dealership contact on 2/22
02/23/2018	***OUTBOUND DEALER CONTACT*** 68428 - DEMPSEY DODGE CHRYSLER JEEP II INC - 630-552-7688 SA Justin CM spoke with SA Justin who advised the Coolant is topped off, the vehicle has been pressure tested, coolant has not gone down, the Dealership has put 25-30 miles on it, and based off what the customer is indicating they should see a leak, or smell the concern, advised they have neither. SA Justin advised they would not be opening a STAR Case for this concern as well.
02/26/2018	- **** OUTBOUND EMAIL TO FIELD SUPPORT **** Email sent seeking assistance
02/26/2018	- **** INBOUND EMAIL FROM FIELD SUPPORT **** 03-16-2018 is a firm ship date as of now
02/26/2018	***OUTBOUND DEALER CONTACT*** 68428 - DEMPSEY DODGE CHRYSLER JEEP II INC - 630-552-7688 SA Justin CM spoke with SA Justin regarding customer's vehicle, SA advised they've continued to test the vehicle, run it, and pressure test it with no smell, no leak found, and they are not losing Coolant at this time. SA advised they had the vehicle running and idling in the shop for 5 hours straight over the weekend and had no smell or loss of coolant at that time. CM thanked SA Justin for the information, and disconnected call.
02/27/2018	Customer contact advisor requesting to speak with CM. Customer transferred to CMs line.
02/27/2018	***OUTBOUND CUSTOMER CONTACT*** [redacted]CM contacted customer back, advised of the above. Customer aware, CM advised they're still working on trying to locate a leak, or determine what is going on with the vehicle, if anything at all. Customer aware, thanked CM for the update, and disconnected call.
03/01/2018	Email sent to AM. CC CRM.
03/01/2018	Email from AM: I talked with the store this morning Â– Here is the resolution that we are going to do (that I agree with) -The vehicle is no longer leaking Â– the store (Dempsey) put a radiator in the vehicle that was previously leaking. -The vehicle is operating as designed. -The vehicle is operating properly and not overheating. -I would not ask a TA to come out to look at the vehicle at this time unless we have a verifiable problem that cannot be duplicated or created any other way,
03/01/2018	The store is going to give the car back to the customer at this time, and request a follow up appointment be made with the selling dealer if need be. Thank you.
03/02/2018	***OUTBOUND CUSTOMER CONTACT*** [redacted]CM left Voicemail for customer to call back.
03/05/2018	Voicemail from Customer stating that he talked to a Tech at the Dealership who advised that his vehicle has been sitting outside and hasn't moved from that spot in over a week.
03/05/2018	- **********GPOP PART UPDATE********** DEALER : 68428 - PART NUMBER : 04443632AB - ORDER NUMBER : [redacted] - As per PE TEAM: 03-16-2018 is ship date as of now **********END OF UPDATE**********
03/05/2018	***OUTBOUND CUSTOMER CONTACT*** [redacted]CM contacted customer back regarding voicemail. Customer states he stopped in on Saturday and spoke with a Tech in the shop about his vehicle not moving. Tech advised yes, the vehicle has sat there, and they've gone out and turned it on and let it run to see if there is a leak, and then they shut it off again. Customer states he spoke with SM Craig today, advised the vehicle still smells strongly of burning coolant, that it is probably a Heater Core, but he cannot replace it without showing a leak. Customer has a meeting Thursday with Lemon Law Attorney, advised he didn't want to go this way, but it appears as that's the route he will have to take. CM advised he would be reaching out to the Area Manager regarding this, as what SM Craig has told him directly contradicts what the AM has advised me, and I would be seeking clarification. Customer is aware, once a Legal CAIR opens that we would have to stop communicating with him. CM thanked customer for their time and disconnected call.
03/05/2018	***OUTBOUND DEALER CONTACT*** 68428 - DEMPSEY DODGE CHRYSLER JEEP II INC - 630-552-7688 SA Oscar CM spoke with SA Oscar who advised SM Craig just left for lunch. CM advised he would call back later.
03/06/2018	***OUTBOUND DEALER CONTACT*** 68428 - DEMPSEY DODGE CHRYSLER JEEP II INC - 630-552-7688 Reception CM spoke with Receptionist who advised SM Craig was not in today. CM thanked Receptionist for their time and disconnected call.
03/06/2018	Email sent to AM seeking clarification on TA visit customer states SM Craig was waiting for.
03/07/2018	- **********GPOP PART UPDATE********** INVOICED-SSD on 3/7/2018 - IN TRANSIT TO DLR - ETA 3-5 days **********END OF UPDATE**********
03/07/2018	***OUTBOUND CUSTOMER CONTACT*** [redacted]CM contacted customer who advised the Dealership forced the customer to come pick up his vehicle, advised him if he did not that they would be charging him for Rental and Storage fees. Customer advised the Dealership advised they do not wish to have the vehicle back at their Dealership again, not even for Oil Changes. CM apologized, advised that Dealerships have the ability to turn away any customer they decide to as they are owned and operated privately. Customer aware, advised he would look into getting it into another Dealership as he is still smelling the anti freeze in the vehicle. CM advised he would wait for customers call about another appointment.
03/08/2018	OMC# 35627986Order# [redacted] FOR PN: 04443632AB IS RESOLVED
03/09/2018	CM to wait for customer contact.
03/12/2018	CM to wait for customer contact.
03/14/2018	CM to wait for customer contact.
03/16/2018	Status update provided via email to the following email address: [redacted] I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future. Your Case Number is: [redacted] The FCA Case Management telephone number is: 1-844-827-2003 My direct extension is: 4717439 Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and we hope we were able to resolve your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a Case; therefore, you could potentially receive an email or telephone survey. WeÂ'd ask that you take the time to complete the survey so weÂ'll know how weÂ're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer. It has been a pleasure working with you, all the best, Brandon End of Status Update

Email(s)

Date	10/01/2018	Subject	Hello [redacted] am sending you this email regardin

From		To	Sent Date/Time	03/16/2018 14:52 PM

Hello [redacted]
I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is: [redacted]
The FCA Case Management telephone number is: 1-844-827-2003
My direct extension is: 4717439

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and we hope we were able to resolve your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a Case; therefore, you could potentially receive an email or telephone survey. WeÂ'd ask that you take the time to complete the survey so weÂ'll know how weÂ're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best,
Brandon

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/16/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/28/2017	**Origin**	Fax	**Reason**	New problem
Mileage	54,209 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	APPLE VALLEY	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	64855	VICTORVILLE MOTORS CHRYSLER JEEP		**Dealer Phone**	7602457991
Dealer Address	14617 CIVIC DR				
	VICTORVILLE		CA	92394 0844	USA
Dealer Zone	California	**Sales District**		**Service District**	O
Subject	passenger's side door locked up, dispute over terminology				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/16/2017 06:42 PM	Open
12/28/2017 07:56 PM	Closed
09/29/2018 01:55 PM	Closed

Initial Description

0108029900-Product,Electrical,Power Sliding Door,Complete Failure,Both Sides,Power Sliding Door Both Sides - Complete Failure,passenger's side door locked up, dispute over terminology

Case Comments

Date	Comment
12/16/2017	Phone[redacted]riefly summarize why the customer is contacting Chrysler: someone told him we could be an in between for his DLR concern. Sliding door locked up, totally. Victorville Motors told him it would cost $120 to look at it. Repair was $600. It was not covered as a power lock but as a latch assembly. Customer said the vehicle he was taken home in had the same issue with it's power side door. It was locked up tight. Agent advised of NHTSA phone number as he was concerned this is a safety issue. ** Customer states this is his 4th Caravan and has an MVP, which does not cover. MVP Brian told him to call us. RO states: "Inspected the door and found lock internally binding. Removed slide door latch assembly and replaced. Re-inspected and operated as designed." Current ID: [redacted] Former Address[redacted]; ID: 6566375 5B144060 - 2005 NR767833 - 1992 JF248481 - 1988 Briefly summarize what the customer is expecting: to be reimbursed as a courtesy because of dispute over terminology - power lock vs lock assembly. OOW 3/36,000, within DLR goodwill.
12/16/2017	Customer is faxing in his receipts.
12/18/2017	customer called for update. customer called to confirm documents were received. Advised customer documents have not been received as yet. Customer stated he did not trust his fax. caller will go somewhere else to fax documents. Customer states previous agent very helpful.
12/19/2017	POSTMARK DATE: 121917; DATE RECEIVED: 121917
12/22/2017	Customer is calling FCA today to make sure that FCA received his documentation Agent reviewed and informed customer that we have all documents
12/27/2017	Agent called seeking to speak with CM. Customer disconnected while agent was reviewing case.
12/27/2017	Agent reached out to customer and received no answer.
12/27/2017	customer seeking to speak with cm
12/28/2017	writer reached out to customer, to let him know that his request for reimbursement has been approved by TL BG458 writer confirmed the amount and mailing address with customer. *** Mailing Address***** [redacted] APPLE VALLEY , CA-[redacted] UNITED STATES

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/18/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/18/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	43,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	9319820674	**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	COLUMBIA	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60501	COLUMBIA CHRYSLER DODGE JEEP RAM		**Dealer Phone**	9313800830
Dealer Address	106 S JAMES CAMPBELL BLVD				
	COLUMBIA		TN	38401 4324	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	S
Subject	Rear passenger door stuck in the locked position				
Synopsis	Rear passenger sliding door stuck in the locked position. DLR has offered goodwill.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/18/2017 09:09 PM	Open
12/18/2017 10:01 PM	Closed
09/29/2018 01:04 PM	Closed

Initial Description

0467010000-Corporate,Goodwill Escalation Matrix,Not Escalated,Default,Default,Goodwill Escalation Matrix - Not Escalated,Chrysler has not diagnosed vehicle-Unable to escalate to CM
0467000000-Corporate,Goodwill Escalation Matrix,Escalated,Default,Default,Goodwill Escalation Matrix - Escalated,Customer seeking cost assistance
0108029900-Product,Electrical,Power Sliding Door,Complete Failure,Both Sides,Power Sliding Door Both Sides - Complete Failure,Rear passenger door stuck in the locked position

Case Comments

Date	Comment
12/18/2017	Briefly summarize why the customer is contacting Chrysler: Caller is [redacted] and she is very concerned that the rear passenger side sliding door is stuck in the locked position. The customer states that she purchased the vehicle from Lucus Chevrolet in November 2016. The customer is seeking cost assistance. Agent advised that CAC may be able to send the case to CM, but the vehicle must be diagnosed by a Chrysler DLR and the vehicle must be at the DLR. Agent called the DLR and spoke to SM Rodney. He stated that this vehicle has not been at the DLR for any service. Due to the customer's financial circumstances, he agreed t o provide some cost assistance to the customer, even though he has not diagnosed the vehicle. Customer will work with this DLR to have the vehicle repaired. Briefly summarize what the customer is expecting: goodwill
12/18/2017	Rear passenger sliding door stuck in the locked position. DLR has offered goodwill.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/26/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/27/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	42,980 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**ontact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	ATCO	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	49903	MONTEREY BAY CDJR/AVIS		**Dealer Phone**	4087242463
Dealer Address	PO BOX 651				
	PARSIPPANY		NJ	07054 0651	USA
Dealer Zone	California	**Sales District**		**Service District**	Y
Subject	SLIDING DOOR STUCK				
Synopsis	CLOSED				
Customer Anomaly	Interior				
	Panels/Moldings				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	82	Interior panels or moldings issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/26/2017 06:35 PM	Open
12/27/2017 03:27 PM	Closed
09/29/2018 12:52 PM	Closed

Initial Description

0123020000-Product,Body / Trim / Paint Finish,External Ornamentation,Other,Unknown,External Ornamentation Inquiry,SLIDING DOOR STUCK

Case Comments

Date	Comment
12/26/2017	Briefly summarize why the customer is contacting Chrysler: Customer contacting because their sliding door latch is stuck. Briefly summarize what the customer is expecting: Customer expecting for Chrysler to cover repair. Customer states that they purchased vehicle from Enterprise car rental 12/23/2016. Customer states that after having vehicle for 1 year that last week the sliding door would not work electrically. Customer states that they tried opening the door manually and they could not open it. Customer took vehicle into DLR 26955 to have vehicle look at. Customer was informed by DLR 26955 that the door panel would have to be removed to know what issue is. Agent contacted DLR 26955 and spoke with SA Patty who states that they informed customer that the doors latch was stuck shut. SA Patty states that they offered the customer to only pay 25% of the repair cost which would be $311.00 plus tax. Customer felt that she should not have to pay for the repair because it was not her fault that this happened. Agent apologized and informed customer that what DLR 26955 is offering them to pay is the best that could be done or they could pay the full price of $1,243.00 plus tax. Customer states that she is in a frenzy and this news has ruined her holiday spirit. Customer states that she would like to write a letter to Chrysler discussing issue. Agent gave customer information they would need to submit this documentation.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/27/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/27/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	32,100 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	GRAND ISLAND	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	27017	Gregg Young Chrysler Dodge Jeep Ra		**Dealer Phone**	3083848300
Dealer Address	1803 SOUTH LOCUST ST				
	GRAND ISLAND		NE	68801 8250	USA
Dealer Zone	Denver	**Sales District**		**Service District**	G
Subject	passenger side door not locking				
Synopsis	no diagnosis, survey bypass 861				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/27/2017 02:09 PM	Open
12/27/2017 02:24 PM	Closed
09/29/2018 07:03 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108400200-Product,Electrical,Horn,Defective,Default,Horn - Defective,Horn - Defective
0108250200-Product,Electrical,Power Door Lock / Deck Lid,Defective,Unknown,Power Door Lock / Deck Lid - Defective,passenger side door not locking

Case Comments

Date	Comment
12/27/2017	Briefly summarize why the customer is contacting Chrysler: passenger sliding door not locking and horn going off Briefly summarize what the customer is expecting: appointment with dlr **agent advised passenger sliding door not locking and horn going off, warm transferred customer to SA to schedule appointment no diagnosis, survey bypass 861

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/29/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/06/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	40,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	MISSION VIEJO	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	24097	TUTTLE-CLICK CHRYSLER JEEP DODGE		**Dealer Phone**	9494727400
Dealer Address	40 AUTO CENTER DRIVE				
	IRVINE		CA	92618 2802	USA
Dealer Zone	California	**Sales District**		**Service District**	M
Subject	Door not working properly				
Synopsis	Issue is resolved. Close CAIR.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/29/2017 08:00 PM	Open
01/06/2018 12:03 AM	Closed
09/29/2018 05:05 PM	Closed

Initial Description

0108250200-Product,Electrical,Power Door Lock / Deck Lid,Defective,Unknown,Power Door Lock / Deck Lid - Defective,Door not working properly

Case Comments

Date	Comment
12/29/2017	Briefly summarize why the customer is contacting Chrysler: Customer calling saying they want to get their door fixed Briefly summarize what the customer is expecting: To have their door fixed Customer said they have been having reoccurring issues with their door, and wants to go about getting it fixed Agent contacted dealership for customer to book appointment Agent escalating to case management, and gave customer case # Customer seeking assistance with: Customer calling saying they want to get their door fixed Customer expecting: To have their door fixed Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: 8AM Latest call time: 8PM Updates via text: Y [redacted] Updates via email: Y [redacted] Vehicle location: Customer Date and Time of Appointment: Tuesday, Jan 2nd 9AM Confirmed appointment with: 24097 949-472-7400 Customer in rental: N Authorized by: NA Rental start date: NA
12/29/2017	********** Customer Email Address Updated ********** Following email address is added for communication or survey with the customer [redacted]
12/29/2017	Status update provided via email to the following email address: [redacted] Case Manager Stephanie with FCA call back number 844-888-0601 EXT 89659 End of Status Update
01/02/2018	Vehicle is at the dealership - TUTTLE-CLICK CHRYSLER JEEP DODGE (24097) Update triggered by S31109O
01/02/2018	Writer reached out to dealer -24097 TUTTLE-CLICK CHRYSLER JEEP DODGE at 949-472-7400.
01/02/2018	There was no answer.t LM with issue, CAIR, call back number with extension.
01/02/2018	Writer reached out to dealer -24097 TUTTLE-CLICK CHRYSLER JEEP DODGE at 949-472-7400.
01/02/2018	LM with issue, CAIR, call back number with extension.
01/02/2018	Writer tried the number for assistant manager James 9494727442. LM with issue, CAIR, call back number with extension.
01/03/2018	Writer reached out to dealer -24097 TUTTLE-CLICK CHRYSLER JEEP DODGE at 949-472-7400.
01/03/2018	LM with issue, CAIR, call back number with extension.
01/03/2018	Status update provided via email to the following email address: [redacted] Case Manager Stephanie call back number 844-888-0601 EXT 89659 End of Status Update
01/03/2018	Writer reached out to customer a [redacted] M with issue, CAIR, call back number with extension.
01/03/2018	Customer called 01/03/2018 requesting to speak with case manager as soon as possible before picking car up from dealer.
01/03/2018	Writer reached out to customer at [redacted] Customer stated the vehicle had parts ordered and is now finished. There is a $100.00 deductible.
01/03/2018	Writer reached out to dealer -24097 TUTTLE-CLICK CHRYSLER JEEP DODGE at 949-472-7400.
01/03/2018	Customer feels the issue should be covered under basic warranty. The issue was documented in May 2017. Customer has the ticket.

Date	Comment
01/03/2018	Begin Customer Message reviewed: Hello Stephanie, I will call you tomorrow, Wednesday, 1/3/18. Thank you. [redacted] Stephanie, I left a voicemail for you this morning regarding my case [redacted]. As I mentioned, the dealer, Tuttle-Click Chrysler, Irvine, is apparently proceeding with parts replacement on my sliding door under my Maximum Care Warranty, with a $100 deductible. I would hope that since the operational defect was documented under the initial warranty (36 month/36K mile), and resolution was attempted without success, that this repair should not be treated as a Maximum Care Warranty (with deductible) issue. That is the reason I made sure FCA documented the defective door operation soon after I purchased the vehicle in May 2017. I would like to resolve this matter as soon as possible as the dealer has informed me that they have completed the work on my vehicle. You can reach me on my cell a[redacted]. Thank you. End of Reviewed Customer message
01/03/2018	When the vehicle was brought in for repair it was 5/5/17 and 24105 Writer reached out to dealer-24105 JEEP CHRYSLER DODGE RAM FIAT OF ONTERIO at 909-390-9898.. It was not at this dealership and there is no SM there to make the call. Assistant manager James is there. SA Issy transferred the call.
01/03/2018	Service assistant manager James advised. The only people that can waive the deductible is MVP.
01/03/2018	Writer reached out to customer at[redacted]. LM with issue, CAIR, call back number with extension
01/03/2018	Writer reached out to MVP Nina who advised that department is closed at this time. Dealership may waive but the Admin Department. call back number is 8005219922 ask for admin. Customer asked if the service order for the 17th that this issue was listed.
01/03/2018	Writer reached out to dealer -24097 TUTTLE-CLICK CHRYSLER JEEP DODGE at 949-472-7400. Asked for ASM James.
01/03/2018	He is unavailable. Writer Debbie took a message and advised bring it in Monday and talk to Don.
01/03/2018	Writer advised the vehicle is ready now.
01/03/2018	Debbie researched the issue.
01/03/2018	ASM James advised it is out of basic. It is under the service contract. It can not be submitted under Basic. There was no code there could be no repair. The issue was not resolved. No Problem found on 5/16 and customer came back 6/15 the issue was not brought up at that visit.
01/03/2018	The issue could not be duplicated.
01/03/2018	Writer advised the customer of the ASM q advice.
01/03/2018	The customer advised the SA that worked on the issue was very dismissive of the issue and did not keep the vehicle long enough to duplicate the issue. The issue was there both before and after this service appointment.
01/03/2018	Customer asked for follow up tomorrow. 1 p.m. pacific.
01/04/2018	Writer reached out to customer at[redacted] to assist customer with reaching MVP at 8005219922. Rose transferred to Cecile for assistance.
01/04/2018	Customer explained the issue.
01/04/2018	Agent needed to transfer to the correct department
01/04/2018	Writer choose prompt one.
01/04/2018	The Agent is Brian. Customer explained the issue again.
01/04/2018	Advised have the dealership call anyone that works there for a deductible waiver, on the dealer line.
01/04/2018	Writer reached out to dealer -24097 TUTTLE-CLICK CHRYSLER JEEP DODGE at 949-472-7400.
01/04/2018	Writer spoke to Debbie. ASM is busy. She will give the message to James. Debbie took the customers name for follow up.
01/04/2018	Begin Customer Message reviewed: Stephanie, This is the message I sent you yesterday: I left a voicemail for you this morning regarding my case[redacted]. As I mentioned, the dealer, Tuttle-Click Chrysler, Irvine, is apparently proceeding with parts replacement on my sliding door under my Maximum Care Warranty, with a $100 deductible. I would hope that since the operational defect was documented under the initial warranty (36 month/36K mile), and resolution was attempted without success, that this repair should not be treated as a Maximum Care Warranty (with deductible) issue. That is the reason I made sure FCA documented the defective door operation soon after I purchased the vehicle in May 2017. I would like to resolve this matter as soon as possible as the dealer has informed me that they have completed the work on my vehicle. You can reach me on my cell at[redacted]. Thank you. End of Reviewed Customer message
01/04/2018	Writer reached out to dealer -24097 TUTTLE-CLICK CHRYSLER JEEP DODGE at 949-472-7400.
01/04/2018	SA Issy advised. MVP will not waive the fee. He will call the customer.
01/04/2018	Writer reached out to customer at[redacted]. The number is OOO. Writer tried again.
01/04/2018	Same result.
01/04/2018	Writer tried again same result. Writer sent email to the customer.
01/04/2018	Status update provided via email to the following email address[redacted], I have been trying to reach you at [redacted]. I get a fast busy signal. I followed up with the dealer to make sure they had time to call and was informed that MVP would not waive the fee. Is there another number I may reach you at to call MVP again. Thank you... Stephanie. End of Status Update
01/04/2018	Status update provided via email to the following email address:[redacted], I just found out it is the system here at FCA that is experiencing issues. I apologize. The agents around me can not dial out either. I have informed management so the issue may be resolved. I fear the MVP office will be closed. I will follow up with you tonight if the system comes back before 11 p.m. eastern. Stephanie. End of Status Update
01/05/2018	Begin Customer Message reviewed: Thanks, Stephanie. As I think you know, the Tuttle Click service person (I think it was James) called me at about 2:45 pm PT to say he got a "no" from MVP. I told him he must have been talking to the wrong person. I asked if he had spoken with Brian and he said no. I told him Brian in the Authorization Dept. is the one who gave us the "yes" on deductible waiver. He said he would try to reach MVP again. Hopefully we can get the dealer and Brian at MVP connected tomorrow. I really need to have the car by early afternoon. Feel free to call me tonight if you have any additional information, otherwise we will talk tomorrow.[redacted] Stephanie, I just thought a bit more about the timing of Tuttle-Click's contact with MVG today. It's certainly possible that the service manager talked with them before our conversation and obviously did not talk with Brian.[redacted] End of Reviewed Customer message
01/05/2018	Customer is calling to inquire about CAIR. Agent reached out to the MVP Department seeking to speak with Brian. Agent was advised that no Brain was associated or working this CAIR. Agent reached out to CM (SH1506) and was advised that the CM will contact customer in 15-20 mins about CAIR.
01/05/2018	**********Customer Email Address Updated********** Customer has updated the email address from[redacted] to [redacted] further communication or for surverys.
01/05/2018	Status update provided via email to the following email address:[redacted] test End of Status Update
01/05/2018	MVP agent Karen advised that Brian is a team lead. Michael said no it may have been the way it was worded. Agent transferred to dealer agents and maybe Brian could be put on the line. Terrell picked up the line[redacted] is the case number. Agent stated there was no record of contact with Brian. Agent stated he could take care of the issue. The TL was the one who approved it. Terrell researched the issue.
01/05/2018	they need a dollar amount for there total. call back on the dealer line.
01/05/2018	Customer will contact the SA himself for the total information. Customer will call back to let the writer know if there is progress.
01/06/2018	Writer reached out to dealer -24097 TUTTLE-CLICK CHRYSLER JEEP DODGE at 949-472-7400. here was no answer in service.LM with issue, CAIR, call back number with extension
01/06/2018	Writer reached out to customer at[redacted]. Customer updated. the issue is resolved. He went to the dealer.

Email(s)

Date	10/01/2018	***Subject***	test		
From		***To***	***Sent Date/Time***	01/05/2018 19:25 PM	
test					

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/04/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/12/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	27,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	BAKERSFIELD	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	41198	HADDAD DODGE		**Dealer Phone**	6613980264
Dealer Address	3000 HARRIS RD				
	BAKERSFIELD		CA	93313 3204	USA
Dealer Zone	California	**Sales District**		**Service District**	K
Subject	Customer having repeat issues with sliding doors				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/04/2018 10:00 PM	Open
01/12/2018 06:06 PM	Closed
09/29/2018 04:37 PM	Closed

Initial Description

0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,Customer having repeat issues with sliding doors

Case Comments

Date	Comment
01/04/2018	Customer seeking assistance with: Customer calls in stating she is frustrated and upset with her vehicle, her vehicle has been at the DLR multiple times for repeat issues. Customer states she has another appointment booked for the vehicle to go back in, she would like to be assigned a case manager. Customer expecting: Customer expecting to be assigned a case manager to work with her. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: Earliest call time: ANY Latest call time: ANY Updates via text: N Updates via email: N Vehicle location: Customer Date and Time of Appointment: 01/08/2018 8:30am at Dodge Haddad 41198 Confirmed appointment with: Customer Customer in rental: Y/N Authorized by: Rental start date: [Date]
01/05/2018	CM called the dealer and introduced the CM informed that Cm will contact again on 01/08/18 for an update from the dealer and to update the customer as well with the next steps in the process of the repair.
01/05/2018	661-873-5234 has been activated for text message communication.
01/05/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4047M0****** This is Mike with Dodge customer care, 844-888-0601 EXT: 88214 *****END OF TEXT MESSAGE SENT TO CUSTOMER******
01/08/2018	Vehicle is at the dealership - HADDAD DODGE (41198) Update triggered by S64098P
01/08/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4047M0****** I see the vehicle has made it to the dealer I will contact with an update shortly. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
01/08/2018	Text message received from
01/08/2018	Cm called the dealer and they have yet to diagnose the vehicle. SA Katrina stated that it should be done by the end of business today.
01/10/2018	Cm called the dealer and requested for the SA Katrina, CM left Vm for Sa to call back CM with an update on the vehicle.
01/12/2018	Cm called and requested to speak to Sa Katrina, CM left Vm requesting a call back with a status update on the vehicle.
01/12/2018	vehicle is gone and repaired. issue was Door lock actuator.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/09/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/09/2018	**Origin**	Letter	**Reason**	New problem
Mileage	1 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	ATCO	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	49903	MONTEREY BAY CDJR/AVIS		**Dealer Phone**	4087242463
Dealer Address	PO BOX 651				
	PARSIPPANY		NJ	07054 0651	USA
Dealer Zone	California	**Sales District**		**Service District**	Y
Subject	Sliding door stuck				
Synopsis	close				
Customer Anomaly	Body				
	Paintwork				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	3	Vehicle Paint Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/09/2018 02:42 PM	Unworked
01/09/2018 02:42 PM	Open
01/09/2018 02:45 PM	Closed
09/29/2018 12:52 PM	Closed

Initial Description

0123950000-Product,Body / Trim / Paint Finish,Exterior Styling/Appearance,Other,Unknown,Exterior Styling / Appearance - Inquiry,Sliding door stuck

Case Comments

Date	Comment
01/09/2018	POSTMARK DATE: 122717; DATE RECEIVED: 010418
01/09/2018	duplicate cair

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/19/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/26/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	46,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	DOWAGIAC	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	67188	BROOKFIELD CHRYSLER DODGE JEEP RAM		**Dealer Phone**	2699276600
Dealer Address	1845 PIPESTONE RD				
	BENTON HARBOR		MI	49022 2303	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	Q
Subject	Exterior Styling / Appearance - Inquiry				
Synopsis	no response from customer				
Customer Anomaly	Body				
	Paintwork				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	3	Vehicle Paint Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/19/2018 01:56 PM	Open
02/26/2018 02:11 PM	Closed
09/29/2018 03:45 PM	Closed

Initial Description

0123950000-Product,Body / Trim / Paint Finish,Exterior Styling/Appearance,Other,Unknown,Exterior Styling / Appearance - Inquiry,Exterior Styling / Appearance - Inquiry

Case Comments

Date	Comment
01/19/2018	Reference [redacted] The called and explained that he now has and appointment 2/2/18
01/19/2018	Customer seeking assistance with: Cost Assistance [Insert Vehicle Concern]. Customer expecting: [Insert Request]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number [redacted] Earliest call time: Evening Latest call time: Evening Updates via text: Yes [redacted] Updates via email: Yes [redacted] Vehicle location: [Customer] Date and Time of Appointment: [2/2/18]. Confirmed appointment with: [Verified Dealer Contact] Customer in rental: No Authorized by: Rental start date: [Date]
01/19/2018	Reassigned to CM
01/22/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully.
01/22/2018	********OUTBOUDN CUSTOMER CONTACT******** [redacted] LVM requesting call back advised if I don't hear back will follow up with appointment
01/22/2018	********OUTBOUDN CUSTOMER CONTACT******** [redacted] CM spoke to customer and advised I will be CM. Customer states the problem is the actuator and the dealer needs to break two parts to get to it and he doesn't feel he should have to pay for that. CM advised I will be on a vacation week the week of his appointment but one of my co workers will follow up in regards to a decision.
01/22/2018	In-Service Date: 03/18/2016 Original Owner: yes Mileage: 46000 Vehicle purchase loyalty: 2 new Multiple Repairs/ Previous related repairs: no MVP plans: no Other:
01/26/2018	waiting on appointment
01/30/2018	**Customer has appointment on Feb 2
02/02/2018	*****INBOUND CUSTOMER CONTACT***** [redacted] | Customer called in stating he has his appointment today but is not willing to pay the $100 deductible for his third party service contract as well as another $175 because the DLR has to break two plastic pieces on the door to get to the actuators. Customer states he wants to know if this will be covered. CM advised that we would need to speak to the DLR to discuss the concern further with them, and would not be making a live decision at this time. Customer states eh does not understand why such conversations could not have occurred back when he spoke to CM as he already mentioned that the DLR was aware of the vehicle concern already. CM advised that we were waiting for the appointment so that the vehicle would be at the DLR, thus CM can review with the DLR and gather further information. CM advised that just as CM mentioned in their last conversation, she is on vacation this week and has fellow case managers. CM advised that the case would be updated and that CM would discuss the case with them. Customer thanked CM and disconnected.
02/02/2018	CM Notes that customer is okay with paying the $100 deductible for his repairs through the third party SC, but feels that as the repairs include braking two plastic pieces, he feels it isn't right to pay the $175 for parts needed to be broken to get to the same repairs.

Date	Comment
02/02/2018	*****OUTBOUND DEALERSHIP CONTACT***** BROOKFIELD CHRYSLER DODGE JEEP RAM | 67188 | 269-927-6600 |. CM contacted dealership and spoke with SA James. SA stated that the customer has rescheduled appointment for 02/09 at 9am. SA stated that the customer came in before for this issue but never returned to have the repairs completed. SA stated that the issue is his actuator needs to be replaced which is going to be covered under his SC. SA stated that to complete this repair the window must be removed through the exterior of the vehicle but for that they have to take off the aplicays. SA stated that the aplicays are glued on and if you try to take them off they break. SA stated that this component is not covered under his SC.
02/02/2018	*****OUTBOUND CUSTOMER CONTACT**** [redacted]|. Cm contacted customer but LVM. CM advised to give us a call back to discuss this case further. CM advised phone number, extension and case number.
02/05/2018	*****OUTBOUND DEALERSHIP CONTACT***** BROOKFIELD CHRYSLER DODGE JEEP RAM | 67188 | 269-927-6600 CM spoke to SA James who will gather warranty pricing then return my call.
02/05/2018	*****OUTBOUND CUSTOMER CONTACT*** [redacted]LVM requesting contact back
02/05/2018	SA James called to speak with the CM, transferred to JS3660
02/05/2018	*********VOICEMAIL********** James left a VM two appliques are $74.83 $64.62
02/08/2018	*****OUTBOUND DEALERSHIP CONTACT***** BROOKFIELD CHRYSLER DODGE JEEP RAM | 67188 | 269-927-6600 |. Called dealership 67188 What is the diagnosis? Actuator needs to be replaced Is the concern a result of misuse/abuse/lack of maintenance? No Could the customer have caused/prevented concern? No Is the concern related to age and mileage? No Is vehicle maintained? Yes What is the general condition of the vehicle? Good Have there been any previous related repairs? No, but problem has been going on for a long time Have there been a previous out-of-pocket repairs? No
02/08/2018	In-Service Date: 03/18/2016 Original Owner: Yes Mileage: 46000 Vehicle purchase loyalty: 2 new Multiple Repairs/ Previous related repairs: No but has been going on for a while MVP plans: No, but has a third party service contract Other:
02/08/2018	Approved to cover additional repairs.
02/08/2018	**********OUTBOUND DEALERSHIP CONTACT********** BROOKFIELD CHRYSLER DODGE JEEP RAM | 67188 | 269-927-6600 CM spoke to SA James and advised we will cover the additional repairs. 5020668aa 74.83 5020666AA 64.05 for a total of $138.88
02/08/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted]VM requesting contact back
02/08/2018	*********VOICEMAIL********** customer left a voicemail requesting contact back
02/08/2018	*********OUTBOUND CUSTOMER CONTACT********* [redacted]CM spoke to customer and advised of decision. Customer was grateful. CM advised for follow up.
02/09/2018	*****OUTBOUND DEALERSHIP CONTACT***** BROOKFIELD CHRYSLER DODGE JEEP RAM | 67188 | 269-927-6600 CM spoke to SA James who states customer rescheduled because of inclement weather
02/12/2018	*********OUTBOUND CUSTOMER CONTACT********* [redacted]requesting contact back
02/13/2018	Status update provided via email to the following email address: [redacted]Have you rescheduled your appointment at Brookfield? Jessica FCA Case Management End of Status Update
02/13/2018	*********OUTBOUND CUSTOMER CONTACT********* [redacted]LVM requesting contact back
02/13/2018	Begin Customer Message reviewed: Yes I had it schedule for last week but the part wasnt in because of the snow storm. But I have another schedule for this friday the 16th. End of Reviewed Customer message
02/16/2018	Vehicle is at the dealership - BROOKFIELD CHRYSLER DODGE JEEP RAM (67188) Update triggered by S34359I
02/16/2018	Status update provided via email to the following email address [redacted] My name is Kyle and I'm following up with you on behalf of Jessica. I wanted to let you know we noticed the vehicle is in today for service and I double checked to make sure all avenues are covered so that everything goes smoothly and it seems everything is in order and Jessica has done everything to have the repair covered. If you have any questions feel to contact myself at Our CM Line: 844-827-1999 My personal EXT: 4718995 End of Status Update
02/19/2018	*****OUTBOUND DEALERSHIP CONTACT***** BROOKFIELD CHRYSLER DODGE JEEP RAM | 67188 | 269-927-6600 CM spoke to SA James who confirms customer picked up vehicle.
02/19/2018	********OUTBOUDN CUSTOMER CONTACT****** [redacted]
02/21/2018	*********OUTBOUND CUSTOMER CONTACT**** [redacted]LVM
02/23/2018	*********OUTBOUND CUSTOMER CONTACT**** [redacted]LVM
02/26/2018	Status update provided via email to the following email address [redacted]s I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future. Your Case Number is: [redacted]The FCA Case Management Telephone Number is: 1-844-827-1999 My Direct Extension is: 4719755 Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer. It has been a pleasure working with you, all the best Jessica | FCA Case Manager Phone: 1-844-827-1999 | Ext. 4719755 End of Status Update

Email(s)

Date	10/01/2018	***Subject***	Hello [redacted]I am sending you this email regar		
From		***To***		***Sent Date/Time***	02/26/2018 14:10 PM

Hello [redacted]

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is: [redacted]

The FCA Case Management Telephone Number is: 1-844-827-1999
My Direct Extension is: 4719755

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. WeÂ'd ask that you take the time to complete the survey so weÂ'll know how weÂ're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best

Jessica | FCA Case Manager

Phone: 1-844-827-1999 | Ext. 4719755

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2015	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	01/25/2018	CAIR Type	Regular	Status	Closed
Close Date	01/29/2018	Origin	Email	Reason	New problem
Mileage	18,001 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	CROGHAN	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
Dealer				Dealer Phone	
Dealer Address					
Dealer Zone		Sales District		Service District	
Subject	Survey By Pass - Duplicate CAIR				
Synopsis	duplicate cair 33305376				
Customer Anomaly					
Contact Reason	C222	Existing Case Open	Customer Anomaly		
Reason Code	After Sales - Information & Assistance requests - Customer Care - No further action needed - Closed				

Case Status History

Create Date	Status
01/25/2018 07:59 PM	Unworked
01/26/2018 06:36 AM	Open
01/29/2018 09:59 AM	Closed
09/29/2018 05:45 PM	Closed

Initial Description

0205019300-Dealer,Service/Body Shop,Transaction,Refused Warranty Service,Default,Dealer - Refused Warranty Service,Dealer - Refused Warranty Service
0464100000-Corporate,Survey By-Pass,Duplicate CAIR,Default,Default,Survey By Pass - Duplicate CAIR,Survey By Pass - Duplicate CAIR

Case Comments

Date	Comment
01/25/2018	***** EMAIL BRIEF DESCRIPTION CONTENT ***** vehicle warranty work ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
01/26/2018	***** CUSTOMER EMAIL ***** Passenger side rear door unlock does not work properly and makes a loud nois e when unlocking. Local new chrysler dealer will not work on it, need to kno w what to do next? ***** END CUSTOMER EMAIL *****
01/26/2018	***** CAC EMAIL ***** Dear [redacted] Thank you for contacting the FCA Customer Assistance Center. What you've detailed is pretty harrowing. Did they explain why they wouldn't be servicing the vehicle? Which dealership are we speaking about? We would like to reach out to them to discuss your needed vehicle repair. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753. Sincerely, Tyler Customer Service Representative FCA Customer Assistance Center ***** END CAC EMAIL *****
02/19/2018	Customer called in to file a claim against DLR, states DLR is refusing to fix vehicle however vehicle is under warranty, agent contacted DLR and was unable to reach SA, customer states he would like to try a different DLR, branded call.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2015	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	01/25/2018	CAIR Type	Regular	Status	Closed
Close Date	01/29/2018	Origin	Email	Reason	New problem
Mileage	18,001 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	CROGHAN	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
Dealer				Dealer Phone	
Dealer Address					
Dealer Zone		Sales District		Service District	
Subject	33305328				
Synopsis	Duplicate, see 33305328				
Customer Anomaly					
Contact Reason	C222	Existing Case Open	Customer Anomaly		
Reason Code	After Sales - Information & Assistance requests - Customer Care - No further action needed - Closed				

Case Status History

Create Date	Status
01/25/2018 08:04 PM	Unworked
01/26/2018 11:02 AM	Open
01/29/2018 04:29 AM	Closed
09/29/2018 08:23 PM	Closed

Initial Description

0205019300-Dealer,Service/Body Shop,Transaction,Refused Warranty Service,Default,Dealer - Refused Warranty Service,Dealer - Refused Warranty Service
0464100000-Corporate,Survey By-Pass,Duplicate CAIR,Default,Default,Survey By Pass - Duplicate CAIR,33305328

Case Comments

Date	Comment
01/25/2018	***** EMAIL BRIEF DESCRIPTION CONTENT ***** vehicle warranty work ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
01/26/2018	Passenger side rear door unlock does not work properly and makes a loud nois e when unlocking. Local new chrysler dealer will not work on it, need to kno w what to do next? ***** end of customer email *****
01/26/2018	Duplicate, see
01/26/2018	Bypass Added Please close cair.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/31/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/31/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	17,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	GALENA	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	44445	GALENA CHRYSLER		**Dealer Phone**	8157774477
Dealer Address	11300 W US HIGHWAY 20				
	GALENA		IL	61036 8002	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	H
Subject	Trunk / Deck Lid / Hatch Hardware Inquiry				
Synopsis	close				
Customer Anomaly	Body				
	Trunk				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	7	Trunk Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/31/2018 09:37 PM	Open
01/31/2018 09:45 PM	Closed
09/29/2018 03:36 PM	Closed

Initial Description

0121080000-Product,Transmission / Transaxle,Automatic Trans / Transaxle,Other,Default,Automatic Trans / Transaxle Inquiry,Automatic Trans / Transaxle Inquiry
0123030020-Product,Body / Trim / Paint Finish,Body Hardware,Other,Trunk/Deck Lid/Hatch,Trunk / Deck Lid / Hatch Hardware Inquiry,Trunk / Deck Lid / Hatch Hardware Inquiry

Case Comments

Date	Comment
01/31/2018	Customer states that sliding door does get stuck sometimes. Customer also states that transmission does not seem to be acting properly. Agent called dealer and dealer stated there are no notes on vehicle. Agent suggested to customer to bring vehicle to dealer. Customer stated that customer does not want to bring vehicle to dealer now that vehicle is not working.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/01/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/01/2018	**Origin**	Chat	**Reason**	New problem
Mileage	38,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	WEST FRANKFORT	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	43282	ABSHER-ARNOLD MOTORS, LLC		**Dealer Phone**	6189935000
Dealer Address	3203 WEST DEYOUNG ST				
	MARION		IL	62959 5532	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	P
Subject	door will not open and second repair attempt needed				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/01/2018 01:00 PM	Open
02/01/2018 05:45 PM	Closed
09/29/2018 06:09 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108250000-Product,Electrical,Power Door Lock / Deck Lid,Other,Unknown,Power Door Lock / Deck Lid - Defective,door will not open and second repair attempt needed

Case Comments

Date	Comment
02/01/2018	Incident number: [redacted], my name is Brenda. How may I help you? Brenda: Good morning [redacted] 2016 T&C LEFT SLIDING DOOR WILL NOT UN LOCK IN ANY MODE AND IS PHYSICALLY UNABLE TO UN LOCK MANUALLY. BODY SHOP OPENED IT BY REMOVING PANEL, FOUND NO REASON FOR CONDITION, PUT BACK TOGETHER, WORKED OKAY FOR ONE DAY. NOW BOUND UP AGAIN. CONCERN FOR SAFETY OF GETTING LOCKED IN. Brenda: I can most certainly understand this would be very upsetting for you[redacted] can most certainly look into this further for you. Brenda: Have you contacted your dealership yet to let them know that the fix did not work for you vehicle [redacted] I WILL TODAY---JUST FOUND OUT TODAY ABOUT THE PROBLEM RECURRING AND WONDER IF THERE IS SOMETHING WE ARE MISSING. WE USE THIS TO SHUTTLE PASSENGERS TO AIRPORT AND IT IS TO THE POINT THAT WE CANNOT DEPEND ON THE SAFETY. Brenda: May you verify the last eight of your vin and the address that is on file BUSINESS [redacted] VEST FRANKFORT , IL [redacted] UNITED STATES [redacted] THAT IS CORRECT--I AM THE VEHICLE MAINTENANCE SUPERVISOR, AND OUR DRIVER IS REFUSING TO OPERATE BECAUSE OF SAFETY CONCERN---I CAN SEE HIS POINT--NEED DIRECTION Brenda: If you can set your appointment for today a file can be escalated to your case management team and they will work with yourself and the dealership towards repair resolution. A case manager will pick up the file and contact you one day after the vehicle arrives at the dealership. Brenda: What is the name of your dealership? Brenda: Do you know approximately how many miles are on the vehicle as well? Brenda: Hello Brenda: Are you there? Brenda: Hello are you there [redacted] Brenda: Hello [redacted] re you there? [redacted] YES--IT IS ABSHER-ARNOLD IN MARION, IL. [redacted] ILEAGE IS AROUND 38000 Brenda: Once you have confirmed an appointment is set up a file can be escalated. Brenda: I can provide you with a file number Brenda: Did you want me to contact the dealership to see if they can get you in. Brenda: Hello Brenda: Are you still there. Brenda: Hello [redacted] Brenda: This is your file number and if an appointment has been set up contact us back and any agent can assist you to escalate the file to a case manager. Brenda: [redacted] I WILL DO THAT MYSELF, JUST THOUGHT YOU MIGHT HAVE DIFFERENT SUGGESTION ABOUT HOW TO APPROACH THIS ISSUE. Brenda: The next step would be to contact us back and send a file to a case manager to work with you and the dealership toward repair resolution if you would like to do that Brenda: Please contact us back with the file number if your would like a case esclated. Brenda: Is there anything else for today./ [redacted] WILL DO ---SHOULD I GET A PHONE # TO CONTACT YOU DIRECTLY ? Brenda: The next contact will be with another agent who will escalate the file to a case manager. You can chat or contact 1-800-247-9753 Brenda: The chat will be placed in the file. Just inform the next agent that a file needs to be escalated. Brenda: What is your best contact phone number for the file Brenda: Is this the contact number [redacted] OKAY THANKS FOR YOUR TIME AND DIRECTION [redacted] Brenda: this the contact number [redacted] CORRECT---MY CELL IS BEST Brenda: Perfect. Brenda: Enjoy your day Brenda: Thank you for contacting Dodge Customer Care. Please chat with us again if you need further assistance. You can also look for updates on our website www.dodge.com Have a great day! [redacted] disconnected ('Concluded by Agent'). Customer will call back to have file escalated. - seeking survey bypass - diagnosis needed ********** * Do not open file with survey bypass on it. Create new file to escalate

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN [redacted]		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/01/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/26/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	38,000 Miles	**Market**	U	**Language**	English
Contact Email [redacted]		**Contact Phone**		**Contact Mobile**	
Caller Address [redacted]				**Source**	Customer
Caller City	BRIGHTON	**Caller Country**	USA	**Caller Postal Code** [redacted]	
Customer [redacted]					
Customer Address					
Dealer	67057	BRIGHTON CHY-PLY-DGE INC		**Dealer Phone**	8102294100
Dealer Address	9827 EAST GRAND RIVER				
	BRIGHTON		MI	48116 1908	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	C
Subject	Rear passenger slider does not lock				
Synopsis	Customer having concerns with the vehicle. Agent worked with the customer and dealer regarding the concern. Attempted to follow up with the customer but wasn't able to speak to the customer. Case closed as per AC 20793				
Customer Anomaly	Electronics				
	Security Systems				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	20	Vehicle security system (car alarm) issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/01/2018 04:11 PM	Open
02/26/2018 03:59 PM	Closed
09/29/2018 02:48 PM	Closed

Initial Description

0108990200-Product,Electrical,Electronic Vehicle Security,Defective,Default,Electronic Vehicle Security - Defective,Rear passenger slider does not lock

Case Comments

Date	Comment
02/01/2018	Customer has submitted request for goodwill for repair(s) to (door lock actuator). Customer has paid out of pocket. $636 Writer is suggesting reimbursement as a goodwill gesture per customer satisfaction. Customer's proof of payment is: Not paid yet Date of Repair: 02/00 In-Service Date: 01/29/2016 Original Owner: No Mileage: 38,000 Loyalty: Yes Multiple Repairs: No Authorized Chrysler Dealership: Brighton Dealer Opinion: Should be covered under warranty Service Contract/Warranty: 2,000 OOW Out-of-Pocket: Labor $ Parts $ Misc. $ 631.00 Tax $ Writer is submitting check for approval in the amount of $
02/01/2018	Customer calling back about cost of repairing door lock and if this could be taken care of at the dealership level rather than by reimbursement
02/01/2018	reassigned to CM
02/01/2018	Agent called Service Manager to get clarification as to why this was not handled under D-17-18. Request for assistance from SME Sarah who advise that we need to call SM to ask why, Mike Gring review and sees that it is covered. Agent advised customer Chris and Jennifer.
02/02/2018	***OUTBOUND DLR CONTACT** SA Mike - BRIGHTON DC: 67057- 810-229-4100 CM followed up with SA Mike who stated they are doing D-17-18 and covering the repair as they are just outside and it is a new vehicle. CM thanked SA for letting us know.
02/02/2018	***OUTBOUND CUSTOMER CONTACT** [redacted] M called over to the customer and left a VM stating that we had followed up with the dealer to insure everyone was on the same page. CM was able to confirm assistance is being provided and that if they need anything to not hesitate and contact us back.
02/05/2018	*****OUTBOUND DEALERSHIP CONTACT***** BRIGHTON | 67057 | 810-229-4100| * Agent contacted the dealer and spoke to SA- Jason. Jason explained that the vehicle has been repaired and picked up.
02/05/2018	Status update provided via email to the following email address: [redacted] My name is Natalie and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have: • Your case number is [redacted] • The Chrysler Case Management telephone number is: 1-844-827-1999 • My direct extension: 471-9187 • My work hours are: 11:30-8:00pm Eastern Standard Time Monday-Friday. Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation! End of Status Update
02/05/2018	[redacted] has been activated for text message communication.
02/05/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T9284NC****** Hello [redacted] this is Natalie with FCA. I have been assigned as your case manager. I just wanted to follow up and see what the best way to contact you is? *****END OF TEXT MESSAGE SENT TO CUSTOMER******

Date	Comment
02/05/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T9284NC****** Is it by text, phone or email? *****END OF TEXT MESSAGE SENT TO CUSTOMER******
02/05/2018	Text message received from [redacted]
02/05/2018	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Mon Feb 05 18:36:41 EST 2018 Text: Text is fine. ********** End SMS Reply From Customer **********
02/05/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T9284NC****** Ok perfect. From my understanding you guys have the vehicle now is that correct? *****END OF TEXT MESSAGE SENT TO CUSTOMER******
02/05/2018	Text message received from [redacted]
02/05/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully.
02/05/2018	********** Start SMS Reply From Customer ********** Phone Number: 17346494804 Recieved Date: Mon Feb 05 18:38:17 EST 2018 Text: Yes. We were told it was covered. ********** End SMS Reply From Customer **********
02/05/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T9284NC****** Ok perfect. How is the vehicle doing so far? *****END OF TEXT MESSAGE SENT TO CUSTOMER******
02/05/2018	Text message received from [redacted]
02/05/2018	In-Service Date: 01/29/2016 Original Owner: No Mileage: 38000 Vehicle purchase loyalty: 1 Current 2 previous Multiple Repairs/ Previous related repairs: No MVP plans: No Other:
02/05/2018	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Mon Feb 05 18:39:28 EST 2018 Text: Good ********** End SMS Reply From Customer **********
02/05/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T9284NC****** Ok that is great to hear, what I would like to do is set a follow up for Friday if that works, just so it allows you some time to drive the vehicle? *****END OF TEXT MESSAGE SENT TO CUSTOMER******
02/05/2018	Text message received from [redacted]
02/05/2018	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Mon Feb 05 19:01:28 EST 2018 Text: Ok
02/05/2018	********** End SMS Reply From Customer **********
02/05/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T9284NC****** Ok perfect. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
02/09/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T9284NC****** Hello [redacted] I just wanted to follow up and see how the vehicle is doing? *****END OF TEXT MESSAGE SENT TO CUSTOMER******
02/13/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] | CM was unable to reach the customer and left VM requesting callback and advising that their case would be closed in 2 business days to allow time for her to reach us and confirm repair satisfaction.
02/15/2018	CM to close case upon return
02/16/2018	CM will close CAIR upon return.
02/20/2018	CM will close CAIR upon return.
02/26/2018	[redacted]304 has been deactivated for text message communication.
02/26/2018	Status update provided via email to the following email address [redacted] I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future. Your Case Number is: [redacted] The FCA Case Management Telephone Number is: 1-844-827-1999 My Direct Extension is: 471-9187 Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer. It has been a pleasure working with you, all the best Natalie | FCA Case Manager Phone: 1-844-827-1999 | Ext. 471-9187 End of Status Update
02/26/2018	CLOSED LOOP UPDATE - no need for additional follow-up.

Email(s)

Date	10/01/2018	***Subject***	Hello [redacted] am sending you this email r		
From		***To***		***Sent Date/Time***	02/26/2018 15:58 PM

Hel[redacted]

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is [redacted]

The FCA Case Management Telephone Number is: 1-844-827-1999

My Direct Extension is: 471-9187

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. WeÂ'd ask that you take the time to complete the survey so weÂ'll know how weÂ're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best

Natalie | FCA Case Manager

Phone: 1-844-827-1999 | Ext. 471-9187

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/04/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/05/2018	**Origin**	Chat	**Reason**	New problem
Mileage	49,062 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	BLUE SPRINGS	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	49983	CHAMPION CJD/EAN HOLDINGS LLC		**Dealer Phone**	3178726200
Dealer Address	4505 W 96TH ST				
	INDIANAPOLIS		IN	46268 3107	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	9
Subject	Customer seeking reimbursment				
Synopsis	Customer denied				
Customer Anomaly					
Contact Reason	C83	Request For Goodwill Reimbursement	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Product - Reimbursement request - Compensation/Goodwill				

Case Status History

Create Date	Status
02/04/2018 05:28 PM	Open
03/05/2018 01:54 PM	Closed
09/29/2018 02:38 PM	Closed

Initial Description

0459000000-Corporate,Reimbursement,Default,Default,Default,Corporate - Reimbursement,Customer seeking reimbursment

Case Comments

Date	Comment
02/04/2018	****** Below Customer Contacted for Documentation Request ****** wmepperson@gmail.com on 2018-02-04 @ 13:32
02/04/2018	Chat ID#[redacted]Hi, my name is Darryl with Chrysler Customer Care, How may I help you today? Darryl: Hello [redacted]hank you for taking the time to contact us today, how may I assist you? Darryl: Are you there[redacted]I have owned town & country touring model vans for the last 10 years. I started with a 2005 model and upgraded to a 2016 model last May. I have had issues with both rear sliding door latch mechanisms and have had to have both replaced by Chrysler dealers. I have not paid any out of pocket expense for either repair other than 96.09, which I paid yesterday to replace an applique trim piece that was not covered by my extended warranty. I would like reimbursement for that cost as this door lock mechanism seems to be a widespread issue. both repairs were around the $1.000 range in price. Darryl: I would be happy to look into this information for you may I get your full address complete with ZIP to verify our records are correct ?[redacted]blue springs Missouri [redacted]Darryl: Thank you for this information, I have your email address as[redacted]and your calback number as [redacted]are these correct? [redacted]yes Darryl: Perfect, how many miles are on the vehicle and which dealership sis the last repair ? Darryl: did[redacted]49,062 miles [redacted]ee's summit Chrysler dodge jeep ram wesley epperson: total price of $1,069.46 Darryl: Perfect the way this would work is that I would need to send you a documentation request to send in your proof of payment aka receipts and or invoice.[redacted]can you email it? Darryl: Not a problem [redacted]Email sent please attach invoices to the link provided below. Darryl: I would like to take the time to inform you that can take up to 90 days after receiving documents [redacted][redacted]k, so are we done here? Darryl: Yes sir, did you have any other questions or concerns for me today ?[redacted]o, I appreciate your help and would be thrilled if Chrysler accommodates my request. Darryl: Thank you for contacting Chrysler Customer Care. Please chat with us again if you need further assistance or Chrysler Customer Care at 1-800-247-9753. You can also look for updates on our website www.chrysler.com. Have a great day![redacted]disconnected ('Concluded by Agent').
02/04/2018	Reassigned to 96Y for further resolution
02/05/2018	***** Customer Document Received *****
03/05/2018	Agent reviewed documents and found: documents Customer submitted receipt Customer seeking reimbursement for extended warranty Customer had vehicle repaired at Lee's Summit Total reimbursement seeking $ 96.09 Customer does not qualify for reimbursement.
03/05/2018	--INBOUND CUSTOMER CONTACT-- Customer called for an update on their case. Agent advised they did not qualify for reimbursement. Agent advised we would look into reimbursing for repairs if this was covered under a recall, ext warranty or it was something a service contract should have covered. Agent advised the vehicle is not involved in a recall or ext warranty and they would not qualify. Customer states his third party contract covered most of the repairs he just wanted this trim piece covered as it was an out of pocket expense and the customer feels this is a known issue with the town and country vehicles. Agent advised if their vehicle is recalled in the future or an ext warranty is placed on the vehicle he can submit receipts for possible reimbursement however at this time after review their request was denied.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/05/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/05/2018	**Origin**	Chat	**Reason**	New problem
Mileage	27,238 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	N/A			**Source**	Customer
Caller City	N/A	**Caller Country**	USA	**Caller Postal Code**	0000000000
Customer	[redacted]				
Customer Address					
Dealer	49983	CHAMPION CJD/EAN HOLDINGS LLC		**Dealer Phone**	3178726200
Dealer Address	4505 W 96TH ST				
	INDIANAPOLIS		IN	46268 3107	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	9
Subject	Reimbursement			**Campaign**	000
Synopsis					
Customer Anomaly					
Contact Reason	C81	Vehicle Open Recalls	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Recall Campaign - Recall Campaign - VIN check & Contents				

Case Status History

Create Date	Status
02/05/2018 04:20 AM	Open
02/05/2018 04:20 AM	Closed
09/29/2018 05:35 PM	Closed

Initial Description

0500000200-Recall,Recall - Do Not Select,Recall - Do Not Select,Reimbursement,Default,Reimbursement,Reimbursement-Please refer to Case Comments

Case Comments

Date	Comment
02/04/2018	AGENT:Hi, my name is Darryl with Chrysler Customer Care, How may I help you today?
02/04/2018	Hello [redacted] Thank you for taking the time to contact us today, how may I assist you?
02/04/2018	Are you there [redacted]
02/04/2018	CUST:I have owned town have both replaced by Chrysler dealers. I have not paid any out of pocket expense for either repair other than 96.09, which I paid yesterday to replace an applique trim piece that was not covered by my extendedwarranty. I would like reimbursement for that cost as this door lock mechanism seems to be a widespread issue. both repairs were around the $1.000 range in price.
02/04/2018	AGENT:I would be happy to look into this information for you may I get your full address complete with ZIP to verify our records are correct ?
02/04/2018	CUST [redacted]
02/04/2018	[redacted] blue springs Missour [redacted]
02/04/2018	AGENT:Thank you for this information, I have your email address as [redacted] and your callback number as [redacted] are these correct?
02/04/2018	CUST:yes
02/04/2018	AGENT:Perfect, how many miles are on the vehicle and which dealership sis the last repair ?
02/04/2018	did*
02/04/2018	CUST:49,062 miles
02/04/2018	lee's summit Chrysler dodge jeep ram
02/04/2018	total price of $1,069.46
02/04/2018	AGENT:Perfect the way this would work is that i would need to send you a documentation request to send in your proof of payment aka receipts and or invoice.
02/04/2018	CUST:can you email it?
02/04/2018	AGENT:Not a problem [redacted] Email sent please attach invoices to the link provided below.
02/04/2018	I would like to take the time to inform you that can take up to 90 days after receiving documents.
02/04/2018	CUST:ok, so are we done here?
02/04/2018	AGENT:Yes sir, did you have any other questions or concerns for me today ?
02/04/2018	CUST:no, I appreciate your help and would be thrilled if Chrysler accommodates my request.
02/04/2018	AGENT:Thank you for contacting Chrysler Customer Care. Please chat with us again if you need further assistance or Chrysler Customer Care at 1-800-247-9753. You can also look for updates on our website www.chrysler.com. Have agreat day!
02/04/2018	CUST:you also
02/05/2018	Incident_Case_ID : [redacted] Email Address [redacted] VIN : [redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/05/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/06/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	44,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	EDMOND	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	49961	MONTEREY BAY CDJR/HERTZ		**Dealer Phone**	4087242463
Dealer Address	14501 HERTZ QUAIL SPRINGS ROAD				
	OKLAHOMA CITY		OK	73134 2628	USA
Dealer Zone	California	**Sales District**		**Service District**	T
Subject	lock on sliding passenger side door will not lock				
Synopsis	information				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/05/2018 01:19 PM	Open
02/06/2018 08:43 PM	Closed
09/29/2018 05:11 PM	Closed

Initial Description

0123000200-Product,Body / Trim / Paint Finish,Unknown,Defective,Unknown,Body / Trim / Paint Finish - Defective,lock on sliding passenger side door will not lock

Case Comments

Date	Comment
02/06/2018	Please make sure to add narrative before escalating files.
02/06/2018	Briefly summarize why the customer is contacting Chrysler: Customer called stating the lock on the passenger side, sliding door will not lock Briefly summarize what the customer is expecting: Customer wants lock fixed. Agent advised: Agent told customer to have DLR look at it and see if new part can be ordered to get it fixed right away.
02/07/2018	Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: ANY Latest call time: ANY Updates via text: Y [redacted] Updates via email: Y [redacted] Vehicle location: [Customer] Date and Time of Appointment: [Feb 12th 12 NOON]. Confirmed appointment with: [BOB HOWARD CHRYSLER JEEP DODGE RAM -405-936-8900] Customer in rental: N
02/12/2018	Customer called to why no one have called him yet, agent informed the customer that he needs to get a diagnosis on his vehicle to be escalated.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/13/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/01/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	38,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	NEWARK	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	44298	HERTRICH CHRYSLER DODGE JEEP RAM		**Dealer Phone**	4439071500
Dealer Address	1147 E. PULASKI HWY.				
	ELKTON		MD	21921 6307	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	C
Subject	Exterior Styling / Appearance - Inquiry				
Synopsis	Dealership covered with goodwill. The passenger sliding door mechanism. Repaired to satisfaction.				
Customer Anomaly	Body				
	Paintwork				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	3	Vehicle Paint Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/13/2018 04:08 PM	Open
03/01/2018 09:17 PM	Closed
09/29/2018 01:03 PM	Closed

Initial Description

0123950000-Product,Body / Trim / Paint Finish,Exterior Styling/Appearance,Other,Unknown,Exterior Styling / Appearance - Inquiry,Exterior Styling / Appearance - Inquiry

Case Comments

Date	Comment
02/13/2018	Customer seeking assistance with: Customer called in stating that he recently took his vehicle into the DLR for issue that he is having with his passenger sliding door mechanism. DLR has determined that that the locking mechanism will need to replace for $542.00, customer has recently ran out of basic warranty. Customer expecting: Customer seeking GW or cost assistance with repairs. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number[redacted] Earliest call time: Anytime Latest call time: Anytime Updates via text: Y[redacted]Updates via email: Y/N [Email address] Vehicle location: [Dealer] Date and Time of Appointment: [Insert Date:02/13/2018 and Time:9:00AM]. Confirmed appointment with: [Dealer:HERTRICH CHRYSLER DODGE JEEP RAM and Dealer Contact:443-907-1500] Customer in rental: Y/N Authorized by: Rental start date: [Date]
02/13/2018	reassigned to CM
02/14/2018	********** ********** In-Service Date: 3/22/2016 Original Owner: yes Mileage: 38,000 Vehicle purchase loyalty: 1 NEW Multiple Repairs/ Previous related repairs: NO MVP plans: NO Other: BASIC OOW: 2000 MILES ********** **********
02/14/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully.
02/14/2018	**OUTBOUND DEALER CONTACT**HERTRICH 44298 | 443-907-1500 CM spoke to SA Nick who stated that the customer was there yesterday and had some maintenance items taken care of and he needed a locking mechanism for his door. SA Nick spoke to SM Ron and the dealership is willing to cover this part for the customer. The part is being ordered and when the part comes in the SA will be calling the customer to have this repair completed. ~
02/14/2018	302-530-3135 has been activated for text message communication.
02/14/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T2940LM****** Hi my name is Linda. I am your FCA Case Manager. I can be contacted at 1-866-932-3873 ext. 4719095. I am in the office 9am - 5:30 pm EST Monday - Friday. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
02/14/2018	Text message received from [redacted]
02/14/2018	**OUTBOUND CUSTOMER CONTACT**[redacted] CM spoke to customer who was estatic about having this passenger door mechanism repaired and covered by the dealership. Customer stated that he was glad he didn't have this repaired yesterday. CM advised that the price given to him yesterday didn't go through the Service Manager. The Service Manager is covering this repair as the Dealership's one time goodwill as the customer is just 2000 miles outside of warranty and the dealership would like to maintain a relationship with customer. CM set up text messaging and will follow up to make sure the parts are not on back order. ~
02/16/2018	Contact customer on Monday
02/19/2018	**OUTBOUND CUSTOMER CONTACT*[redacted]CM left VM message requesting a call back. ~
02/19/2018	**OUTBOUND DEALER CONTACT**HERTRICH 44298 | 443-907-1500 CM spoke to SA Nick who states the part arrived today. Waiting for customer to call and set up a new appointment. ~
02/19/2018	********** Start SMS Reply From Customer ********** Phone Number:[redacted]Recieved Date: Wed Feb 14 14:33:35 EST 2018 Text: Thank you ********** End SMS Reply From Customer **********

Date	Comment
02/19/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T2940LM****** The door mechanism arrived today. Nick tried to call to set up your next appointment to repair. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
02/21/2018	**OUTBOUND CUSTOMER CONTACT** [redacted] CM spoke to customer who has been out of town, just got back in town. Wife will be calling DLR tomorrow to make an appointment. ~
02/21/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T2940LM****** Just reply to this text when you get an appointment set up. Thanks! *****END OF TEXT MESSAGE SENT TO CUSTOMER******
02/22/2018	Text message received from [redacted]
02/22/2018	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Thu Feb 22 09:02:57 EST 2018 Text: Appointment is set up ********** End SMS Reply From Customer **********
02/22/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T2940LM****** Ok Thanks. When is your appointment? *****END OF TEXT MESSAGE SENT TO CUSTOMER******
02/22/2018	Text message received from [redacted]
02/22/2018	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Thu Feb 22 10:45:04 EST 2018 Text: 2/27 ********** End SMS Reply From Customer **********
02/22/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T2940LM****** Thank You. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
02/26/2018	**OUTBOUND DEALER CONTACT**HERTRICH 44298 | 443-907-1500 CM left VM message requesting a call back with ETA of completion of this repair. ~
02/26/2018	Error lines 103-105 THIS CUSTOMER HAS APPOINTMENT SET FOR 2/27.
02/27/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T2940LM****** H[redacted], You have an appointment today? Let me know how it goes please. Thanks, Linda *****END OF TEXT MESSAGE SENT TO CUSTOMER******
02/27/2018	Text message received from [redacted]
02/28/2018	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Tue Feb 27 16:35:51 EST 2018 Text: We had an appointment. Looks like it wonâ€™t get done today. ********** End SMS Reply From Customer **********
03/01/2018	**OUTBOUND DEALER CONTACT**HERTRICH 44298 | 443-907-1500 CM attempted to contact DLR. Service was busy with customer's now. CM will try again later. ~
03/01/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T2940LM****** Hi [redacted] Have you picked up your Town and Country yet? Linda *****END OF TEXT MESSAGE SENT TO CUSTOMER******
03/01/2018	Text message received from [redacted]
03/01/2018	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Thu Mar 01 00:47:27 EST 2018 Text: Yes. I think it is fine. Thanks ********** End SMS Reply From Customer **********
03/01/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T2940LM****** This is wonderful news. You are happy with the repair? *****END OF TEXT MESSAGE SENT TO CUSTOMER******
03/01/2018	Text message received from [redacted]
03/01/2018	********** Start SMS Reply From Customer ********** Phone [redacted] Recieved Date: Thu Mar 01 00:58:59 EST 2018 Text: So far. Yes. Thanks for everything ********** End SMS Reply From Customer **********
03/01/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T2940LM****** Is it okay to send you a closing email so you can contact us again should you need assistance in the future? *****END OF TEXT MESSAGE SENT TO CUSTOMER******
03/01/2018	Text message received from [redacted]
03/01/2018	********** Start SMS Reply From Customer ********** Phone Number: [redacted]5 Recieved Date: Thu Mar 01 14:00:01 EST 2018 Text: Sure ********** End SMS Reply From Customer **********
03/01/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T2940LM****** [redacted] ? *****END OF TEXT MESSAGE SENT TO CUSTOMER******
03/01/2018	Status update provided via email to the following email address: [redacted], I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future. Your Case Number is: [redacted]. The FCA Case Management telephone number is: 1-866-932-3873. My direct extension is: 4719095. Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and we hope we were able to resolve your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a Case; therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer. It has been a pleasure working with you, all the best. Linda End of Status Update
03/01/2018	Text message received from [redacted]
03/01/2018	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Thu Mar 01 14:25:10 EST 2018 Text: Sure ********** End SMS Reply From Customer **********
03/01/2018	[redacted] has been deactivated for text message communication.
03/01/2018	Reassigned SM2149 for closing review.
03/01/2018	approved

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE WAG GRAND CARAVAN R/T ON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/19/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/25/2018	**Origin**	Letter	**Reason**	New problem
Mileage	41,784 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**act Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	SAINT LOUIS	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	49944	MONTEREY BAY CDJR/EAN HOLDING		**Dealer Phone**	8317242463
Dealer Address	555 AUTO CENTER DRIVE				
	WATSONVILLE		CA	95076 3745	USA
Dealer Zone	California	**Sales District**		**Service District**	F
Subject	Defective Locks				
Synopsis	Email to ELCO				
Customer Anomaly	Interior				
	Panels/Moldings				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	82	Interior panels or moldings issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/19/2018 05:15 PM	Open
03/02/2018 02:38 PM	Closed
05/11/2018 02:55 PM	Reopen
05/11/2018 02:55 PM	Closed
09/29/2018 01:31 PM	Closed
10/25/2018 03:08 PM	Open
10/25/2018 03:09 PM	Closed

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Defective Locks
0123020000-Product,Body / Trim / Paint Finish,External Ornamentation,Other,Unknown,External Ornamentation Inquiry,Defective Locks

Case Comments

Date	Comment
02/19/2018	See [redacted] Their customer is claiming a defect with the locks of the vehicle allowed it to get broken in to. She called in January and the CM was not able to contact her. Office Hourts 7:00 - 3:30 ********** Customer seeking assistance with: faulty locks Customer expecting: Inspection of the vehicle Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number [redacted] office Earliest call time: 7:00 am MTN Latest call time: 3:30 pm MTN Updates via text: No Updates via email: Y - [redacted] Vehicle location: ERAC Date and Time of Appointment: NA Confirmed appointment with: NA Customer in rental: Y/N Authorized by: Rental start date: [Date]
02/19/2018	[redacted] will explain it farther
02/20/2018	Writer reached out to customer at [redacted] LM with issue, CAIR, call back number with extension.
02/20/2018	Writer reached out to customer at [redacted] LM with issue, CAIR, call back number with extension.
02/20/2018	**********Customer Email Address Updated********** Following email address is added for communication or survey with the custome[redacted]
02/20/2018	Status update provided via email to the following email address: [redacted] com CAIR # [redacted] Case Manager Stephanie from FCA call back number 844-888-0601 EXT 89659 Please call. Vehicle needs diagnosis. I need the ownership information for the vehicle as well. Thank you. End of Status Update
02/20/2018	****** Below Customer Contacted for Documentation Request **** [redacted] on 2018-02-20 @ 17:58
02/20/2018	Writer reached out to dealer-49944 MONTEREY BAY CDJR/EAN HOLDING at 831-724-2463
02/20/2018	SA Lou stated the vehicle has not been there.
02/21/2018	Customer called in for update asked to refer to Claim [redacted] when calling.
02/21/2018	Writer reached out to customer at [redacted] LM with issue, CAIR, call back number with extension.
02/21/2018	Writer tried again no answer.LM with issue, CAIR, call back number with extension.
02/23/2018	Begin Customer Message reviewed: The titled owner is [redacted] he holding company for Enterprise Rent-A-Car. I am not sure what exactly you need. End of Reviewed Customer message

Date	Comment
02/23/2018	*****OUTBOUND CALL TO FLEET DIRECTOR***** CM contacted [redacted] ERAC. [redacted] stated that customer claims locks on vehicle are faulty due to vehicle was broken into and over $1000.00 worth of recently purchased items were stolen. [redacted] stated Enterprise is requesting that someone come out and inspect vehicle due to customer is seeking reimbursement for items that were stolen.
02/27/2018	*****OUTBOUND CALL TO FLEET DIRECTOR***** CM made attempt to contact [redacted] was unavailable and CM left a detailed message for a return call at 800-999-3533 Option#3 EXT. 4720516
02/28/2018	*****OUTBOUND CALL TO FLEET DIRECTOR***** CM made attempt to contact [redacted] to inform that she would need to take the above vehicle into her servicing DLR to have it inspected regarding the issue with the locks [redacted] was unavailable and CM left a detailed message for a return call at 800-999-3533 Option#3 EXT. 4720516
03/02/2018	*****OUTBOUND CUSTOMER CONTACT***** CM contacted customer at [redacted] inform that she would need to take the above vehicle into her servicing DLR to have it inspected regarding the issue with the locks Katie stated that she will schedule an appointment with DLR and advised it is ok for CM to close case.
04/05/2018	*****INBOUND CUSTOMER CONTACT***** CM received a call from [redacted] stated the above vehicle was diagnosed by DLR and was informed that the locks were faulty and that she will refer the cu[redacted]ver to us to reimburse for the items that were claimed to be stolen. CM asked to place [redacted]n a brief hold, CM returned to call an[redacted] disconnected. CM returned call and left a detailed message for a return call at 800-999-3533 Option#3 EXT. 4720516
05/09/2018	POSTMARK DATE: 050218; DATE RECEIVED: 050918
05/11/2018	*****INBOUND CUSTOMER CONTACT***[redacted] called to inform that the above vehicle has been inspected by a Chrysler DLR and it was found that the inner lock mechanism was defective[redacted]ated that she wants to refer customer to Chrysler to cover the cost of her stolen items from her vehicle. CM informed [redacted]t she will follow up with her regarding this matter.
05/11/2018	5/11 Letter received from [redacted] regarding Enterprise Renter having items stolen out of the rental due to faulty locks on the vehicle. Dictated letter to [redacted] advising FCA is not responsible for the loss of personal or commercial property. Will also send copy of page from warranty booklet regarding Incidental and Consequential Damages Not Covered.
05/11/2018	POSTMARK DATE: 051118; DATE RECEIVED: 051118
05/23/2018	5/23 Letter returned by Post Office. Email letter and copy of warranty booklet page to [redacted] with FCA. Email: [redacted]
05/23/2018	POSTMARK DATE: 051118; DATE RECEIVED: 052318
06/05/2018	6/5 Email from [redacted] am requesting that you deny the claim to the appropriate party. There appears to be misunderstanding throughout this process. I am [redacted] Enterprise Rent-A-Car. A renter of our vehicle had her items stolen from the vehicle as a result of a defect with the lock mechanism in the passenger side sliding door. Any and ALL denials need to be directed to [redacted] Due to the stolen items being a direct result of a manufacturing issue with the door, any and all actions that [redacted] wants to take, we are advising she takes them against Dodge.
06/05/2018	Again, I filed this claim months ago and [redacted] will be informed that there were MULTIPLE improper closures of the complaint file and multiple instances of miscommunication on Dodge's part. Thank you,
06/05/2018	Email reply to [redacted] is the owner of the vehicle and therefore FCA-s customer, no[redacted] Therefore our response/denial, was sent to our customer. [redacted] s your customer, not ours.
06/12/2018	POSTMARK DATE: 060618; DATE RECEIVED: 061218
06/12/2018	6/12 Letter received from [redacted] ey intend to release the vehicle on 6/18/2018 back to Enterprise.
06/12/2018	NAN
10/25/2018	Email received from [redacted] We got a repair invoice for the damages to our car that we were told was deemed a defect or malfunction. How do we go about getting reimbursed for this? Please see attached (attached to case) Email reply to [redacted] Please see attachment, FCA has previously responded to [redacted] regarding this claim. We have closed our file on this matter, any future communication related to this issue will be retained in corporate records without response. Sent copy of letter and copy of warranty booklet page emailed to [redacted] /23/18.

Email(s)

Date	10/01/2018	***Subject***	The titled owner is [redacted] the holding c		
From		***To***	***Sent Date/Time***	02/23/2018 13:12 PM	
The titled owner is [redacted] the holding company for Enterprise Rent-A-Car. I am not sure what exactly you need.					

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/22/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/26/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	59,100 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	JACKSONVILLE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	41650	NATIONAL DODGE CHRYSLER JEEP RAM		**Dealer Phone**	9103473777
Dealer Address	2223 N MARINE BLVD				
	JACKSONVILLE		NC	28546 6916	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	M
Subject	Customer states door malfunction buzzing when switch is pressed				
Synopsis	Repaired issues are resolved. Close CAIR pending further contact from the customer.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/22/2018 09:04 PM	Open
03/26/2018 06:30 PM	Closed
09/29/2018 03:53 PM	Closed

Initial Description

0203011300-Dealer,Parts,Transaction,Damaged/Defective Goods,Default,Damaged / Defective Parts,Customer stated vehicle was damaged upon purchase
0108250200-Product,Electrical,Power Door Lock / Deck Lid,Defective,Unknown,Power Door Lock / Deck Lid - Defective,Customer states door malfunction buzzing when switch is pressed

Case Comments

Date	Comment
02/22/2018	States there had to be a dispute between person who sold him the car and dealership. Contacted MOPAR advisor told him they should have replaced it right away. Thought dealership in California would help solve the issue but no one tried to assist him. Stated during test driving the car he didn't notice malfunction. After buying it he noticed door made strange noise. Dealership told him it would be covered before he moved to NC due to relocation of being in Marine Corps. Individual he was trying to help solve ordeal was no longer there. Old dealership in CA wanted to verify VIN but he had to relocated and they didn't get it done within time.
02/22/2018	Explained he is in training if contacted also contact wife [redacted] would like email as well to provided email address: [redacted]
02/22/2018	Status update provided via email to the following email address: [redacted] ase Manager Stephanie from FCA call back number 844-888-0601 EXT 89659 End of Status Update
02/22/2018	Writer reached out to customer a[redacted]LM with issue, CAIR, call back number with extension.
02/22/2018	Jacksonville NC dealership they took care of tire and other stuff.
02/22/2018	Customer spook at length about his issues since the purchase. Stow and go was broken and there was debate about whether or not it was covered. It was never repaired. Also the buzzing in the door started at the end of the year. The unlock for all te doors causes a buzzing noise. as well as when you lock it.
02/22/2018	National Dodge Chrysler Jeep Ram 2223 N Marine Blvd Jacksonville, NC 28546 (910) 347-3777—è
02/22/2018	Writer reached out to dealer to get the dealer number Writer could not find it in dealer search. (910) 347-3777
02/22/2018	41650
02/23/2018	Begin Customer Message reviewed: Hi Stephanie, Here is the information that we talk about over the phone. Thank you for all your help and time. Old Dealer Ship 32881 Camino Capistrano San Juan Capistrano, CA 92675 949-373-0100 Service Advisor 1094 Rick Berry New Dealer Ship 2223 N Marine Blvd Jacksonville NC, 28546 910-347-3777 Respectfully [redacted] End of Reviewed Customer message
02/23/2018	Writer reached out to dealer-41650 NATIONAL DODGE CHRYSLER JEEP RAM at 910-347-3777.
02/23/2018	SC Melissa advised they do not have an appointment yet.
02/23/2018	Writer reached out to customer at [redacted]. Conferenced customer she made her own appointment 3/6/18 9 a.m.
03/05/2018	Writer noted the customers appointment is for tomorrow.
03/07/2018	Writer reached out to dealer--41650 NATIONAL DODGE CHRYSLER JEEP RAM at. 910-347-3777
03/07/2018	SC Melissa researched the issue.
03/07/2018	SA Brandon advised the vehicle did not come in yesterday.
03/07/2018	Writer reached out to customer at [redacted]LM with issue, CAIR, call back number with extension..
03/07/2018	Customer called in to update it is rescheduled for the at 9 a.m. 3/16/18. Customer asked for follow up.

Date	Comment
03/12/2018	Writer noted the appointment is for the 16th.
03/16/2018	Vehicle is at the dealership - NATIONAL DODGE CHRYSLER JEEP RAM (41650) Update triggered by S11670Q
03/16/2018	Writer reached out to dealer-41650 NATIONAL DODGE CHRYSLER JEEP RAM at 910-347-3777.
03/16/2018	AS Brian advised $100.00 deductible it is gone parts are ordered they should be in Tuesday.
03/16/2018	Writer reached out to customer at [redacted] updated customer.
03/16/2018	[redacted] advised the stow and go is not covered about $2000. customer asked if there was anything that could be done to help. They are [redacted] family member today. Follow up on Tuesday.
03/20/2018	Writer reached out to dealer-41650 NATIONAL DODGE CHRYSLER JEEP RAM at 910-347-3777.
03/20/2018	SA Brandon advised they were here today.
03/20/2018	Transferred to SM Cleve to discuss D 17-18 SM will offer $1400.00 toward the stow and go repair.
03/20/2018	Writer reached out to customer at [redacted] M with issue, CAIR, call back number with extension..
03/20/2018	Customer will think about it.
03/20/2018	They have not called her to let her know the parts are in.
03/20/2018	She will call to make her own appointment.
03/23/2018	Writer reached out to dealer-41650 NATIONAL DODGE CHRYSLER JEEP RAM at 910-347-3777.
03/23/2018	Customer does not have an appointment.
03/26/2018	Writer reached out to customer a[redacted]
03/26/2018	Customer stated the repaired issues are resolved. They are not in a position to accept the goodwill offer at this time since the repair would not be completely covered.

Email(s)

Date	10/01/2018	***Subject***	Hi Stephanie, Here is the information that we		
From		***To***		***Sent Date/Time***	02/23/2018 00:54 AM

Hi Stephanie,

Here is the information that we talk about over the phone. Thank you for all your help and time.

Old Dealer Ship
32881 Camino Capistrano
San Juan Capistrano, CA 92675
949-373-0100
Service Advisor 1094 Rick Berry

New Dealer Ship
2223 N Marine Blvd
Jacksonville NC, 28546
910-347-3777

Respectfully

[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/02/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/02/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	41,500 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	FARMINGVILLE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	23170	BROWN'S JEEP CHRYSLER DODGE		**Dealer Phone**	6312898500
Dealer Address	483 ROUTE 112				
	PATCHOGUE		NY	11772 1829	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	H
Subject	needs rental while vehicle is at dealership				
Synopsis	MVP maxi care protection plan ac 24427				
Customer Anomaly					
Contact Reason	C184	Request For Rental Vehicle	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Product - Rental Request - Rental				

Case Status History

Create Date	Status
03/02/2018 03:16 PM	Open
03/02/2018 03:44 PM	Closed
09/29/2018 05:02 PM	Closed

Initial Description

0416000000-Corporate,Rental Vehicle,Default,Default,Default,Rental Vehicle,needs rental while vehicle is at dealership

Case Comments

Date	Comment
03/02/2018	Briefly summarize why the customer is contacting Chrysler: Repair done to vehicle did not work, needs to take back for fix Briefly summarize what the customer is expecting: rental for a few days while vehicle is being repaired again **agent** Customer took vehicle in for lock re[pair. Passenger doors are lock and will not unlock. Dealer fixed issue but this morning the issue is still there. Customer is taking vehicle back but dealer will not be able to get to it for 2 or three days. Dealer said to customer he not responsible for loaner the dealer who sold it to him is. Agent is reaching out to dealer in regards to d-15-15 to see if dealer can be persuaded to do rental
03/02/2018	Dealer refused rental only does loaners and rentals for customers who bought thru his dealership. Customer does have rental coverage thru his MVP maxi care program. Warmed transferred customer over to MVP to assist customer in getting a rental while vehicle is back in shop to re fix repair done on vehicle on March 1 2018

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2016	Brand	DODGE
Body	RTKH53	Vehicle	DODGE GRAND CARAVAN SE		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	03/04/2018	CAIR Type	Regular	Status	Closed
Close Date	03/04/2018	Origin	Telephone	Reason	New problem
Mileage	17,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	VICTORVILLE	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
Dealer	64855	VICTORVILLE MOTORS CHRYSLER JEEP		Dealer Phone	7602457991
Dealer Address	14617 CIVIC DR				
	VICTORVILLE		CA	92394 0844	USA
Dealer Zone	California	Sales District		Service District	O
Subject	Doors will not open				
Synopsis	What was the customer's concern? sliding doors will not open What steps did you take to handle the concern? referred to DLR What was the final result of the customer's concern? Was it resolved? no				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/04/2018 03:31 PM	Open
03/04/2018 04:13 PM	Closed
09/29/2018 02:22 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108029900-Product,Electrical,Power Sliding Door,Complete Failure,Both Sides,Power Sliding Door Both Sides - Complete Failure,Doors will not open

Case Comments

Date	Comment
03/04/2018	Briefly summarize why the customer is contacting Chrysler: Customer states that their sliding doors will not open. Briefly summarize what the customer is expecting: Customer states that the sliding doors will not open after a snowfall. Customer would like to know if there is manual override to open the doors. Agent advised that there is no override according to the owner's manual and referred the customer to a DLR.
03/04/2018	Survey By-Pass No Diagnosis Reassign to 861
03/04/2018	By-pass added.

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	Model Year	2016	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	03/05/2018	CAIR Type	Regular	Status	Closed
Close Date	03/27/2018	Origin	Telephone	Reason	New problem
Mileage	46,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address	[redacted]			Source	Customer
Caller City	URICH	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	43693	JIM RAYSIK, INC.		Dealer Phone	6608853355
Dealer Address	1500 E. HARRISON ROAD				
	CLINTON		MO	64735 1410	USA
Dealer Zone	Denver	Sales District		Service District	K
Subject	Passenger side sliding door doesn't lock.				
Synopsis	1. Customer seeking assistance for repair to passenger side door locks. 2. Advised customer to have the vehicle diagnosed by an FCA dealer. 3. No.				
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/05/2018 08:39 PM	Open
03/06/2018 04:01 PM	Closed
03/21/2018 06:36 PM	Reopen
03/21/2018 06:36 PM	Closed
03/21/2018 06:36 PM	Reopen
03/27/2018 12:55 PM	Closed
09/29/2018 04:14 PM	Closed

Initial Description

0123035710-Product,Body / Trim / Paint Finish,Body Hardware,Inoperative,F. Door-Driver,Left Front Door Hardware - Inoperative,Passenger side sliding door doesn't lock.

Case Comments

Date	Comment
03/05/2018	Briefly summarize why the customer is contacting Chrysler: Customer states that the passenger side sliding door doesn't lock. She alleges she's had this issue since shortly after she purchased the vehicle but the dealer hasn't been able to fix it. Customer states they took the vehicle to a Ford dealer and they were able to diagnose the issue but would have to charge her $600 for the repair. Briefly summarize what the customer is expecting: Customer is seeking assistance with an out of warranty repair to her passenger door locks. ***Agent Advised*** Agent advised customer to take the vehicle to a certified FCA dealer for diagnosis and to call CAC while the vehicle is at the dealer for possible goodwill assistance. Provided customer with the CAIR number for reference.
03/05/2018	Reassigning to 861 for survey bypass - Corporate/Survey Bypass/No Diagnosis
03/06/2018	**Please complete Next step and reassign to 861** **Follow the 3 questions**
03/06/2018	Added closing synopsis to next steps.
03/06/2018	Survey Bypass applied. Please close CAIR.
03/21/2018	Customer is stating that DL advised them they have to pay for the parts. Customer seeking assistance with: Customer is seeking for reimbursement or goodwill assistance Customer expecting: to have assistance with The cost of the parts of vehicle. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time:anytime Latest call time: anytime Updates via text: Y Updates via email: Y/ Vehicle location: Customer vehicle is with her they had to order the parts Date and Time of Appointment: 8:00 3/27/2018 Confirmed appointment with: N Customer in rental: N Authorized by: n/a Rental start date: N/a
03/21/2018	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Survey By Pass - No Diagnosis
03/22/2018	Reassigned to CM
03/22/2018	-
03/22/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully.
03/22/2018	********** In service date: 02/23/2016 Original Owner: no Mileage: 46000 Vehicle purchase loyalty: 1 Multiple repairs/previous related repairs: yes MVP plans: no Other: **********
03/22/2018	- ***OUTBOUND CUSTOMER CONTACT [redacted] ** CM is following up with the customer in regards of the customers vehicle concerns. Customer claims that the dealership states that FCA is covering the labor and the customer is responsible for the parts. Customer claims that David the SM advised of that information. CM advised the CM will reach out to David to get more information. -

Date	Comment
03/22/2018	CM emailed David (SM) -
03/23/2018	***OUTBOUND DEALERSHIP CONTACT | JIM RAYSIK, INC | 660-885-3355*** CM is following up with David to discuss what was discussed in regards of customers vehicle repairs. CM spoke with Dillion who advised that the right sliding door lock needs to be repaired and the Area manager has assisted with labor and the customer will be responsible for parts. CM understood. - ***OUTBOUND CUSTOMER CONTACT | [redacted] CM is following up with the customer to advise that the CM spoke with service and was advised that the Area manager of the dealership is assisting with labor and the customer is responsible for the parts. CM LVM for the customer to return call. - NEXT AGENT when the customer returns call please advise that the CM spoke with the DLR and was advised that the Area manager is assisting with labor and the customer is responsible with parts, at this time because assisting is already provided through the dealership FCA is unable to assist with the part - that will be customer responsibility. -
03/23/2018	Customer is calling seeking an update on their case. - Agent advised customer of information on lines 77-81. Customer is not please and wants to speak to their CM as to why the defective parts are not covered. Agent attempted to reach CM but they were unavailable. Agent transferred the customer to the CM's VM as per customer request.
03/23/2018	-
03/26/2018	***OUTBOUND CUSTOMER CONTACT | [redacted] Customer is contacting FCA in regards of lines 77-82. Customer claims the dealership new about the problem when the customer was under warranty and instead of fixing it they just did the oil change for the customer, CM explained that we do have to stand behind the decision that was made and is unable to participate with the parts because the dealership is already assisting with labor. Customer claims the regional problem still existed when the vehicle was under warranty. - CM reviewed further in to seek if we can assist with the part and the DLR assist with the labor. Customer requested to speak with supervisor, CM advised supervisor is going to stand behind CM decision, CM stands behind the Area manager's decision is regards of customer being responsible for parts and the AM assisting with labor. -
03/26/2018	- ---LIVE SUPERVISOR [redacted] Writer spoke to customer to inform we will stand behind the decision of the AM and CM. Writer relayed we will not be providing and further cost assistance. Customer disputed and disconnected.
03/26/2018	-

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/06/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/06/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	10,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	BROOKLYN	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60698	Brooklyn Chrysler Jeep Dodge Ram		**Dealer Phone**	7187133000
Dealer Address	2286 FLATBUSH AVE				
	BROOKLYN		NY	11234 4518	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	G
Subject	Sliding door does not work				
Synopsis	close				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/06/2018 04:53 PM	Open
03/06/2018 11:49 PM	Closed
09/29/2018 12:52 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0123021100-Product,Body / Trim / Paint Finish,External Ornamentation,Broken, Cracked,Unknown,External Ornamentation - Broken, Cracked,Sliding door does not work

Case Comments

Date	Comment
03/06/2018	Briefly summarize why the customer is contacting Chrysler: Customer states sliding door not working. Customer wondering what the process is and if can get rental. Briefly summarize what the customer is expecting: Customer would like issue diagnosed and fixed and get rental approval. ***Agent Advised*** Advised customer would need to have door issue diagnosed and fixed at local DLR. Customer will contact DLR # 60698 and arrange an appointment. Advised customer rental is part of extended warranty. Advised customer manufacturers warranty does not include rental. Advised customer DLR where he takes vehicle to would be able to work on loaner or rental for him. Advised customer if has issues is able to call to have case escalated if has issue with DLR while vehicle is there.
03/06/2018	By-pass added.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/14/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/11/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	59,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	SUITLAND	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	23309	DARCARS CHRYSLER DODGE JEEP RAM OF		**Dealer Phone**	3014596800
Dealer Address	8100 ANNAPOLIS ROAD				
	NEW CARROLLTON		MD	20784 3010	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	O
Subject	Transmission / Transaxle - Slips				
Synopsis					
Customer Anomaly	Gears & Transmission				
	Automatic Gearbox				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	45	Automatic Gearbox issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/14/2018 07:30 PM	Open
04/11/2018 01:53 PM	Closed
09/29/2018 02:35 PM	Closed

Initial Description

0109041100-Product,Engine,Engine Mounts,Broken/Cracked,Default,Engine Mounts - Broken/Cracked,Engine Mounts - Broken/Cracked
0121000400-Product,Transmission / Transaxle,Unknown,Slips,Default,Transmission / Transaxle - Slips,Transmission / Transaxle - Slips

Case Comments

Date	Comment
03/14/2018	Customer is stating that he does not even trust this car, and he's not happy with this car and the transmission on this vehicle. The vehicle has been in the shop for more than 30 days and a bunch of things had to be done on the transmission on this car a couple months ago and it is now back in the dealership for the same issue. The issue is with his transmission slipping and it cut off while he was trying. Customer is trying to have the who transmission replaced. Vehicle was taken into the dealership sometime last week and it still is at the dealership. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] arliest call time: Anytime (leave email if no answer) Latest call time: Anytime (leave email if no answer) Updates via text: Y Updates via email: Y [redacted] Vehicle location: [Dealer:23309] Date and Time of Appointment: [N/A]. Confirmed appointment with: [N/A] Customer in rental: Y Authorized by: Dealer Rental start date: [Not disclosed]
03/14/2018	Reassigned to CM
03/15/2018	********** ********** In Service Date:12/17/2015 Original Owner: Yes Mileage: 59000 Vehicle purchase loyalty: 1 new Multiple Repairs/Previous related repairs: Yes MVP Plans: 5 YEARS / 75,000 MILES - $100 DEDUCTIBLE ********** **********
03/15/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully.
03/15/2018	- Email sent to DLR -
03/15/2018	- - AS PER GWA 11/17:REPLACED ALL LIFTERS AND ROCKER ARMS AND REPLACED INTAKE CAMSHAFTS ON RIGHT SIDE PERFORMED MULTI POINT INSPECTION - - AS PER GWA 3/15: CUSTOMER STATES TRANSMISSION IS SLIPPING CUSTOMER STATES RIGHT REAR DOOR LOCK INOP CUSTOMER WAS TOLD ENGINE MOUNT IS BAD PLEASE CHECK -
03/15/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM spoke to customer and introduced herself as CM. CM advised that she is awaiting information from the dealership and then she will follow up with customer. Customer understood and requested contact information to be emailed.
03/15/2018	Status update provided via email to the following email address: [redacted] My name is Paige and I have been assigned as your Case Manager. Also, here is some information that will be helpful for you to have: -Your case number i[redacted] The Chrysler Case Management telephone number is: 1-866-932-3873 -My direct extension: 471-7170. -My work hours are: 8-430 EST Monday-Friday Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation! End of Status Update
03/19/2018	- Email to SM -
03/19/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM spoke to customer who advised that right now he needs a engine mount and will provide an update as to what the diagnosis is on the transmission. Customer understood.

Date	Comment
03/20/2018	*****OUTBOUND DEALERSHIP CONTACT***** 35-23309/ DARCARS CHRYSLER JEEP DODGE/ 301-459-6800 CM spoke to SM Bryan who advised that they are doing a transmission replacement and it should be finished soon. The customer needs to pay for the engine mount and they do not want CM assisting. They advised that there can be some labor knocked off the price because they are already down near the mount anyways, the rubber is wearing off on the engine mount. Parts: 242, current labor: 440
03/20/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM spoke to customer and advised that they are installing a transmission in the vehicle right now and are almost finished. They recommend that the customer replaces the engine mount, customer advised that he is going to go to an IRF even with the dlrs discounted rates. CM understood. - Email sent to SM -
03/22/2018	*****OUTBOUND DEALERSHIP CONTACT***** 35-23309/ DARCARS CHRYSLER JEEP DODGE/ 301-459-6800 CM spoke to SM Bryan who advised that the customer has picked up the vehicle. - *****OUTBOUND CUSTOMER CONTACT***** [redacted] Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 471-7170.
03/26/2018	Status update provided via email to the following email address: [redacted] Regarding Case [redacted] This is Paige from FCA Case Management. I have been attempting to reach you at [redacted] but have been unsuccessful. I would like to verify how the repairs went with the Darcars dealership. Please contact me at your earliest availability to discuss your case further. I can be reached at 1-866-932-3873 | ext. 471-7170 or you can respond to this e-mail. If there is another telephone number that we can use to reach you, please contact us and advise, so we can update our records. Thank you for your patience and co-operation! Regards, Paige| FCA Case Manager Phone: 1-866-932-3873 | ext 471-7170 End of Status Update
03/28/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM spoke to customer who advised that they fixed the transmission, but the passenger door lock is not working still and there is an issue with the motor mount. He is going back end of next week for repairs. cm set follow up expectation for 4/5.
04/03/2018	follow up for 4/5.
04/04/2018	*****OUTBOUND DEALERSHIP CONTACT***** 35-23309/ DARCARS CHRYSLER JEEP DODGE/ 301-459-6800 CM spoke to SM Bryan who advised that the engine mount is there and they are diagnosing the issue with the door.
04/05/2018	*****OUTBOUND DEALERSHIP CONTACT***** 35-23309/ DARCARS CHRYSLER JEEP DODGE/ 301-459-6800 CM spoke to Liz who advised that the SM is with a customer.
04/05/2018	*****INBOUND DEALERSHIP CONTACT***** 35-23309/ DARCARS CHRYSLER JEEP DODGE/ 301-459-6800 CM spoke to SM Bryan who advised that the door actuator and the engine mount are covered under the customers ext warranty. *****OUTBOUND CUSTOMER CONTACT***** [redacted] CM spoke to customer who advised that he picked up the vehicle. CM advised that she will follow up mid next week to verify repairs.
04/05/2018	cm to follow up 4/11.
04/11/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM spoke to customer who advised that things seem to be working fine. CM understood. CM advised customer can reach out to us if he has any further concerns.

Email(s)

Date	10/01/2018	***Subject***	Regarding Case [redacted] This is Paige from FCA Ca		
From	[redacted]	***To***		***Sent Date/Time***	03/26/2018 15:45 PM

Regarding Case [redacted]
This is Paige from FCA Case Management
I have been attempting to reach you at [redacted] but have been unsuccessful. I would like to verify how the repairs went with the Darcars dealership. Please contact me at your earliest availability to discuss your case further.
I can be reached at 1-866-932-3873 | ext. 471-7170
or you can respond to this e-mail.
If there is another telephone number that we can use to reach you, please contact us and advise, so we can update our records.
Thank you for your patience and co-operation!
Regards,
Paige| FCA Case Manager
Phone: 1-866-932-3873 | ext 471-7170

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/16/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/22/2018	**Origin**	Email	**Reason**	New problem
Mileage	67,800 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	LENOIR CITY	**Caller Country**	USA	**Caller Postal Co**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	49983	CHAMPION CJD/EAN HOLDINGS LLC		**Dealer Phone**	3178726200
Dealer Address	4505 W 96TH ST				
	INDIANAPOLIS		IN	46268 3107	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	9
Subject	assistance changing Info on my account and warranty assistance.				
Synopsis					
Customer Anomaly					
Contact Reason	C157	Launch Of New Vehicle Information	**Customer Anomaly**		
Reason Code	Sales - Information & Assistance requests - Marketing - Vehicle commercial info - Product launch				

Case Status History

Create Date	Status
03/16/2018 11:02 PM	Unworked
03/19/2018 12:17 PM	Open
03/22/2018 12:18 PM	Closed
09/29/2018 02:07 PM	Closed

Initial Description

0464230000-Corporate,Survey By-Pass,No Response / Unable To Reach,Default,Default,No Response / Unable To Reach,No Response / Unable To Reach
0426000000-Corporate,Product Information,Default,Default,Default,Request for Product Information,assistance changing Info on my account and warranty assistance.

Case Comments

Date	Comment
03/16/2018	***** EMAIL BRIEF DESCRIPTION CONTENT ***** Warranty Change ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
03/19/2018	Need assistance changing Info on my account and warranty assistance. *****END OF CUSTOMER EMAIL*****
03/19/2018	Dea[redacted]Thank you for contacting the FCA Customer Assistance Center. I will certainly help you if I can[redacted], to better assist, I would like more clarification on what information you would like changed on your account? Are you experiencing any concerns with your 2016 Chrysler Town & Country? Once this information is provided, I will be more than happy to further assist with your email in seeking further resolution. I look forward to hearing from you soon. We value your business and I hope you have a great week! Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753. Sincerely, Randi Customer Service Representative FCA Customer Assistance Center *****END OF CAC EMAIL*****
03/22/2018	agent reassigning to 861 for survey by pass- no response from customer.
03/22/2018	Survey Bypass applied. Please close CAIR.
03/22/2018	Randi, I have had several issues since I purchased my 2016 Town & Country vehicle from Secret City Dodge in Oak Ridge, TN, last year. I traded in a 2013 Town & Country and was told 2 things by the Finance person doing my paperwork: 1). My account info would be updated with new VIN # and warranty info 2). I had warranty on my vehicle until mileage reached 76,700 miles Several months ago I was having a problem with the right side Sliding rear door that had become locked and would not open... so I visited the dealer in Oak Ridge to have it repaired. Much to my surprise I was told their was no warranty on my vehicle and would have to pay to have door repaired, which I have not had done. My wife is [redacted] so we have to "find" the money for such unexpected repairs. Especially since we thought the repair would be covered under Warranty. I have since looked thru my paperwork and saw where I had a First Mile Powertrain Wraparound vehicle service contract for 36 mo. or 36,000 miles and that Gold coverage was selected, which does not cover Sliding Rear Doors (covers windows, motors, etc. inside the door, but not the door!!). Point here, I was not given an option for any additional coverage or told what was covered under the plan. I have purchased these additional coverages in the past with other makes of vehicles and know what the procedure should have been, but I was NOT given an option of what any difference in premiums would be. It was never discussed in any way other than "sign here". I also noticed that I was charged $2240.00 for the Gold coverage, which again was never discussed in the Finance office, and whether their were better service plans, i.e. Gold Plus and Platinum and what choosing those would add in additional premiums. My last vehicle (a Toyota) I chose to pay additional to "step up" to the next level. So I shouldn't have been surprised to visit Chrysler's website and see that my account had never been updated from the 2013 Town & Country. I added my new VIN # to the account but did not update any other info. But at least it shows my current vehicle, even though my right side sliding door will not work. I can only add, that I promise to relay to anyone willing to listen how Chrysler has treated me (thru your dealer, who represents YOU..), and will never purchase another Chrysler Fiat product if this issue cannot be resolved.[redacted]*****END OF CUSTOMER EMAIL*****
03/22/2018	BASIC WARRANTY 36 Months or 36,000 Miles 0 January 9, 2019 Expired (Odometer)

Date	Comment
03/22/2018	Dear [redacted], Thank you for your response. [redacted] It's perfectly understandable that you're very upset about what's happened. I'm disappointed to see that you're in this situation. [redacted] upon further review I have confirmed that your extended warranty is not with Mopar, regrettably we are unable to review the provisions of a third party warranty. Your right sliding side door would have been covered under the manufactures warranty of 36 months or 36 000 miles whichever one occurred first. Your manufactures warranty has expired by 31, 800 miles. Your concerns, particularly in view of the inconvenience involved in this issue, are understandable and I appreciate the time and effort you took to bring this matter to my attention. Your concern has been documented, and I will be sending a letter to the owner of the dealership, as well as to the Chrysler Business Center, on your behalf, so that it can be reviewed and addressed by those parties. In the meantime I do suggest contacting your extended warranty as they will be able to better assist with any concerns you have related to that. Please let me know if there is anything else I can assist you with. Have a great [redacted]! Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753. Sincerely, Randi Customer Service Representative FCA Customer Assistance Center *****END OF CAC EMAIL******

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/20/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/22/2018	**Origin**	Letter	**Reason**	New problem
Mileage	43,896 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	SAINT LOUIS	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	49983	CHAMPION CJD/EAN HOLDINGS LLC		**Dealer Phone**	3178726200
Dealer Address	4505 W 96TH ST				
	INDIANAPOLIS		IN	46268 3107	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	9
Subject	Power Sliding Door Both Sides - Complete Failure				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/20/2018 04:06 PM	Open
05/22/2018 08:47 PM	Closed
09/29/2018 04:41 PM	Closed

Initial Description

0459000000-Corporate,Reimbursement,Default,Default,Default,Corporate - Reimbursement,Corporate - Reimbursement
0108029900-Product,Electrical,Power Sliding Door,Complete Failure,Both Sides,Power Sliding Door Both Sides - Complete Failure,Power Sliding Door Both Sides - Complete Failure

Case Comments

Date	Comment
03/20/2018	****** Below Customer Contacted for Documentation Request ***** on 2018-03-20 @ 12:15
03/20/2018	****** Below Customer Contacted for Documentation Request *****
03/20/2018	n 2018-03-20 @ 12:16
03/20/2018	(Customeras submitted request for reimbursement for (repairs) for (latch system on driver side door.) (Customer) has already paid out of pocket. Writer is submitting reimbursement request for (repairs) as a goodwill gesture. Repairing Dealer/IRF: Royal Gate Dodge Date of Rental/Repairs: 2/28/18 RO/Invoice Number: Customer's Proof of Payment: Receipts In-Service Date: 10/24/18 Original Owner: No Loyalty: 2 vehicle Mileage:43893 Multiple Repairs: No Dealer Opinion: There was an internal failure of the latch assembly Service Contract/Warranty: Other Notes/Justification: Total Out-of-Pocket: $ 1,149.53 Labor: $ 524.83 Parts: $ 575.12 Misc: $ N/A Rental: $ 30 Start Date: 2/28/18 End Date:3/1/18 Tax: $ 30.00 Note: If check or total reimbursement is to exceed $5000, please contact FCA representative for pre-authorization. Once approval(s) noted in CAIR, writer to submit check request.
03/20/2018	customer seeking reimbursement for vehicle repair of the latch system on the driver side door.
03/20/2018	Customer states door will not open and it was a safety hazard. Customer states dlr told customer to give us a call and we could possibly reimburse it. Dlr states there was an internal failure of the latch assembly. Customer also seeking reimbursement for 1 day rental.
03/23/2018	***** Customer Document Received *****
04/25/2018	********** Customer states she would like an update on this reimbursement case customer also provided updated address saint Louis MO
05/21/2018	Agent reached out to customer to provide them with update on case, left voicemail.
05/22/2018	Customer has submitted request for reimbursement for warranty repairs for sliding door repair. Customer has already paid out of pocket. Repairing Dealer/IRF: Royal Gate Dodge Date of Rental/Repairs: 3/01/2018 Customer's Proof of Payment: receipt Total Out-of-Pocket: $ 816.83 Labor: $ 262.00 Parts: $ 524.83 Rental: $ 30 Writer submitting reimbursement request in the amount of $816.83. Note: If check or total reimbursement is to exceed $5000, please contact FCA representative for pre-authorization. Once approval(s) noted in CAIR, writer to submit check request.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/21/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/03/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	40,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	TUCSON	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45603	LARRY H. MILLER CHRYSLER JEEP		**Dealer Phone**	5203275561
Dealer Address	7800 E. 22ND STREET				
	TUCSON		AZ	85710 8528	USA
Dealer Zone	West	**Sales District**		**Service District**	L
Subject	Both sliding doors will not open				
Synopsis	Customer will callback if they have any issues				
Customer Anomaly					
Contact Reason	C157	Launch Of New Vehicle Information	**Customer Anomaly**		
Reason Code	Sales - Information & Assistance requests - Marketing - Vehicle commercial info - Product launch				

Case Status History

Create Date	Status
03/21/2018 03:29 PM	Open
03/21/2018 03:33 PM	Closed
03/21/2018 05:32 PM	Reopen
04/03/2018 04:38 PM	Closed
09/29/2018 06:56 PM	Closed

Initial Description

0465000000-Corporate,E-Reimbursement,Default,Default,Default,E-Reimbursement,E-Reimbursement
0426000000-Corporate,Product Information,Default,Default,Default,Request for Product Information,Both sliding doors will not open

Case Comments

Date	Comment
03/21/2018	Customer took vehicle for repair at Larry H Miller Dodge to fix both sliding doors . Dealer advised customer to contact FCA to advise.
03/21/2018	Customer seeking assistance with: [Customer needs assistance with sliding doors]. Customer expecting: [assistance]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: anytime Latest call time: anytime Updates via text: Y/N [Mobile number] Updates via email: Y/N [Email address] Vehicle location: [dealer] Date and Time of Appointment: [currently]. Confirmed appointment with: [Dealer 45603 and Dealer Contact [redacted] Customer in rental: Y/N Authorized by: Rental start date: [Date]
03/22/2018	**********Customer Email Address Updated********** Customer has updated the email address from [redacted] to [redacted] for further communication or for surverys.
03/22/2018	****** Below Customer Contacted for Documentation Request *** [redacted] n 2018-03-22 @ 18:06
03/22/2018	Cm called the customer and he stated the sliding doors would not work the doors would not open . Customer stated he had the vehicle repaired but is looking for reimbursement . Cm will call the customer about the documents
03/23/2018	***** Customer Document Received *****
03/28/2018	CM called the customer and offer to reimburse him half of the repair bill that he paid customer stated he felt that the full amount should be reimburse because this is a safety issue for him . CM stated it was understood were the customer was coming from but being that the vehicle is used and the issue was electric , it could been a previous issue before he got the vehicle . Customer then asked for supervisor. CM informed the customer it would be 1-2 business days before her receives a call back customer understood.
04/02/2018	warm transferred customer to CM
04/02/2018	Customer is trying to get ahold of supervisor, agent advised supervisor will be in today at 2:30PM agent will call supervisor then to inform customer is waiting for a call back.
04/02/2018	Agent called customer and got CM on the line to see if the supervisor is available at the moment for the supervisor call back, supervisor is in a meeting CM let agent know she will let supervisor know customer has been waiting for a call back since last week.
04/02/2018	*****TL OUTBOUND CALL***** TL called and spoke with the customer about his concerns. He is upset over only getting GWA with half of the repair. He feels like all of the cost should be covered. TL advised that more cost assistance would be given other than what was already offered. He was not happy but he understood and he will accept the offer. TL verified his address and advised that the CM will issue the check tomorrow and it can take up to 2 weeks.
04/03/2018	CM called the customer and verified the total amount with the customer . CM will reimburse the customer half of the repairs because the doors would not open , total amount being ($536.97).

New Customer Assistance Inquiry Record (CAIR)#

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/27/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/28/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	31,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	FRANKLIN	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	65859	LEBANON CHRYSLER DODGE JEEP RAM		**Dealer Phone**	5139322717
Dealer Address	518 W MAIN ST				
	LEBANON		OH	45036 2048	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	G
Subject	Remote/Key Fob				
Synopsis	Closing				
Customer Anomaly	Electronics				
	Key Fob / Remote				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	21	Key fob/remote problems
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/27/2018 04:24 PM	Open
03/28/2018 12:06 AM	Closed
09/29/2018 01:43 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0424000000-Corporate,Warranty Coverage,Default,Default,Default,Request for Warranty Coverage Information,Request for Warranty Coverage Information
0108110000-Product,Electrical,Remote/Key Fob,Default,Default,Remote/Key Fob,Remote/Key Fob

Case Comments

Date	Comment
03/27/2018	Briefly summarize why the customer is contacting Chrysler: lock on passenger side door not working – doesn't lock with either key fob Briefly summarize what the customer is expecting: information on warranty and appointment with dlr ****agent advised lock on passenger side door not working – doesn't lock with either key fob advised per VIP has SC for key fob replacement and still covered under basic warranty REMAINING KEY FOB REPLACEMENTS: 3\ warm transferred to SA to schedule appointment, no diagnosis survey by pass 861

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/30/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/30/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	57,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	PLYMOUTH	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	49983	CHAMPION CJD/EAN HOLDINGS LLC		**Dealer Phone**	3178726200
Dealer Address	4505 W 96TH ST				
	INDIANAPOLIS		IN	46268 3107	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	9
Subject	Frame Inquiry				
Synopsis	closed				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/30/2018 01:06 PM	Open
03/30/2018 01:34 PM	Closed
09/29/2018 03:15 PM	Closed

Initial Description

0113000000-Product,Frame,Unknown,Other,Default,Frame Inquiry,Frame Inquiry

Case Comments

Date	Comment
03/30/2018	customer called in because his door latch dose not lock for the dealer to fix the problem they have to brake the panels to get to the source of the problem but the panels are not covered so he would have to pay 200 dollars for the panel repair he wants us to pay for the panels being broken agent called dealer and dealer said all his other repairs are covered but he would have to pay for the trim being damaged customer is seeking good will for his trim being damaged since his door latch is covered
03/30/2018	advised customer that agent would escalate case and that he will be contacted in 1-2 business days customer got upset and said no he needs his car now customer denied escalation and said he will trade his vehicle in

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTKX53	**Vehicle**	DODGE WAG GRAND CARAVAN R/T ON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/30/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/13/2018	**Origin**	Fax	**Reason**	New problem
Mileage	51,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	STATEN ISLAND	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	26996	ISLAND CHRYSLER DODGE JEEP RAM		**Dealer Phone**	7186678989
Dealer Address	1239 HYLAN BLVD				
	STATEN ISLAND		NY	10305 1901	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	E
Subject	Door is not operating - always locked.				
Synopsis	repaired				
Customer Anomaly	Body				
	Paintwork				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	3	Vehicle Paint Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/30/2018 02:35 PM	Open
04/13/2018 08:17 PM	Closed
09/29/2018 02:58 PM	Closed

Initial Description

0123000000-Product,Body / Trim / Paint Finish,Unknown,Other,Unknown,Body / Trim / Paint Finish - Inquiry,Door is not operating - always locked.

Case Comments

Date	Comment
03/30/2018	Briefly summarize why the customer is contacting Chrysler: Customer's door is constantly locked. Would like to notify us of safety hazard this could cause. Briefly summarize what the customer is expecting: Seeking cost assistance to have door latch replaced.
03/30/2018	Customer seeking assistance with: [Door stays locked all the time]. Customer expecting: [Cost assistance for repairs - sliding door latch and outside applique]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: 8:00 am Latest call time: 10:30 pm Updates via text: Y/N [redacted] Updates via email: Y/N [jonn[redacted] Vehicle location: [redacted] Date and Time of Appointment: [8:30pm March 29, 2018]. Confirmed appointment with: [ISLAND CHRYSLER DODGE JEEP RAM - James] Customer in rental: Y/N Authorized by: Rental start date: [Date]
03/30/2018	Customer falls within dealer cost assistance MILES: 51000 EXPIRY: January 4, 2019
03/30/2018	Reassigning to 86X
03/30/2018	reassigned to CM
04/02/2018	Transferred to CM
04/02/2018	Customer seeking to speak to CM. Please contact customer at [redacted]
04/02/2018	- *****OUTBOUND DEALERSHIP CONTACT***** ISLAND CHRYSLER DODGE JEEP RAM | 26996 | 718-667-9191 - CM left a message with service receptionist Nettie to have SA Matt contact her back.
04/02/2018	- *****OUTBOUND DEALERSHIP CONTACT***** ISLAND CHRYSLER DODGE JEEP RAM | 26996 | 718-667-9191 - CM was placed on hold for SA Matt, after waiting 7 minutes a receptionist picked up the phone and then there was dead air. CM disconnected the call. CM contacted back and was unable to reach anyone in service.
04/02/2018	Customer is calling to follow up on the status of their case.
04/02/2018	- *****OUTBOUND DEALERSHIP CONTACT***** ISLAND CHRYSLER DODGE JEEP RAM | 26996 | 718-667-9191 - CM was unable to speak with SM Robert or SA Matt and left a VM with SM Robert.
04/02/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully.
04/02/2018	- *****BC 32 REVIEW***** In-Service Date: 01/04/2016 Original Owner: No, second Mileage: 51,000 Vehicle Purchase Loyalty: 1 used Multiple repairs/Previous related repairs: No MVP Plans: No Other: **********
04/02/2018	- *****OUTBOUND DEALERSHIP CONTACT***** ISLAND CHRYSLER DODGE JEEP RAM | 26996 | 718-667-9191 - CM spoke with SA Matt who verified that the sliding door latch has to be replaced and believes the part has arrived.
04/02/2018	Status update provided via email to the following email address: [redacted]y name is Erica and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have: • Your case number is [redacted] • The Chrysler Case Management telephone number is: 1-844-827-2006 • My direct extension: 4718147 • My work hours are: 8:00am - 4:30pm Eastern Standard Time Monday-Friday. Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation! End of Status Update

Date	Comment
04/02/2018	- *****OUTBOUND CUSTOMER CONTACT***** [redacted] - Customer stated he was contacted Saturday by SA James that his vehicle was ready to be picked up however once he got there it wasn't ready at all. CM advised that she would have to inquire with the DLR whether or not assistance on the repair would be provided. CM to follow up with customer and DLR tomorrow.
04/03/2018	- *****OUTBOUND DEALERSHIP CONTACT***** ISLAND CHRYSLER DODGE JEEP RAM | 26996 | 718-667-9191 - CM spoke with receptionist Nettie who advised that SA Matt was currently busy with a customer and would have him contact CM back.
04/03/2018	- *****OUTBOUND DEALERSHIP CONTACT***** ISLAND CHRYSLER DODGE JEEP RAM | 26996 | 718-667-9191 - CM waited on an extended hold for service and disconnected.
04/04/2018	*****INBOUND CUSTOMER CONTACT***** [redacted] TC823 transferred customer over to EV564
04/04/2018	- *****INBOUND CUSTOMER CONTACT***** [redacted] Customer stated that a couple of months ago their vehicle was hit in the back brake light which caused the passenger side sliding door to malfunction because of the communication to the computer. Customer stated this past time the driver's side sliding door stopped working and wouldn't even allow him to manually open the door. Customer is wanting to know if this is a manufacturer's defect and if Chrysler is willing to assist. CM advised that we would not be able to assist through customer service however she would be reaching out to the DLR to see if they would be able to assist with the cost. CM advised she would reach out to the SM early this morning and get back to the customer.
04/04/2018	- *****OUTBOUND DEALERSHIP CONTACT***** ISLAND CHRYSLER DODGE JEEP RAM | 26996 | 718-667-9191 - CM spoke with SM Robert who advised that on file the technician has documented that it appears the latch was damaged by the customer. CM advised that she would stand behind the decision of the DLR and advised customer he would have to pay out of pocket.
04/04/2018	- *****INBOUND CUSTOMER CONTACT***** [redacted] - CM advised customer that we would not be offering cost assistance at this time however advised customer that the part does come with a 2 year unlimited mileage warranty on it. If customer runs into concerns in the future he could contact CM directly for assistance. CM advised that she would follow up tomorrow with customer's repairs and to verify satisfaction before closing.
04/04/2018	- *****INBOUND CUSTOMER VM***** [redacted] - Customer stated that about 10 minutes after picking up his vehicle he noticed that the DLR damaged the back bumper (cracked) and there is a scratch on the rear passenger panel, approximate repair is $2000/$3000. Customer has contacted the police and Geico as well as making SM Robert aware.
04/05/2018	Customer called in as he received voicemail to call EV564 back. Agent transferred customer to case manager when transfer was going through customer dropped line.
04/05/2018	- *****OUTBOUND DEALERSHIP CONTACT***** ISLAND CHRYSLER DODGE JEEP RAM | 26996 | 718-667-9191 - CM waited on an extensive hold with service and connection disconnected.
04/05/2018	- *****OUTBOUND DEALERSHIP CONTACT***** ISLAND CHRYSLER DODGE JEEP RAM | 26996 | 201-341-5986 (SM Robert) - CM spoke with SD Chris who advised that the customer confronted them about the damage to the vehicle and they told the customer that they would look into taking care of the damage. Customer proceeded to contact the police and his insurance company. SD noted that there was no need for the customer to get in contact with Chrysler as this was damage done on their property. CM advised that she will be following through until the repairs are completed. SD requested to have customer reach out to him directly.
04/06/2018	- *****OUTBOUND CUSTOMER VM***** [redacted] CM left a VM for customer noting she was following up on customer's file and advised that SD Chris has requested customer to contact him directly so they can take care of the damage.
04/10/2018	- *****OUTBOUND CUSTOMER CONTACT***** [redacted] Customer stated that when he had a meeting with SD Chris he was advised that they wouldn't be assisting with the repair. Customer was not advised when he picked up the vehicle that they have a body shop they work with. Customer stated he has no idea what's going on now. Customer is going to email CM the pictures of his damaged vehicle. CM advised that she would reach out to SD Chris to find out what's going on and would contact customer once she has an update.
04/11/2018	- *****OUTBOUND DEALERSHIP CONTACT***** ISLAND CHRYSLER DODGE JEEP RAM | 26996 | 201-341-5986 (SM Robert) - CM spoke with SM Robert and SD Chris. Chris stated that the customer went through his insurance company and brought a quote to the DLR expecting them to pay for it. Chris advised that they go through their own process and auto body repair shop as anyone can right a quote for a repair.
04/13/2018	- *****OUTBOUND CUSTOMER CONTACT***** [redacted] Customer stated that no assistance was offered to him and he notified the DLR right away. After 3 days customer brought his vehicle back because at that point he had to contact his insurance company. Customer is going to have his insurance company contact a lawyer and resolve the concern that way. Case to be closed at this time.

Email(s)

Date	10/01/2018	***Subject***	My name is Erica and I have been assigned as your		
From		***To***		***Sent Date/Time***	04/02/2018 20:04 PM

My name is Erica and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Â• Your case number is [redacted]
Â• The Chrysler Case Management telephone number is: 1-844-827-2006
Â• My direct extension: 4718147
Â• My work hours are: 8:00am - 4:30pm Eastern Standard Time Monday-Friday.

Please don't hesitate to make contact if you have any questions or concerns.

Thank you for your patience and co-operation!

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/01/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/02/2018	**Origin**	Email	**Reason**	New problem
Mileage	51,899 Miles	**Market**	U	**Language**	English
Contact Email	nobody@external.fcagroup.com	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer				**Dealer Phone**	
Dealer Address					
Dealer Zone		**Sales District**		**Service District**	
Subject	Power Sliding Door Both Sides - Intermittent or Inoperative				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/01/2018 10:57 PM	Unworked
04/02/2018 11:17 PM	Open
04/02/2018 11:41 PM	Closed
09/29/2018 05:16 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,Power Sliding Door Both Sides - Intermittent or Inoperative

Case Comments

Date	Comment
04/01/2018	***** EMAIL BRIEF DESCRIPTION CONTENT ***** App Customer Support Request ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
04/02/2018	REFERENCE NUMBER: [redacted] MAIL CASE NUMBER: [redacted] have a problem woth my attomatic door will it will get stuck in the lock p osition and when it locks it makes a load noise. ***END OF CUSTOMER EMAIL***
04/02/2018	Dear [redacted] Thank you for contacting the FCA Customer Assistance Center. I can certainly understand you wanting to address this issue, I do believe that your vehicle's doors should be making that sound. I would love to assist you with this, however, I would need to direct you to the dealership to have them diagnose the vehicle. Based on the zip code you provided the closest dealership to you is Galeana Dodge, and their information is as follows: 14375 S Tamiami Trl Fort Myers, FL 33912-1943 Phone: 239-481-2600. Once you have the vehicle diagnosed, please reach back out to us if you need anything else either by email or at the phone number posted below. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753. Sincerely, Karleen Customer Service Representative FCA Customer Assistance Center ***END OF CAC EMAIL***
04/02/2018	Reassign to 861 for survey bypass- no diagnosis, within DLR GW

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2015	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/05/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/05/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	30,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**ct Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	SPICELAND	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	66159	GADDIS CHRYSLER, DODGE, JEEP & RAM		**Dealer Phone**	7652892361
Dealer Address	1717 N WHEELING AVE				
	MUNCIE		IN	47303 1667	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	M
Subject	customer inquiring about service contract coverages				
Synopsis	information				
Customer Anomaly					
Contact Reason	C106	Warranty Information Request	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Warranty - Warranty - General information				

Case Status History

Create Date	Status
04/05/2018 01:57 PM	Open
04/05/2018 02:06 PM	Closed
09/29/2018 02:09 PM	Closed

Initial Description

0424000000-Corporate,Warranty Coverage,Default,Default,Default,Request for Warranty Coverage Information,customer inquiring about service contract coverages

Case Comments

Date	Comment
04/05/2018	Customer is contacting Chrysler right sliding door will not open manually as well as with key fob, wondering if this is covered under service contract Customer is expecting this repair to be covered under service contract *Agent Advised* customer must speak to MVP, Agent warm transferred customer to MVP

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/09/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/13/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	8,940 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	SAN JOSE	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	66451	SOUTH COUNTY CHRYSLER DODGE JEEP R		**Dealer Phone**	4088428244
Dealer Address	455 STUTZ WAY				
	GILROY		CA	95020 6631	USA
Dealer Zone	California	**Sales District**		**Service District**	F
Subject	Rear sliding doors are broken/not working				
Synopsis					
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/09/2018 10:30 AM	Open
04/13/2018 01:08 PM	Closed
09/29/2018 01:57 PM	Closed

Initial Description

0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight
0123035609-Product,Body / Trim / Paint Finish,Body Hardware,Misaligned / Poor Fit,Door-Sliding,Sliding Door Hardware - Misaligned / Poor Fit,Rear sliding doors are broken/not working

Case Comments

Date	Comment
04/09/2018	CQI Survey Record Received - DATE : 04/09/2018 Survey Number Quality Survey ID Number Survey Date : 04/07/2018 VIN Complete 17 CQI Comments : \4086232120
04/12/2018	*1ST ATTEMPT AGENT LEFT VOICEMAIL**Next agent: If customer call, please handle per Answer ID 24359. ***Do not reassign to previous agent. Do not reopen CAIR.
04/13/2018	Status update provided via email to the following email addres Hi, My name is Sierra, and I am following up on a survey that you recently completed regarding your 2016 DODGE GRAND CARAVAN SE WAGON. I have attempted to contact you at and left messages requesting a call back to discuss your concerns further, however I have been unsuccessful. We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are one way we have to learn of problems and opportunities desired by customers. Given the many variables involved, we recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. If you require further assistance from Dodge, please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Dodge Customer Assistance at 800-992-1997. Thank You, Sierra End of Status Update

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/09/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/04/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	30,021 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	ORLANDO	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	68487	TITUSVILLE CHRYSLER DODGE JEEP RAM		**Dealer Phone**	3212688970
Dealer Address	5600 S WASHINGTON AVE				
	TITUSVILLE		FL	32780 7312	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	B
Subject	Dome Light Inop				
Synopsis					
Customer Anomaly	Electronics				
	Dashboard Electronics				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	15	Gage electronic issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/09/2018 01:20 PM	Open
05/04/2018 01:17 PM	Closed
09/29/2018 09:45 AM	Closed

Initial Description

0108505700-Product,Electrical,Lamps and Switches,Intermittent or Inoperative,Default,Lamps and Switches - Intermittent or Inoperative,Dome Light Inop

Case Comments

Date	Comment
04/09/2018	SEBC RECEIVED ATTORNEY LETTER.
04/09/2018	****** Below Customer Contacted for Documentation Request ***** on 2018-04-09 @ 09:34
04/09/2018	***** Customer Document Received *****
04/10/2018	041018 writer emailed acknowledging receipt of motor vehicle defect notification dated March 28, 2018 and scheduled owner to drop off vehicle to Titusville CDJR by noon on April 23, 2018 for FCA' s inspection/repair attempt for: (1) per atty letter: Defective engine, transmission, and/or electrical system as evidenced by the inoperable rear dome light, the dead battery, doors not locking or unlocking on their own, and illumination of tire light; (2) per atty letter: Defective body and trim as evidenced by the passenger side sliding door not locking, the crunching noise emanation when the drive side sliding door is used, the inoperable passenger side sliding door latch, the inoperable rear sliding door locks, and malfunction of the windshield washer; (3) per atty letter: Defective suspension as evidenced by the clicking noise emanation while turning, the noise emanation in the left front drive shaft, the internal failure of the left front axle, the replaced left front outer axle, the growling noise emanation in the left front, and the replaced left front wheel bearing; and (4) per atty letter: All additional complaints made by the owner whether or not they are contained in FCA's records or on any dealer repair orders. Writer requested atty contact writer if owner unable to make appointment so appointment can be rescheduled. Writer advised ta/asm/sm of the above. Dealer authorized that if requested to provide alt transportation/rental as customer goodwill gesture for duration of inspection/repair and to include the following explanation in the claim narrative as justification: "lemon law rental approved in CAIR
04/12/2018	041218 atty confirms appt.
04/23/2018	042318 writer lvm and emailed sm to confirm if owner delivered vehicle as scheduled.
04/23/2018	received email from sm. sm reports vehicle was dropped off. is diagnosing veh for items reported by atty. writer req sm test drive vehicle for at lease 50 miles for drivability issues and frequency test veh for other issues. review findings with ta. _
04/25/2018	042518 writer lvm for sm to call with update.
04/25/2018	sm update. just completed 50 miles of test driving. npf. to review with ta.
04/26/2018	042618 write spoke with sm. sm reports that reviewed with ta. ta authorized return of veh to owner. owner to be contacted to pick up vehicle. sm to email writer copies of repair order and rental invoice upon return.
04/30/2018	043018 recd copy of repair order and rental invoice.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/09/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/17/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	35,991 Miles	**Market**	U	**Language**	English
Contact Email	nobody@external.fcagroup.com	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	MASSAPEQUA	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	23171	HUNTINGTON JEEP CHRYSLER DODGE		**Dealer Phone**	6316730270
Dealer Address	1220 E JERICHO TPKE				
	HUNTINGTON		NY	11743 5437	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	H
Subject	runs rough				
Synopsis					
Customer Anomaly	Engine				
	Other				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	30	General engine issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/09/2018 01:55 PM	Open
04/17/2018 05:22 PM	Closed
09/29/2018 03:44 PM	Closed

Initial Description

0459000000-Corporate,Reimbursement,Default,Default,Default,Corporate - Reimbursement,Corporate - Reimbursement
0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,loud buzzing sound when door opens
0121000000-Product,Transmission / Transaxle,Unknown,Other,Default,Transmission / Transaxle Inquiry,runs rough
0109000000-Product,Engine,Unknown,Other,Default,Engine Inquiry,runs rough

Case Comments

Date	Comment
04/09/2018	Briefly summarize why the customer is contacting Chrysler: Briefly summarize what the customer is expecting: Customer seeking assistance with: The customer hears a loud buzzing sound when they unlock the door , customer also saying that the transmission and the engine of the vehicle is also running rough. The customer videotaped the problem with the mileage as they are only 9 miles away from being OOW. Customer also says that the issue with the engine and transmission has been a repeat concern. Customer will be dropping off their vehicle tonight and will be looking into getting a loaner from Enterprise. Customer was informed that the CM will look into reimbursement for the loaner. Customer was told they will be contacted in 1 business day Customer expecting: Customer looking for possible cost assistance , and to get vehicle repaired Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number [redacted] Earliest call time: anytime Latest call time: Updates via text:N Updates via email: N Vehicle location: Customer Date and Time of Appointment: 04/10/18 @7:30AM Confirmed appointment with: HUNTINGTON JEEP CHRYSLER DODGE Customer in rental: looking to be put into one Authorized by: Rental start date: [Date]
04/09/2018	reassigned to CM
04/11/2018	********** In-Service Date: 04/25/2016 Original Owner: no Mileage: 35991 Vehicle purchase loyalty: 2 used Multiple Repairs/ Previous related repairs: no MVP plans: no Other: **********
04/11/2018	Email sent to SM
04/11/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully.
04/11/2018	Email received from SM with RO and stating that customer is not in shop and has not been there since 04/06/18
04/11/2018	RO shows no issues found
04/11/2018	****OUTBOUND CUSTOMER CONTACT****** [redacted] DODGE CM called to introduce and informed customer of rental parameters. Customer stated she was told $130 a day as she needs a minivan for her [redacted] Cm stated he would call the dealership and Enterprise to see what he could do and get back to customer.
04/11/2018	Status update provided via email to the following email address: [redacted] My name Is Sean and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have: • Your case number is [redacted] The Chrysler Case Management telephone number is: 1-844-827-2006 • My direct extension: 4719942 • Our office hours are: 8:00 am - 8:00 pm Eastern Standard Time Monday-Friday. Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation! End of Status Update
04/11/2018	*****ENTERPRISE CONTACT***** 631-499-8100/ IZZY Cm called and confirmed with agent IZZY that they would have a loaner available large enough for four car seat tomorrow morning at a rate of $75/day
04/11/2018	Confirmed with GG467 and EM1187 for $75/day for 2 days

Date	
04/11/2018	****OUTBOUND CUSTOMER CONTACT***** [redacted] DODGE Cm called customer and informed of rental and being for 2 days. Cm provided phone number for customer to call through email
04/11/2018	Status update provided via email to the following email address: [redacted] Good morning [redacted] the number of the enterprise I called is 631-499-8100. push option #4 to get to the store. I spoke with an Agent Izzy who provided me the rate. If you could call and confirm your reservation we can get you in a vehicle tomorrow. We have approved rental for 2 days @$75/day that does not include gas or insurance. If you have any questions please do call 1-844-827-2006 ext 4719942. Thank you End of Status Update
04/11/2018	Appointment tomorrow. Rental has been approved for $75/day
04/12/2018	Vehicle is at the dealership - HUNTINGTON JEEP CHRYSLER DODGE (23171) Update triggered by S72405O
04/13/2018	Email sent to SM
04/13/2018	****OUTBOUND DEALERSHIP CONTACT***** HUNTINGTON / 23171 /631-673-0270 CM called and spoke with service to confirm shop vehicle is at. Cm was informed vehicle is at Huntington location. CM called Huntington and was placed on hold for 5 minutes
04/13/2018	Email sent to SM
04/13/2018	email from Sm JOHN stating vehicle is at COMMACK location Email sent to SM AARON and SA AMBER
04/13/2018	CM called and left message for SA AMBER to call back or reply to email
04/13/2018	****OUTBOUND CUSTOMER CONTACT***** [redacted] DODGE CM called customer and was informed vehicle has motor mount issues and will be in the shop until at least Monday. CM approved rental until then and stated he would rereview at that point
04/13/2018	*****ENTERPRISE CONTACT***** 631-499-8100/ EMILY CM called and explained need for rental longer. Agent EMILY stated that she would extend rental with no issues
04/16/2018	Email sent to SA
04/16/2018	****OUTBOUND DEALERSHIP CONTACT***** HUNTINGTON / 23171 /631-673-0270 CM called and was spoke to SM AARON who informed that vehicle should be repaired by 5 pm today
04/16/2018	****OUTBOUND CUSTOMER CONTACT***** [redacted] DODGE CM called and was unable to leave VM as mailbox was full
04/16/2018	****OUTBOUND CUSTOMER CONTACT***** [redacted] DODGE CM called customer and informed of vehicle being repaired by 5pm today. CM stated he would talk to customer in a couple of days
04/17/2018	Begin Customer Message reviewed: Hi Sean, Where can I send the invoice for the rental car to in order to be reimbursed? Thank you, [redacted] nd of Reviewed Customer message
04/17/2018	Status update provided via email to the following email address: [redacted] Good afternoon, I will send you a separate email with a documentation request link in it. Or you can send it to sm2914@chrysler.com as a regular email. I will need the rental receipt showing that the bill was paid. Once I have that I will review and give you a call to verify who I am mailing it to and the address I will be sending it to. If you have any questions feel free to reply to this email or give me a call. Thank you End of Status Update
04/17/2018	****** Below Customer Contacted for Documentation Request ****** sm2914@chrysler.com on 2018-04-17 @ 13:04
04/17/2018	***** Customer Document Received *****
04/17/2018	****OUTBOUND CUSTOMER CONTACT***** [redacted] DODGE Cm called customer and confirmed satisfaction. Customer stated there was an issue picker her vehicle up as her keys weren't where they said they would be. Customer stated she thought that was due to new employee and did not want anyone to get in trouble. Cm verified customers name and address and check amount for reimbursement. Cm informed of closing email and informed customer to call back if any issues rearise.
04/17/2018	Status update provided via email to the following email address: [redacted] am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future. Your Case Number is: [redacted] e FCA Case Management Telephone Number is: (844) 827-2006 My Direct Extension is: 4719942 Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer. It has been a pleasure working with you, all the best Dependably yours, Sean End of Status Update
04/17/2018	Customer accepts and verifies the check should be mailed to the following name and address: [redacted] MASSAPEQUA , NY-[redacted]
04/17/2018	Customer has submitted request for RENTAL goodwill, for repair to, thus resulting in having to pay out of pocket. Writer is suggesting reimbursement as a goodwill gesture per customer satisfaction. Approved by: GG467 Customer's proof of payment is: rental reciept Date: 4/16/18 In-Service Date: 04/25/2016 Mileage: 35991 Amount per day $75.00 (approved pre rental by GG467 as customer needed minivan for [redacted] Number of days –5 Tax $44.88 Tax $35.19 Total $488.07 Writer is submitting check for approval in the amount of $455.07

Email(s)

Date	10/01/2018	***Subject***	Hello [redacted] I am sending you this email rega		
From [redacted]		***To***		***Sent Date/Time***	04/17/2018 17:17 PM

Hello [redacted]

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is: [redacted]

The FCA Case Management Telephone Number is: (844) 827-2006
My Direct Extension is: 4719942
Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. WeÂ'd ask that you take the time to complete the survey so weÂ'll know how weÂ're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best
Dependably yours,
Sean

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/10/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/24/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	49,173 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	FRESNO	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45598	CLOVIS CHRYSLER DODGE JEEP RAM		**Dealer Phone**	5593261600
Dealer Address	395 W HERNDON AVE				
	CLOVIS		CA	93612 0279	USA
Dealer Zone	California	**Sales District**		**Service District**	J
Subject	Console will need to be replaced due to LED Light				
Synopsis					
Customer Anomaly	Electronics				
	Gear Electronics				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	13	Vehicle transmission shifting issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/10/2018 02:49 PM	Open
04/24/2018 06:11 PM	Closed
09/29/2018 12:26 PM	Closed

Initial Description

0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,Actuator for the Rear sliding Door is faulty
0108000200-Product,Electrical,Unknown,Defective,Default,Electrical - Defective,Console will need to be replaced due to LED Light

Case Comments

Date	Comment
04/10/2018	**********Customer Email Address Updated********** Following email address is added for communication or survey with the customer : [redacted]
04/10/2018	****** Below Customer Contacted for Documentation Request ****** beverly.clark@fcagroup.com on 2018-04-10 @ 10:59
04/10/2018	**********FLEET/ COMMERCIAL MANAGER TEAM 96K********** Referred by: [redacted] **Fleet Name *** Customer Concern: This vehicle was at the dealer with an electrical short in console light and service writer states the complete console will need to be replaced because of LED lights in the unit and also states the door actuator for the rear sliding door is faulty and making noise when operated. I asked if this wasn't warranty or under recall for the short after he tells me they have had problems with the console units shorting out but they were not willing to cover. Please advise if there might be any goodwill help on this repair totaling $1020.14 before taxes. Sincerely, [redacted] Customer profile: [redacted] Email [redacted] Driver Name [redacted] Driver [redacted] art Name : electrical short in console light For VIN [redacted] DLR: # 45598/ CLOVIS DLR Contact Name Miguel DLR contact [redacted] - Goodwill Qualifier Paragraph ********** In-Service Date: 12/30/15 Original Owner: YES Mileage: 49173 Vehicle purchase Loyalty: Yes Multiple Repairs/Previous related repairs: MVP plans: 1. FLEET COMMERCIAL POWERTRAIN PLAN/ CANCELLED 2. FLEET COMMERCIAL POWERTRAIN PLAN/ ACTIVE Basic Expires: Expired (Odometer) Powertrains Expi[redacted] Miles **********PREFERRED CONTACT********** PHONE; 800-886-2086 x22957 TEXT; EMAIL; [redacted] **********
04/10/2018	***** Customer Document Received *****

Date	Comment
04/10/2018	****OUTBOUND DEALERSHIP CONTACT**** DLR CODE# 45598 DLR NAME # CLOVIS DLR PHONE # 559-326-1600 CM contacted dealer and spoke to) SA Colin states that this is customer (First time at DLR) so they can not help with any DLR Goodwill (SM Colin states that he is not sure if he will assist customer with any Warranty pricing even if it is covered by FCA--he will talk to her boos first because it will cut down on the price if the Part and Labor) Need RO [redacted]eed Mileage 49,173 Need Part # 1. 5020678AB ; ZR08BD1A1 ; 3. [redacted] Any Aftermarket Part on Vehicle? nO /What is this vehicle used for? Unknown Email Address for DLR / (for Warranty pricing) [redacted]n Need Warranty Pricing or (customer pricing which ever is lower): Will talk to boss to see if they will accept If customer pay what is the cost: $1,020.14 Did they Run this through Warranty: Yes Are you will willing to take DM notes Yes **********DLR FUNNEL QUESTIONS********** Called dealership to confirm details of diagnosis. Yes Asked for [SM Colin]. Spoke with [SM Colin]. What is the diagnosis? Need Door Actuator ; Console ; Applique Is the concern a result of misuse/abuse/lack of maintenance? No Could the customer have caused/prevented concern? No Is the concern related to age and mileage? No Is vehicle maintained? Yes What is the general condition of the vehicle? Good Have there been any previous related repairs? No Have there been a previous out-of-pocket repairs? No (First time at DLR) *If unable to duplicate concern, *Have you had an opportunity to do a test drive with the customer? *Has STAR been contacted? (If yes, obtain STAR case #) What is the estimated cost of the repair? $1,020.14 When could it be completed? Waiting for Fleet manager approval Do you feel this customer should receive assistance? Has this customer been provided assistance previously? No (First time at DLR) Would you be willing to provide assistance? (co-pay, D-17-18, discount) No (First time at DLR)
04/10/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully
04/10/2018	****** Below Customer Contacted for Documentation Request ****** [redacted]on 2018-04-10 @ 11:58
04/10/2018	Status update provided via email to the following email address [redacted] My name is Beverly and I will be your Fleet Customer Advocate. We appreciate your giving us the opportunity to research your request. Please submit all maintenance records and all previous R O and Work Order and Invoices of work completed on this vehicle. Here is some additional information that will be helpful for you to have: Your Case number: [redacted]Chrysler Case Management telephone number: 800-999-3533, Option #3, my EXT: 7205028 my work hours: 8:00am-4:30pm Eastern Time Monday-Friday Thank you Beverly End of Status Update
04/10/2018	**********OUTBOUND FIRSTDAY CUSTOMER CONTACT********** CM called [redacted]Customer is unavailable LVM for a return call **********
04/13/2018	****** Below Customer Contacted for Documentation Request ****** [redacted]on 2018-04-13 @ 13:55
04/13/2018	****OUTBOUND DEALERSHIP CONTACT**** DLR CODE# 45598 DLR NAME # CLOVIS DLR PHONE # 559-326-1600 CM contacted dealer and spoke to) SM Colin states that he tried to send it before but asked me to resend link to him .CM advised that if there is a problem with the link please send to beverly.clark@fcagroup.com
04/17/2018	****OUTBOUND DEALERSHIP CONTACT**** DLR CODE# 45598 DLR NAME # CLOVIS DLR PHONE # 559-326-1600 CM contacted dealer and spoke to) SM Colin states that he will send requested information (Warranty Pricing) the invoice because of the
04/17/2018	large number of vehicle the Fleet has. SM Colin states that he don't feels customer should get Goodwill because customer approved repair at full price, is he send Warranty pricing that will cut his Labor cost down $34.00 per hour. SM states he will send requested Warranty Pricing.
04/17/2018	Status update provided via email to the following email address [redacted]Hello [redacted] Follow up Email: I am actively working with Service Manager Colin on your request. We appreciate your giving us the opportunity to research your request. Here is some additional information that will be helpful for you to have: Your Case number: [redacted]Chrysler Case Management telephone number: 800-999-3533, Option #3, my EXT: 7205028 my work hours: 8:00am-4:30pm Eastern Time Monday-Friday Thank you Beverly End of Status Update
04/17/2018	***** Customer Document Received *****
04/19/2018	**********Waiting for response**********
04/20/2018	**********Waiting for response**********
04/23/2018	*****Approved as per CD1499 (Customer) has submitted request for Cost assistance for (repairs) for (Actuator for the Rear sliding Door). Writer is submitting DM Notes request for repairs) as a One Time goodwill gesture. Repairing Dealer/IRF: 45598/CLOVIS Date of Repairs: Waiting for Goodwill approval RO/Invoice Number: [redacted]ustomer's Proof of Payment: In-Service Date: 12/30/15 Original Owner: Yes Loyalty: Yes Mileage: 49,173 Multiple Repairs: No Service Contract/Warranty: 1. FLEET COMMERCIAL POWERTRAIN PLAN/ CANCELLED 2. FLEET COMMERCIAL POWERTRAIN PLAN/ ACTIVE Labor: $ 311.82 Parts: $ 551.62 Misc: $ 0.00 Tax: $ Total $ 863.44 Plus Taxes
04/23/2018	****OUTBOUND DEALERSHIP CONTACT**** DLR CODE# 45598 DLR NAME # CLOVIS DLR PHONE # 559-326-1600 CM attempted to contact SM Colin was not available SA Jason will advise SM Colin that customer was approved for cost assistance of Parts only $551.62 and customer will cover Labor and Taxes
04/23/2018	**********OUTBOUND CUSTOMER / DLR CONTACT********** CM called [redacted]Customer is unavailable LVM for a return call CM advised customer via VM that FCA will cover Parts only as a one-time goodwill cost assistance. **********
04/24/2018	**********INBOUND CUSTOMER CONTACT********** [redacted]customer returned my call and sais that the offer to cover the parts is agreeable to him . Customer agrees to FCA covering the cost of parts and he will cover the Labor and Taxs.
04/24/2018	****OUTBOUND DEALERSHIP CONTACT**** DLR CODE# 45598 DLR NAME # CLOVIS DLR PHONE # 559-326-1600 CM contact SM Colin advise SM Colin that customer was approved for cost assistance of Parts only and customer will bring Labor and Taxes
04/24/2018	DM Notes added

Email(s)

Date	10/01/2018	***Subject***	Hello [redacted]		
From		***To***	***Sent Date/Time***	04/17/2018 16:02 PM	

Hello [redacted]
VIN #
Follow up Email:
I am actively working with Service Manager Colin on your request.
We appreciate your giving us the opportunity to research your request.
Here is some additional information that will be helpful for you to
have: Your Case number: [redacted]Chrysler Case Management telephone
number: 800-999-3533, Option #3, my EXT: 7205028 my work hours:
8:00am-4:30pm Eastern Time Monday-Friday
Thank you
Beverly

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	Model Year	2016	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	04/10/2018	CAIR Type	Regular	Status	Closed
Close Date	04/10/2018	Origin	Telephone	Reason	New problem
Mileage	65,000 Miles	Market	U	Language	English
Contact Email	nobody@external.fcagroup.com	Contact Phone		Contact Mobile	
Caller Address	[redacted]			Source	Customer
Caller City	LA GRANGE	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	X7867	EAN HOLDINGS - FORT LAUDERDALE		Dealer Phone	9184016084
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		Sales District		Service District	
Subject	Sliding door not opening				
Synopsis	What did the customer call for? Power sliding door What did the agent do? Advised that is not a recall or warranty Was it resolved? Yes				
Customer Anomaly					
Contact Reason	C83	Request For Goodwill Reimbursement	Customer Anomaly		
Reason Code	After Sales - Complaint - Product - Reimbursement request - Compensation/Goodwill				

Case Status History

Create Date	Status
04/10/2018 03:01 PM	Open
04/10/2018 03:06 PM	Closed
09/29/2018 07:08 PM	Closed

Initial Description

0467010000-Corporate,Goodwill Escalation Matrix,Not Escalated,Default,Default,Goodwill Escalation Matrix - Not Escalated,Sliding door not opening

Case Comments

Date	Comment
04/10/2018	Briefly summarize why the customer is contacting Chrysler: Sliding door will not close Briefly summarize what the customer is expecting: to have help with the repair. Customer called in stating that their power sliding door will not open and wanted to know if it would be under warranty or recall. Agent advised it wont be under a warranty or recall at this time. Customer thanked agent and call ended.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/10/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/12/2018	**Origin**	Email	**Reason**	New problem
Mileage	37,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	ROCKY POINT	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer				**Dealer Phone**	
Dealer Address					
Dealer Zone		**Sales District**		**Service District**	
Subject	Left Front Door Hardware - Inoperative				
Synopsis					
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/10/2018 06:46 PM	Unworked
04/12/2018 02:00 AM	Open
04/12/2018 02:21 AM	Closed
09/29/2018 01:22 PM	Closed

Initial Description

0464100000-Corporate,Survey By-Pass,Duplicate CAIR,Default,Default,Survey By Pass - Duplicate CAIR,Survey By Pass - Duplicate CAIR
0123035710-Product,Body / Trim / Paint Finish,Body Hardware,Inoperative,F. Door-Driver,Left Front Door Hardware - Inoperative,Left Front Door Hardware - Inoperative

Case Comments

Date	Comment
04/10/2018	***** EMAIL BRIEF DESCRIPTION CONTENT ***** Unsatisfied customer ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
04/12/2018	REFERENCE NUMBER: [redacted] EMAIL CASE NUMBER: [redacted] recently contact you regarding my drivers side rear door not opening, I am aware that I passed my warranty, But to have my door stuck in the locked po sition after using the child lock for the first time is unacceptable, not to mention dangerous. I was told to bring it to the dealer where I will me cha rged $145.00 to diagonos the problem and to determine if it malfunctioned. I am sorry but after only 2 years there should not be this problem period. I also own a 2010 Town and country and have never had this problem. The door i s only used probably twice a month and this has happened. I have made plans to bring it to my mechanic to have it fixed because to be honest I don't tru st that I will get a honest answer and then I will be forced to either eat t he $145 or have you service my van. I do not have small children that could have broken this on the contrary we purchased this van because of the leg ro om for my children. [redacted] I can tell you this, I will not be considering a Chr yslar as my next vehicle because of the handling of this situation. There is not explanation that could excuse this. Unacceptable . ***END OF CUSTOMER EMAIL***
04/12/2018	Dear [redacted] Thank you for contacting the FCA Customer Assistance Center. I can definitely understand your frustration with have such a new vehicle, and these type of issues arising. Regrettably, we are unable to diagnose the situation you have outlined. There are too many variables involved and a detailed inspection of your vehicle is required for proper diagnosis. Until we have that diagnosis, we can't determine if it would be something that FCA can cover, and the cost of that diagnosis is a Customer cost. As we value our customers, we would like to take the opportunity to have this file reviewed by our case management department to get the best possible resolution for your vehicle concern. In order for me to get you a case manager involved for technical assistance that would require you to book an appointment with an authorized dealership. If you do change you mind and decide to do so, please let me know right away of date, time and what dealership. A case manager will be available to contact you within one business day after your scheduled appointment to discuss the concerns with your vehicle and to ascertain the best possible resolution to this matter. I do apologize that I was unable to provide you with a more favorable response, but I would have to agree with what the previous Agent advised. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753. Sincerely, Karleen Customer Service Representative FCA Customer Assistance Center ***END OF CAC EMAIL***
04/12/2018	Reassign to 861 for survey bypass- duplicate CAIR [redacted]
04/13/2018	---------- Good morning Karleen, Thank you for the quick response, as you can imagine I am not at all please with the situation. My van is due for a oil change and inspection at the end of the month and I have already contacted my mechanic regarding that and the situation with my door. I am not going to go back to the dealer because first I don't have the time to lose so many days to resolve this issue and I don't feel that I should have to pay for something like this. My opinion has definitely changed and I will not be going back to Chrysler again. Thank you anyway ***END OF CUSTOMER EMAIL***
04/13/2018	Good evening [redacted] can certainly understand your frustration. I do apologize that I was unable to provide you with a more favorable reply. Sincerely, Karleen Customer Service Representative FCA Customer Assistance Center ***END OF CAC EMAIL***

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/13/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/13/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	33,004 Miles	**Market**	U	**Language**	English
Contact Email	nobody@external.fcagroup.com	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	YARMOUTH PORT	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	49944	MONTEREY BAY CDJR/EAN HOLDING		**Dealer Phone**	8317242463
Dealer Address	555 AUTO CENTER DRIVE				
	WATSONVILLE		CA	95076 3745	USA
Dealer Zone	California	**Sales District**		**Service District**	F
Subject	Child safety lock on back passenger door defective				
Synopsis	Customer inquiry answered.				
Customer Anomaly	Electronics				
	Dashboard Electronics				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	15	Gage electronic issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/13/2018 06:17 PM	Open
04/13/2018 06:30 PM	Closed
09/29/2018 01:58 PM	Closed

Initial Description

0108509900-Product,Electrical,Lamps and Switches,Complete Failure,Default,Lamps and Switches - Complete Failure,Child safety lock on back passenger door defective

Case Comments

Date	Comment
04/13/2018	Customer seeking info on vehicle. Customer stated would like to know if common concern on vehicle for safety locks permanently locking doors. Agent stated this is not a common concern and advised setting up appointment with dealer. Customer stated vehicle at dealer and dealer will be able to fix repairs. Agent thanked and branded.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/13/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/16/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	55,427 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	WHITESBURG	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	49983	CHAMPION CJD/EAN HOLDINGS LLC		**Dealer Phone**	3178726200
Dealer Address	4505 W 96TH ST				
	INDIANAPOLIS		IN	46268 3107	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	9
Subject	noisy				
Synopsis	sliding door concerns. referred to DLR No diagnosis				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/13/2018 06:43 PM	Open
04/16/2018 02:27 PM	Closed
09/29/2018 03:53 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,noisy

Case Comments

Date	Comment
04/13/2018	Briefly summarize why the customer is contacting Chrysler: Customer states she purchased the vehicle from an IRF in March 2018. Customer states the passenger side door is making a loud noise (buzzer)Customer states this occurred when opening. Customer was advised by a FCA DLR the concern is due to a door latch. Customer states the IRF has advised they will not fix the vehicle and would not add a warranty. Vehicle has not been diagnosed by a FCA DLR. Briefly summarize what the customer is expecting: customer is seeking cost assistance. Writer advised the customer to seek a diagnosis and to please call back.

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	Model Year	2016	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	04/13/2018	CAIR Type	Regular	Status	Closed
Close Date	05/16/2018	Origin	Letter	Reason	New problem
Mileage	36,025 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone		Contact Mobile	
Caller Address	[redacted]			Source	Customer
Caller City	MIARAMAR BEACH	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60713	CHRYSLER DODGE JEEP RAM FIAT FT. W		Dealer Phone	8502447611
Dealer Address	541 MARY ESTHER CUT OFF NW				
	FORT WALTON BEACH		FL	32548 4058	USA
Dealer Zone	Southeast	Sales District		Service District	G
Subject	Both side door lock actuators making loud noise				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/13/2018 11:51 PM	Open
05/16/2018 03:16 PM	Closed
09/29/2018 02:54 PM	Closed

Initial Description

0108250000-Product,Electrical,Power Door Lock / Deck Lid,Other,Unknown,Power Door Lock / Deck Lid - Defective,Both side door lock actuators making loud noise

Case Comments

Date	Comment
04/13/2018	**********Customer Email Address Updated********** Customer has updated the email address from reinaldodorta@gmail.com t[redacted] for further communication or for surverys.
04/14/2018	Briefly summarize why the customer is contacting Chrysler: Customer stated he purchased the vehicle 5 days ago. Customer stated he contacted the dealership with the concern at 35950 miles and they said they would fix the vehicle. Customer stated by the time he brought it to the dealership he was at 36025 miles and the dealership stated they would not repair the vehicle. Customer stated he would like to have the vehicle repaired and was seeking assistance. Briefly summarize what the customer is expecting: Customer seeking
04/14/2018	assistance. Agent advised customer it would be sent up to our CM team for further assistance since he is just outside of the warranty by 25 miles. Customer seeking assistance with: Issues with the door lock actuators on both sides of the vehicle. Customer expecting: customer seeking assistance. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone numbe[redacted]arliest call time: anytime Latest call time: anytime Updates via text: N Updates via email: Y [redacted]ehicle location: dealership Date and Time of Appointment: dealership awaiting authoiziation to perform the repairs. Confirmed appointment with: 66-60713 CHRYSLER DODGE JEEP RAM FIAT FT Customer in rental: N Authorized by: n/a Rental start date: n/a
04/14/2018	****** Below Customer Contacted for Documentation Request ****** [redacted] on 2018-04-13 @ 20:04
04/15/2018	****** Below Customer Contacted for Documentation Request ****** [redacted] on 2018-04-15 @ 14:45
04/15/2018	Customer is contacting because they were seeking to receive another email to send in documentation. As the previous one is not working for them. Agent sent out as requested. Customer advised it worked.
04/16/2018	***** Customer Document Received *****
04/17/2018	***CS NOTES*** CS spoke with the customer who informed that he purchased his vehicle with 35937 miles. When he took it to the DLR for it to be diagnosed and repaired. The vehicle had gone over into the 36000 mile range and the DLR decline to complete the repairs. The vehicle was diagnosed in needing the door lock actuators replaced. As the customer reported noise coming from the sliding doors.
04/17/2018	***CS NOTES*** CS was informed by the customer that he authorized for the DLR to move forward with the repairs. CS will look into the possible option of assistance in the form of a reimbursement.
04/20/2018	***CS NOTES*** CS spoke with the SA Rebecca who confirmed the repairs have been completed. As they replaced the passenger door lock actuator. Exact cost for the repairs $1349.53 DLR was unable to GW the repairs , due to the vehicle being a company car instead of a personal vehicle.
04/20/2018	***CS NOTES*** CS has reviewed the case with TL YM161 for assistance on the GWA reimbursement approval. Due to the customer circumstantial situation. Customer purchased the vehicle with 35,937 miles and with the passenger door lock actuator needing to be replaced. The customer could have had the repairs completed under the basic warranty. The nearest FCA DLR location put miles on the vehicle going over 36,000 miles. And now the customer had to pay for the repairs themselves .
04/20/2018	***CS NOTES*** CS has confirmed once the paid invoice for the completed repairs have been submitted. CS will confirm the approved amount for reimbursement with the customer.
04/23/2018	POSTMARK DATE: 042318; DATE RECEIVED: 042318

Date	Comment
04/23/2018	Update recieved
04/24/2018	Vehicle is at the dealership - HILL-KELLY DODGE CHRYSLER JEEP (56733) Update triggered by S80232O
04/26/2018	Customer has submitted request for reimbursement for GW reimbursement . Customer has already paid out of pocket. Writer is submitting reimbursement request for repairs as a goodwill gesture. Repairing Dealer/IRF: CHRYSLER DODGE JEEP RAM FIAT FT W 60713 Date of Rental/Repairs: 04/20/2018 RO/Invoice Number: 207314 Customer's Proof of Payment: Repair invoice In-Service Date: 04/04/2016 Original Owner: no Loyalty: no Mileage: 36036 Multiple Repairs: na Dealer Opinion: na Service Contract/Warranty: na Other Notes/Justification: na Total Out-of-Pocket: $ 1,349.53 Labor: $ 470.92 Parts: $ 767.22 Misc: $ na Rental: $ na Start Date: na End Date: na Tax: $ na Note: If check or total reimbursement is to exceed $5000, please contact FCA representative for pre-authorization. Once approval(s) noted in CAIR, writer to submit check request.
04/26/2018	***CS NOTES*** CS has reviewed the case for the GWA reimbursement and FCA CAC will approve to offer the customer a $500 reimbursement. CS has left the customer a VM requesting a CB to finalize the case.
04/26/2018	***CS NOTES*** CS spoke with the customer to offer the GWA reimbursement amount of $500 towards the actuator repair. Customer also informed that the DLR is currently repairing the 2nd actuator. And is requesting to see if he can receive reimbursement on the 2nd repair. Customer felt that $500 was to low and unfair of an amount. Due to his situation on being barely out of the basic warranty miles. As well the customer claims of owning multiple FCA brand vehicles. CS will seek assistance for inquires with TL YM161 and follow up with the customer.
05/03/2018	***CS NOTES*** CS followed up with the customer and apologized for the delay in updating on status of the case. CS will follow up with the customer to inform of the approval or decline. For the reimbursement amount to be increased ,
05/03/2018	and the possibility of a reimbursement for the 2nd actuator replacement.
05/08/2018	***CS NOTES*** CS left a VM for the customer as they were not available at the moment. CS did request a CB from the customer.
05/10/2018	***CS NOTES**** CS left a VM for the customer for the 2nd time to provide them with the TL YM161 decision. As the customer purchased the vehicle with the damaged doors knowingly. FCA CAC has only approved only for $500 reimbursement for one of the actuator door replacement. As a one GWA for the inconvenience of being slightly OOW on the basic warranty.
05/14/2018	CM review of documents - - no new document submitted currently
05/15/2018	***CS NOTES*** CS left a VM for the customer for the 3rd time , a request for the customer to CB was made.
05/15/2018	Status update provided via email to the following email address: [redacted] This is Mario with the Fiat Chrysler customer care center. I received your voice mail and then attempted to call you. But the phone call would continue to ring and then go to your voice mail system. When you are available please contact me in order to speak on the case. My contact phone number is 844-378-0573 at EXT:88535 . Thank You Mario Case Specialist Fiat Chrysler Customer Care End of Status Update
05/15/2018	***CS NOTES*** CS received a VM from the customer requesting a CB , once a call was made to the customer the line was busy. CS sent an e-mail in order to request the customer CB to speak on the case.
05/16/2018	***CS NOTES*** CS was provided a new number for contact [redacted]
05/16/2018	***CS NOTES*** CS spoke with the customer to inform that the request for a higher amount in his reimbursement request was denied. Adding on to the reimbursement request only one reimbursement would be made for one the repairs. As this is a one time GWA and the customer originally purchased the vehicle knowingly with these concerns. A reimbursement check of $500 will be processed and approved by FCA CAC. Case is closed.

Email(s)

Date	10/01/2018	***Subject***	Hello [redacted], This is Mario with the Fi
From		***To***	***Sent Date/Time*** 05/15/2018 19:12 PM

Hello [redacted]

This is Mario with the Fiat Chrysler customer care center. I received your voice mail and then attempted to call you. But the phone call would continue to ring and then go to your voice mail system. When you are available please contact me in order to speak on the case. My contact phone number is 844-378-0573 at EXT:88535 .

Thank You
Mario Case Specialist
Fiat Chrysler Customer Care

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/16/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/27/2018	**Origin**	Letter	**Reason**	New problem
Mileage	63,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	TEMPLE HILLS	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	65113	WALDORF CHRYSLER JEEP		**Dealer Phone**	3018435200
Dealer Address	11755 BUSINESS PARK DRIVE				
	WALDORF		MD	20601 2955	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	O
Subject	Rear sliding door has a noise.				
Synopsis	DM notes are added				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/16/2018 09:17 PM	Open
04/27/2018 04:05 PM	Closed
09/29/2018 04:00 PM	Closed

Initial Description

0464250000-Corporate,Survey By-Pass,Outbound Recall Follow Up,Default,Default,Outbound Recall Follow Up,Outbound Recall Follow Up
0123036709-Product,Body / Trim / Paint Finish,Body Hardware,Noisy,Door-Sliding,Sliding Door Hardware - Noisey,Rear sliding door has a noise.

Case Comments

Date	Comment
04/16/2018	**Please refer to documents in CAIR [redacted] or reference** Briefly summarize why the customer is contacting Chrysler: Customer called in because she is displeased with the amount of times her car had to be into the DLR for repair, she also voiced concern that she is now in need of a new repair after having a repair on her rear sliding door that was constantly locked. Customer stated she had no problems going to social media should the repair not be done. Briefly summarize what the customer is expecting: A repair to be done as she feels that it is the Dealer's fault for the new damages **Agent advised** Customer that the he called the DLR and the DLR said that the repair; was no mandatory but simply recommended as that could very well have been the cause of the initial problem with the rear passenger side door. Agent advised customer to try and work with DLR to find a solution.
04/17/2018	**** Email sent to AAA71. ****
04/17/2018	Writer spoke to Ken, sa at the dealership - 301-843-5200. Ken said the repair is to replace the sliding door ledge at an estimated cost of $751.00. Ken said customer has an appointment for Friday for an oil change.
04/17/2018	Writer spoke to Ken, sa at the dealership - 301-843-5200. Ken said the door is working however it is making a buzzing noise. Ken said this is a new issue so that is why it was not completed the first time.
04/17/2018	Writer called customer at [redacted] Customer was unavailable. writer left her name, phone and extension number 4718211 for a call back.
04/19/2018	Writer called customer at [redacted] Customer was unavailable. Writer left her name, phone and extension number 4718211 for a call back.
04/23/2018	Status update provided via email to the following email address: [redacted] My name is Nancy from FCA Specialty department. I have attempted to contact you by phone however have been unable to reach you. Please call me at 10-855-675-9291, extension 4718211. Thank you, Nancy End of Status Update
04/24/2018	Writer called customer at [redacted] Customer was unavailable. Writer left her name, phone and extension number 4718211 for a call back.
04/24/2018	Customer left a voice mail message for a call back.
04/24/2018	Writer called customer at [redacted] and offered to pay for the parts for the repair and then customer would just have to pay the labor. Customer was not really happy with this deal however writer said she would contact the dealership and see how much of the $751.00 would be the labor. Writer said she would call the customer back when she had the figures.
04/24/2018	Writer spoke to Natasha, sa at the dealership and was advised the warranty pricing would be: Parts $571.87 + Labor $241.40 for a Total of $813.27. Natasha said that they were going to give the customer a discount and just charge her a Total of $751.00. Writer advised Natasha the customer said the trim is loose. Natasha said that this would be the third time the trim would be taken off and put back on so as it is just plastic it might break and she does not want to complete the repair until she knows that either Chrysler or the customer would be responsible to pay for it. Writer said she would check and get back to her.
04/24/2018	Writer called customer at [redacted] nd advised him the labor for the repair would be $241.40 and offered to assist her in making an appointment however customer said she would call the dealership to make the appointment as she will have to check her schedule first.

Date	Comment
04/24/2018	Writer called the dealership - 301-843-5200 to speak to Natasha but she was at lunch. Writer will call back.
04/24/2018	Writer spoke to Natasha at the dealership and advised her writer would add DM notes for the repair and also for the trim in case it was needed. Writer advised Natasha customer is going to contact dealership to make an appointment and knows she will have to pay the labor for $241.40.
04/24/2018	As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows: Parts = $571.87 Labor = $241.40 Total = $813.27 Co-pay = $241.40 Parts = $489.60 Parts = $19.21 Total = $508.81 Co-pay = $0.00 ########## DIRECT-TO-DEALER ########## Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care. ##
04/24/2018	DM notes are added.

Email(s)

Date	10/01/2018	***Subject***	My name is Nancy from FCA Specialty department. I		
From		***To***		***Sent Date/Time***	04/23/2018 13:25 PM
My name is Nancy from FCA Specialty department. I have attempted to contact you by phone however have been unable to reach you. Please call me at 10-855-675-9291, extension 4718211. Thank you, Nancy					

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	Model Year	2016	Brand	CHRYSLER
Body	RTYR53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	04/16/2018	CAIR Type	Regular	Status	Closed
Close Date	05/08/2018	Origin	Telephone	Reason	New problem
Mileage	55,765 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	WEST BLOOMFIELD	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	66989	SHUMAN MOTOR SALES INC		Dealer Phone	2486692010
Dealer Address	1111 SOUTH COMMERCE				
	WALLED LAKE	MI	48390 3007	USA	
Dealer Zone	Great Lakes	Sales District		Service District	B
Subject	Passenger side making a loud noise				
Synopsis	Customer called seeking assistance with the door actuator. Customer vehicle has been repaired and no further issues have been reported. Customer issue resolved.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/16/2018 11:26 PM	Open
04/17/2018 07:36 PM	Closed
04/25/2018 08:07 PM	Reopen
05/08/2018 03:05 PM	Closed
09/29/2018 05:15 PM	Closed

Initial Description

0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,Passenger side making a loud noise

Case Comments

Date	Comment
04/16/2018	Briefly summarize why the customer is contacting Chrysler: Customer called in stating she spoke with the dealership and was quoted $500 for the repair on the door actuator. Customer stated she has not been to the dealership at this time as she wanted to see if assistance was available to her. Briefly summarize what the customer is expecting: Customer seeking assistance Agent advised customer if she can book an appointment at the dealership and contact us back with appointment details we would be more than happy to look into possible assistance with her. Customer stated she would book the appointment and contact us back.
04/17/2018	Customer called back stating the appointment was for Thursday April 19th at 9:30 am
04/17/2018	shuman Chrysler on Wednesday April 25th at 9:30am
04/17/2018	customer called in to update appointment information^
04/25/2018	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Survey By Pass - No Diagnosis
04/25/2018	********** SA Mark - calling from dealer 66989 about the vehicle diagnosis. SA states the vehicle needs: 1. Passenger sliding door and Applicae latch - Mileage is 55765. ***** Customer seeking assistance with: [Replacement of the sliding door and the Latch]. Customer expecting: [To be provided with the door and latch replacement under GW]. Customer is original owner with 5 other vehicles in the household, is within GW. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] arliest call time: After 8.00am Latest call time: Before 8.00pm Updates via text: Y/N [Y] Updates via email: Y/N [Y] Vehicle location: [Dealer - 66989] Date and Time of Appointment: [Vehicle in the shop]. Confirmed appointment with: [SA Mike @ 248-560-4151] Customer in rental: Y/N N Authorized by: N/A Rental start date: [Date] N/A Reassigned 97X
04/25/2018	Customer states she received diagnosis from DLR, they advised her to call in to update us on her vehicle. The sliding door rear latch and a trim piece needs to be replaced Customer is seeking GW Agent advised customer case has been updated
04/26/2018	Reassigned to CM
04/26/2018	In-Service Date: 03/16/2016 Original Owner: Yes Mileage: 55765 Vehicle purchase loyalty: 5 New 1 Used Multiple Repairs/ Previous related repairs: No MVP plans: No
04/26/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully.

Date	Comment
04/27/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM contacted the customer as an introductory call and to discuss the issues she is having with her vehicle. Customer stated that the door works fine but every time she locks it, it continues to buzz and was advised by the DLR that the actuator needs to be replaced or the door locks will eventually stop working. Customer stated that she was advised the repair was going to cost $700, and customer is seeking cost assistance, stating she has owned 4 town and country's and has never had an issue. CM inquired if she would like her case number and my contact information forwarded to the e-mail on file, and customer agreed. CM informed the customer that I will be in contact with her on Monday 04/30/2018 and contacting the DLR. Customer had no further questions or concerns and call was ended.
04/27/2018	Status update provided via email to the following email address: s[redacted]t My name is Suzanne and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have: • Your case number is [redacted] • The FCA Case Management telephone number is: 1-844-827-1999 • My direct extension is: 4717544 • My work hours are: 8:00 AM - 4:30 PM EST, Monday through Friday. Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation! End of Status Update
04/27/2018	*****OUTBOUND DEALERSHIP CONTACT***** Called dealership 66989 to confirm details of diagnosis. Spoke with Service Advisor Mike What is the diagnosis? Mike stated that the passenger side door latch has an actuator inside the latch that has failed and needs to be replaced. Is the concern a result of misuse/abuse/lack of maintenance? No Could the customer have caused/prevented concern? No, Mike stated that this is common and happens all the time. Is the concern related to age and mileage? No Is vehicle maintained? Yes What is the general condition of the vehicle? Good Have there been any previous related repairs? No Have there been a previous out-of-pocket repairs? No *If unable to duplicate concern, *Have you had an opportunity to do a test drive with the customer? *Has STAR been contacted? (If yes, obtain STAR case #) What is the estimated cost of the repair? $753.51 When could it be completed? Mike stated that the part is being ordered and is next day delivery, stating they are tied up Monday - Tuesday and will try to schedule the customer in for Wednesday 05/02/2018 Do you feel this customer should receive assistance? They will be assisting the customer. Has this customer been provided assistance previously? Would you be willing to provide assistance? (co-pay, D-17-18, discount) Mike stated that he has spoken with his manger and they are wanting to assist the customer, stating they will GW the repair with $150 Customer Copay.
04/30/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] | CM contacted the to inquire if she has heard from the DLR, and customer stated that she did hear from SA Mike and was advised they will be assisting with the cost of the repair with a $150 customer copay. CM informed the customer of lines 100-101, advising her I will be following up with the DLR tomorrow and will then follow up with her in regards to getting her appointment scheduled. Customer had no further questions and call was ended.
05/01/2018	*****OUTBOUND DEALERSHIP CONTACT***** SHUMAN MOTOR SALES INC | 66989 | 248-669-2010 | CM contacted the DLR and spoke with SA Mike to inquire when they will be scheduling the customer in for repair. Mike stated he will be scheduling the appointment for tomorrow or Thursday as the part just came in, stating he is just getting ready to contact the customer. CM advised Mike that I will follow up with him on Thursday 05/03/2018.
05/01/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] | CM tried contacting the customer and was unable to leave a message as the mailbox is full.
05/01/2018	[redacted] has been activated for text message communication.
05/01/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T6094S1****** Good Afternoon [redacted] This is Suzanne from Chrysler. I called and could not leave a message as your mailbox is full, but wanted to ask if the dealer has *****END OF TEXT MESSAGE SENT TO CUSTOMER******
05/01/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T6094S1****** contacted you to schedule an appointment to have the repair completed. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
05/03/2018	Vehicle is at the dealership - SHUMAN MOTOR SALES INC (66989) Update triggered by S68981F
05/04/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T6094S1****** Good morning [redacted], This is Suzanne from Chrysler. How did the repair go yesterday? *****END OF TEXT MESSAGE SENT TO CUSTOMER******
05/04/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] | CM contacted the customer and left a VM inquiring how the repairs are, requesting a call back at her best convenience.
05/08/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] | CM contacted the customer to inquire if she has picked up for vehicle. Customer stated she picked her vehicle up on Friday 05/04/2018 and that everything went smooth and everything is good. CM informed the customer that the case is being closed and she will be forwarded a final e-mail containing her case number and my contact information, and if the issue returns or any other issues and she is seeking assistance to call and we will be more than happy to further assist. Customer had no further questions and call was ended.
05/08/2018	Status update provided via email to the following email address [redacted] I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future. Your Case Number is [redacted] The FCA Case Management Telephone Number is: 1-844-827-1999 My Direct Extension is: #4717544 Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer. It has been a pleasure working with you, all the best Suzanne | FCA Case Manager Phone: 1-844-827-1999 | Ext. #4717544 End of Status Update
05/08/2018	[redacted] been deactivated for text message communication.
05/08/2018	CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer's concerns as documented in the reason codes have been addressed with the customer.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/18/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/04/2018	**Origin**	Letter	**Reason**	New problem
Mileage	76,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	2484964105
Caller Address				**Source**	Customer
Caller City	BLOOMFIELD HILLS	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	82702	PRODUCT QUALITY RESEARCH CENTER		**Dealer Phone**	2484515681
Dealer Address	2021 EXECUTIVE HILLS BLVD.CIMS 400-00-03				
	AUBURN HILLS		MI	48326 2944	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	
Subject	Power Sliding Door Both Sides - Intermittent or Inoperative				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/18/2018 02:05 PM	Open
04/24/2018 02:35 PM	Closed
05/04/2018 01:15 PM	Reopen
05/04/2018 07:17 PM	Closed
09/29/2018 12:53 PM	Closed

Initial Description

0202000000-Dealer,Loaner Vehicle,Unknown,Other,Default,Loaner Vehicle Inquiry,Loaner Vehicle Inquiry
0333031612-Referral,Top Care,Center Of Excellence Team,Supervisor Referral,PQRC/QEC,Center Of Excellence - PQRC/QEC,Center Of Excellence - PQRC/QEC
0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,Power Sliding Door Both Sides - Intermittent or Inoperative

Case Comments

Date	Comment
04/18/2018	*****TOP CARE: EXECUTIVE REFERRAL*****
04/18/2018	Top Care customer first contact was 04/18/18 at 10:08 by MFY
04/18/2018	Top Care follow-up contact was 04/18/18 at 10:08 by MFY
04/18/2018	Customer stated driver side slider door will not open even manually,
04/18/2018	Scheduling avail. dates Per QEC: Days available on our Engineering Bay right now are April 20th, 23rd, 24th,
04/18/2018	25th and the week of April 30th. April 23rd is drop at Golling Chrysler
04/18/2018	slider power inop. Vehicle is not physically damaged.
04/18/2018	at 8:00 AM (customer elected). Sent email to PQRC to save the
04/18/2018	date for the customer. Comparable Rental Unit Approved.
04/19/2018	POSTMARK DATE: 040618; DATE RECEIVED: 041918
04/20/2018	**********
04/23/2018	4/23 Requested status of delivery via email
04/24/2018	4/24 Vehicle successfully arrived. Awaiting PQ Final report from L. Chest
04/24/2018	nut
05/04/2018	5/4 Rental bill came in today. Requesting firm amount for the
05/04/2018	refund. Placed in scan bin today for imaging. Check sent for $379.06 for rental use while at QEC.
05/04/2018	POSTMARK DATE: 050418; DATE RECEIVED: 050418
05/14/2018	5/14...PQ Final report arrive, placed in scan bin to image.
05/14/2018	POSTMARK DATE: 051418; DATE RECEIVED: 051418

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/18/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/19/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	65,213 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**tact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	HOUSTON	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45286	LITHIA CHRYSLER DODGE JEEP RAM OF		**Dealer Phone**	3619928000
Dealer Address	4313 S STAPLES ST				
	CORPUS CHRISTI		TX	78411 2703	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	L
Subject	Actuator needs to be replaced				
Synopsis	closed				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/18/2018 07:53 PM	Open
04/19/2018 06:33 PM	Closed
09/29/2018 12:57 PM	Closed

Initial Description

0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,Actuator needs to be replaced

Case Comments

Date	Comment
04/18/2018	Briefly summarize why the customer is contacting Chrysler: Customer states his door makes a buzzing sound whenever it is unlocking or locking. Customer states sometimes it is extremely loud. Customer states he took it to his mechanic who stated it was his actuator Briefly summarize what the customer is expecting: cost assistance ** agent advised customer that to escalate his case up we would need an appointment set at a certified DLR to have a diagnosis completed
04/18/2018	- no diagnosis, survey bypass
04/19/2018	Does not merit by-pass.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/19/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/19/2018	**Origin**	Chat	**Reason**	New problem
Mileage	59,000 Miles	**Market**	U	**Language**	English
Contact Email	nobody@external.fcagroup.com	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	REEDSVILLE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	54194	TATE DODGE CHRYSLER JEEP, INC.		**Dealer Phone**	4107662560
Dealer Address	7429 RITCHIE HWY				
	GLEN BURNIE		MD	21061 3101	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	M
Subject	driver side passenger sliding door stopped working				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/19/2018 07:08 PM	Open
04/19/2018 11:17 PM	Closed
09/29/2018 04:33 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,driver side passenger sliding door stopped working

Case Comments

Date	Comment
04/19/2018	21 34 Months or 1,000 Miles CORROSION WARRANTY 60 Months or Unlimited Miles 0 February 13, 2021 34 Months or Unlimited Miles FEDERAL EMISSIONS WARRANTY 36 Months or 50,000 Miles 0 February 13, 2019 Expired (Odometer) ADJUSTMENT WARRANTY 36 Months or 36,000 Miles 0 February 13, 2019 Expired (Odometer) MAJOR EMISSION COMP WARRANTY 96 Months or 80,000 Miles 0 February 13, 2024 69 Months or 21,000 Miles CARB HIGH COST EMISSION PART 84 Months or 70,000 Miles 0 February 13, 2023 57 Months or 11,000 Miles Delores: If it is an issue with the door not opening it would have been covered under you basic warranty however it has expired Delores: did you want me to contact your local dealership to schedule the appointment for you Delores: or do you want to contact them to schedule [redacted] Ok great thanks. Ive had so many issues with this van already ans its only been 4 months. So basically there was no warranty on it when I got it because there was more than 36000 miles on it. And i can contact them because i dont have the money right now to get it fixed, so i may just trade it in. Delores: okay Delores: Have I answered all your questions and reasons for chatting in today [redacted] Yep Delores: Thank you for contacting the Dodge Customer Assistance center. Please chat with us again if you need further assistance. You can also check out our website www.dodge.com. Have a wonderful Day! [redacted] s currently 'Absent'. Approximately 120 seconds until disconnect. [redacted] disconnected ('Concluded by Agent').

Date	Comment
04/19/2018	Incident# [redacted] Hi, my name is Eileen. How may I help you? [redacted]: Yes I am contacting you because I purchased a dodge van from Pohanka Nissan of Maryland approx 4 to 5 months ago. Recently my driver side passenger sliding door stopped working. I was wondering if there was warranty on my vehicle or what I needed to do. Eileen: Hello [redacted] Congratulations on your purchase! I am sorry to hear the issue you are having with the sliding door. We would like to look into this for you. At this time you have reached the Mopar Owner account website support department. Do you mind holding while I transfer you to our Dodge department to assist you further? [redacted]: The door doesnt open manually or automatically. Its like there is a jam in the lock or something, we have no idea. There is nothing stuck in the track or anything. Eileen: I will transfer you now to our Dodge department to assist you further with the door issue. If they are busy please hold for the next available agent to take your chat. Thank you for using Mopar Owner web chat, please hold for the transfer 'Eileen' disconnected ('Transferred to Queue'). Hi, my name is Delores. How may I help you? [redacted]: Yes I am contacting you because I purchased a dodge van from Pohanka Nissan of Maryland approx 4 to 5 months ago. Recently my driver side passenger sliding door stopped working. I was wondering if there was warranty on my vehicle or what I needed to do. The door doesnt open manually or automatically. Its like there is a jam in the lock or something, we have no idea. There is nothing stuck in the track or anything. Delores: Good Afternoon [redacted]: Good afternoon Delores: I am disappointed to hear that you are having an issue with your passenger side sliding door not working and would be more than happy to look into this further for yuo [redacted]: Thank you Delores: First I will need to get some information, to start, can I get you to verify your VIN and Address to make sure that we have the right information [redacted]. ADDRESS: [redacted] REEDSVILLE PA [redacted]4 Delores: Thank yo u Delores: Have you had the vehicle diagnosed yet for this issue [redacted]: No i have not. Rhis just started 2 days ago. I thought maybe it was a fluke or something so i tried again today and it still is not working Delores: I see, this must be so frustrating for you Delores: Do you mind holding for a brief moment while I look into this for you? [redacted]: It is a little frustrating yes being that its a newer vehicle and that where i bought it from isnt responding to my calls and i only had it a few months. I dont mind holding. Delores: Roughly how much mileage on your vehicle right now [redacted]: 59,000 Delores: Thank you Delores: Is your vehicle a 2016 DODGE GRAND CARAVAN SXT WAGON [redacted]: Yes it is Delores: Nice vehicle you bave Delores: Do you mind holding for a brief moment while I look into this for you? Jessica Walters: I dont mind holding Delores: Are you sure it has 59,000 Delores: as it is just a 2016 vehicle [redacted]: Yep it does. Im actually sitting in in right now thats what the odometer is reading. Delores: okay thank you Delores: I will be one more moment [redacted]: But honestly I wont lie i think that the odometer may be messed up to as it jumps miles all the time one time i clocked what i knew was a mile and it went up 5 miles when i hit that mile Delores: thank you for holding [redacted] Delores: What I would advise is that we contact your Dodge dealership and schedule and appointment to have this issue diagnosed Delores: I will check the warranty Delores: one more moment [redacted]: Ok thank you Delores: Thank you for holding Delores: I am showing the following warranty left on this vehicle Delores: BASIC WARRANTY 36 Months or 36,000 Miles 0 February 13, 2019 Expired (Odometer) POWERTRAIN WARRANTY 60 Months or 60,000 Miles 0 February 13, 20
04/19/2018	Survey bypass- no diagnosis

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2016	Brand	DODGE
Body	RTKM53	Vehicle	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	04/21/2018	CAIR Type	Regular	Status	Closed
Close Date	04/21/2018	Origin	Telephone	Reason	New problem
Mileage	30,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	MANSFIELD	Caller Country	USA	Caller Postal Cod	
Customer					
Customer Address					
Dealer	45310	BUCKEYE CHRYSLER JEEP DODGE RAM		Dealer Phone	4193475222
Dealer Address	278 MANSFIELD AVE				
	SHELBY		OH	44875 1867	USA
Dealer Zone	Great Lakes	Sales District		Service District	H
Subject	Sliding door lock will not work				
Synopsis					
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/21/2018 05:27 PM	Open
04/21/2018 11:52 PM	Closed
09/29/2018 03:22 PM	Closed

Initial Description

0123035710-Product,Body / Trim / Paint Finish,Body Hardware,Inoperative,F. Door-Driver,Left Front Door Hardware - Inoperative,Sliding door lock will not work

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/21/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/21/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	30,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	MANSFIELD	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45310	BUCKEYE CHRYSLER JEEP DODGE RAM		**Dealer Phone**	4193475222
Dealer Address	278 MANSFIELD AVE				
	SHELBY		OH	44875 1867	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	H
Subject	sliding door will not open				
Synopsis					
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/21/2018 05:29 PM	Open
04/21/2018 08:17 PM	Closed
09/29/2018 05:20 PM	Closed

Initial Description

0464100000-Corporate,Survey By-Pass,Duplicate CAIR,Default,Default,Survey By Pass - Duplicate CAIR,Survey By Pass - Duplicate CAIR
0123035710-Product,Body / Trim / Paint Finish,Body Hardware,Inoperative,F. Door-Driver,Left Front Door Hardware - Inoperative,sliding door will not open

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/23/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/09/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	37,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	NIAGARA	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	43927	RIVERSIDE AUTO SALES OF MARINETTE		**Dealer Phone**	7157353361
Dealer Address	4030 HALL AVE				
	MARINETTE		WI	54143 1063	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	A
Subject	sliding door locks not working				
Synopsis	CM is closing the file as the repair has been done satisfactorily				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/23/2018 05:21 PM	Open
05/09/2018 03:37 PM	Closed
09/29/2018 12:53 PM	Closed

Initial Description

0108250200-Product,Electrical,Power Door Lock / Deck Lid,Defective,Unknown,Power Door Lock / Deck Lid - Defective,sliding door locks not working

Case Comments

Date	Comment
04/23/2018	Customer seeking assistance with: SLIDING DOOR LOCKS [Insert Vehicle Concern].sliding door locks not functional Customer expecting: issue to be corrected free of charge [Insert Request]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time:anytime Updates via text: Y/N [Mobile number] Updates via email: Y/N [Email address [redacted] vehicle location: [Customer Date and Time of Appointment: [Insert Date and Time]. Confirmed appointment with: [Dealer and Dealer Contact]riverside dodge chrysler Customer in rental: Y/N Authorized by: Rental start date: [Date]
04/23/2018	reassigned to CM
04/24/2018	-
04/24/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully.
04/24/2018	- ********** In-Service Date: 05/14/2016 Original Owner: Mileage: 37000 Vehicle purchase loyalty: 3(1 new and 2 used) Multiple Repairs/ Previous related repairs: No MVP plans: No ********** -
04/24/2018	*****OUTBOUND DEALERSHIP CONTACT***** RIVERSIDE AUTO SALES OF MARINETTE | 43927 | (715)-735-3361| CM contacted the DLR and spoke to SA Chad. CM asked if the vehicle was at his DLR and states that the vehicle is not. CM thanked the SA for his help. -
04/24/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM contacted the customer and was told that the customer has an appointment on Monday 30th. CM states that he will call on Friday to find out if everything is still ago. CM states that he will then call on Tuesday to see if there was a diagnosis and then go from there. -
04/27/2018	- *****OUTBOUND CUSTOMER CONTACT***** [redacted] 2016 DODGE GRAND CARAVAN - CM reached out to the customer to see if they were still going to be at the dealership for their appointment on the 30th. Customer stated they will be and they have already dropped off the vehicle to the dealership so it will be there all weekend. Customer was thanked for his time and the call was disconnected.
04/30/2018	-
05/01/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM contacted the customer and LVM for the customer to call him back to find out if the vehicle has been fixed to his satisfaction. -
05/03/2018	Status update provided via email to the following email address [redacted] Just wanted to find out if your vehicle has been repaired to your satisfaction. If you wouldn't mind either replying to this email or giving me a call I would really appreciate it. Thank you and have a great day! Tracy Midwest BC I Case Manager 1-(844)-827-2003 EXT: 4718414 Email: tw502@chrysler.com End of Status Update
05/07/2018	-
05/07/2018	Status update provided via email to the following email address: [redacted] don't mean to keep bugging you but I would like to know if the repairs on your vehicle were completed to your satisfaction. If you wouldn't mind giving me a call or even replying to this email I would really appreciate it. Thank you and have a great day! Tracy Midwest BC I Case Manager 1-(844)-827-2003 EXT: 4718414 Email: tw502@chrysler.com End of Status Update

Date	Comment
05/09/2018	- *****OUTBOUND CUSTOMER CONTACT***** [redacted] CM contacted the customer and found that the vehicle has been repaired to the customer satisfaction. Customer thanked the CM. -
05/09/2018	Status update provided via email to the following email address: [redacted] I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future. Your Case Number is [redacted] The FCA Case Management Telephone Number is: 1-844-827-2003 My Direct Extension is: 4718414 Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer. It has been a pleasure working with you, all the best Tracy | FCA Case Manager Phone: 1-844-827-1926| Ext. 4718414 I End of Status Update

Email(s)

Date	10/01/2018	***Subject***	Hello [redacted] Â I am sending you this email rega		
From [redacted]		***To***		***Sent Date/Time***	05/09/2018 15:34 PM

Hell[redacted]Â

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.
Â
Your Case Number [redacted]
The FCA Case Management Telephone Number is: 1-844-827-2003
Â
My Direct Extension is: 4718414
Â
Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. WeÂ'd ask that you take the time to complete the survey so weÂ'll know how weÂ're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

Â
It has been a pleasure working with you, all the best
Â
Tracy \| FCA Case Manager
Phone: 1-844-827-1926\| Ext. 4718414 I

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	Model Year	2016	Brand	DODGE
Body	RTKM53	Vehicle	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	04/24/2018	CAIR Type	Regular	Status	Closed
Close Date	04/25/2018	Origin	Telephone	Reason	New problem
Mileage	47,474 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	LAS VEGAS	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45625	SAHARA CHRYSLER JEEP DODGE RAM		Dealer Phone	8005065050
Dealer Address	5050 W SAHARA AVE				
	LAS VEGAS		NV	89146 3400	USA
Dealer Zone	West	Sales District		Service District	J
Subject	Customer called regarding sliding door not functioning				
Synopsis	close				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/24/2018 11:39 PM	Open
04/25/2018 12:02 AM	Closed
09/29/2018 06:00 PM	Closed

Initial Description

0108250000-Product,Electrical,Power Door Lock / Deck Lid,Other,Unknown,Power Door Lock / Deck Lid - Defective,Customer called regarding sliding door not functioning

Case Comments

Date	Comment
04/25/2018	Vehicle at DLR 45625 to have driver side sliding door repaired. Customer stated sliding door on passenger side was repaired but now driver side has same issue and is covered under extended MOPAR special contract. Customer wanted to voice concern that warranties are expiring and that is when functionalities and breakdown of parts occurring. Customer aware of current warranty and special contract expiration mileage/time. Customer is in rental vehicle per special contract provisions. Customer considering possibility of trade in.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/30/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/30/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	56,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	LAKE PARK	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	68937	NAPLETON'S NORTHLAKE CHRYSLER		**Dealer Phone**	5616220101
Dealer Address	3701 NORTHLAKE BLVD				
	LAKE PARK		FL	33403 1629	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	B
Subject	passenger door not opening.				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/30/2018 11:07 AM	Open
04/30/2018 11:16 AM	Closed
09/29/2018 02:49 PM	Closed

Initial Description

0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,passenger door not opening.

Case Comments

Date	Comment
04/30/2018	Briefly summarize why the customer is contacting Chrysler: Customer states the passenger sliding door is not opening. Briefly summarize what the customer is expecting: Customer seeking assistance finding what could be causing the passenger sliding door not to open. Agent advised customer that the vehicle will need to be diagnosed by a Chrysler dealership, agent made customer aware of the fact that the vehicle was branded flood (Michigan), fourth owner.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/01/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/01/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	48,000 Miles	**Market**	U	**Language**	English
Contact Email	nobody@external.fcagroup.com	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	SAINT JOSEPH	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	67002	SIEMANS CHRYSLER PRODUCTS		**Dealer Phone**	2694655344
Dealer Address	8961 RED ARROW HIGHWAY				
	BRIDGMAN		MI	49106 9524	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	Q
Subject	Body / Trim / Paint Finish - Inquiry				
Synopsis	Door Jam				
Customer Anomaly	Body				
	Paintwork				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	3	Vehicle Paint Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/01/2018 02:11 PM	Open
05/01/2018 02:26 PM	Closed
09/29/2018 06:07 PM	Closed

Initial Description

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

Case Comments

Date	Comment
05/01/2018	Customer stated that the Driver side slider door does not open whatsoever. If try to manually open the door by pressing button, door will not open, as well if gets in vehicle and tries to open door through the inside of vehicle, still not opening. Customer states its like the door is jammed closed. Agent advised customer will have to take vehicle into DLR for a diagnosis, customer stated she already has an appointment on Monday and DLR stated it will cost her $1300.00, customer calling to see if FCA can cover some of charges. Agent advised customer vehicle is OOW due to mileage 48,800. Basic warranty expired at 36,000.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	Model Year	2016	Brand	CHRYSLER
Body	RTYR53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	05/04/2018	CAIR Type	Regular	Status	Closed
Close Date	06/19/2018	Origin	Telephone	Reason	New problem
Mileage	14,896 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone		Contact Mobile	7176179996
Caller Address	[redacted]			Source	Customer
Caller City	MOUNTVILLE	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	68768	PROVIDENCE AUTOS		Dealer Phone	7172849900
Dealer Address	804 LANCASTER PIKE				
	QUARRYVILLE	PA	17566 9737	USA	
Dealer Zone	Mid Atlantic	Sales District		Service District	F
Subject	Continuous Quality Insight				
Synopsis	multiple vehicle issues vehicle repaired close				
Customer Anomaly					
Contact Reason	C222	Existing Case Open	Customer Anomaly		
Reason Code	After Sales - Information & Assistance requests - Customer Care - No further action needed - Closed				

Case Status History

Create Date	Status
05/04/2018 10:30 AM	Open
06/19/2018 01:12 PM	Closed
09/29/2018 03:57 PM	Closed

Initial Description

0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight

Case Comments

Date	Comment
05/04/2018	CQI Survey Record Received - DATE : 05/04/2018 Survey Number : [redacted] Quality Survey ID Number: [redacted] Survey Date : 05/03/2018 VIN Complete 17 [redacted] CQI Comments : \ I am so tired taking my car back and forth to th e dealership to fix issues such as noises on the doors,back up sensors and c amera system totally burned, etc. Im really tired of the car because I pur chased brand new car to not go back-and-forth to the dealership but I purcha sed a brand new car to feel good about it but I am totally not happy with it . I hope someone can help me like Mr.Scott Garberding or even the General Ma nager of Chrysler brand. My contact number is [redacted]
05/09/2018	Customer seeking assistance with: noises on the doors, back up sensors and camera system totally burned, etc Customer expecting: excepting assistance these reoccurring issues and or a new resolution, customer is tired of the back and forth to the dealer and this situation, customer doesn't fell valued as a customer after working with the last CM Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: any Latest call time: any Updates via text: Y[redacted] Updates via email: Y[redacted] Vehicle location: Customer Date and Time of Appointment: Allison- 05/15/2018 med appointment with: PROVIDENCE AUTOS 717-284-9900 Customer in rental: y Authorized by: Allison Rental start date: 05/14/2018
05/09/2018	reassigned to CM
05/10/2018	- ********** In-Service Date: 08/11/2016 Original Owner: yes Mileage: 14896 Vehicle purchase loyalty: 1 original Multiple Repairs/ Previous related repairs: yes MVP plans: ECS24N(active) & LWM100N (active) ********** -
05/10/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully.
05/10/2018	- ****OUTBOUND CUSTOMER CONTACT**** [redacted] Cm reached out to customer for initial contact. CM advised customer that Cm would contact on 5/15/2018 after speaking with the dealership. ********** Customer preferred contact Email- [redacted] Text- ********** -
05/10/2018	Status update provided via email to the following email address: [redacted] My name is Amy and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have: · Your case number is [redacted] · The Chrysler Case Management telephone number is: 1-(866)-932-3873 · My direct extension: 4719925 · My work hours are: 8:00am - 4:30pm EST Monday-Friday. Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation! Thank you and have a great day! Amy Mid-Atlantic I Case Manager 1-(866)-932-3873 EXT: 4719925 End of Status Update
05/14/2018	- *****CM to hold for customer's appointment on 5/15/2018****
05/15/2018	- *****OUTBOUND DEALER CONTACT**** PROVIDENCE AUTOS 68768 717-284-9900 SA Madeline CM reached out dealership for diagnosis. CM spoke with SA Madeline who states that the hinge on the sliding door needs to be replaced. SA advised they have ordered parts and they are expected to arrive tomorrow. CM advised would follow up tomorrow. Called dealership [68768] to confirm details of diagnosis. Spoke with Service Advisor Madeline What is the diagnosis? hinge on door needs to be replaced Is the concern a result of misuse/abuse/lack of maintenance? no Could the customer have caused/prevented concern? no Is the concern related to age and mileage? no Is vehicle maintained? yes What is the general condition of the vehicle? good When could it be completed? 5/16/2018 -

Date	Comment
05/15/2018	Status update provided via email to the following email address: [redacted] Good Afternoon I have spoken with the dealership and received the update that they have ordered a new hinge for the door and they are hoping to have the repair completed tomorrow. I will touch base on Thursday after the repair is completed. End of Status Update
05/16/2018	Begin Customer Message reviewed: Ok, thank you for the update End of Reviewed Customer message
05/16/2018	- *****OUTBOUND DEALER CONTACT**** PROVIDENCE AUTOS 68768 717-284-9900 SA Madeline CM reached out to dealership for update. SA Madeline advised vehicle has been completed and customer has been contacted. -
05/16/2018	Status update provided via email to the following email address [redacted] Good Morning, I have spoken with the dealership and was advised the vehicle is complete and ready for pick up. Since you are picking up the vehicle today, I will follow up on Friday instead of tomorrow so that way it gives you some time to use the door. If you have any questions, please do not hesitate to contact me End of Status Update
05/18/2018	Begin Customer Message reviewed: Thank you. Look forward to speaking with you on Friday [redacted] End of Reviewed Customer message
05/18/2018	- ****OUTBOUND CUSTOMER CONTACT**** [redacted] Customer states the vehicle is repaired. Customer states he is happy that the vehicle is repaired but is really worried on what is going to happen next. Customer states he is in and out of the dealership and it is one problem after the another. CM offered customer RHTW3 MVP, customer is unsure on whether to except. Customer is looking at buyback. CM explained to customer that he would have to take legal action on his own but cm could provide arbitration # and close the file. CM also discussed CDI with customer as customer talked about trading in the vehicle. CM will follow up with customer on 5/21/2018 around 4pm as per customer's request.
05/21/2018	- ****OUTBOUND CUSTOMER CONTACT**** [redacted] CM reached out to customer to review decision. Customer was unavailable. CM left detailed VM requesting a return call with cair information and CM's contact information. CM also advised customer that CM will follow up on Wednesday (5/23/2018) if customer does not return call.
05/22/2018	Customer is calling to speak to their case manager. Advised the customer we can transfer to the customer to the case manager.
05/22/2018	- *****INBOUND CUSTOMER CONTACT**** [redacted] Customer warm transferred. Customer returning CM's VM. Customer states over weekend the vehicle would not lock properly, the rear passenger door would not lock. Customer states he contacted the dealership and was advised to book another appointment. Customer will be dropping the vehicle off Wednesday 5/23/2018 after 4pm and the dealership will look at it on Thursday (5/24/2018). CM advised would contact dealership on 5/24/2018 for update then touch base with customer on 5/24/2018 or 5/25/2018.
05/24/2018	- *****OUTBOUND DEALER CONTACT**** PROVIDENCE AUTOS 68768 717-284-9900 SA Madeline Cm reached out to dealership for update on vehicle. CM was advised that the vehicle was dropped off but the vehicle has not been looked at . SA advised unsure of when it will be looked at but it would not be until late in the afternoon. CM advised would call back tomorrow (5/25/2018) morning.
05/25/2018	Customer contacted Chrysler to obtain assistance with reaching their CM:AM3665. Agent warm transfers the customer to CM for further assistance.
05/25/2018	-
05/25/2018	****INBOUND CUSTOMER CONTACT**** [redacted] Customer warm transferred. Customer states he is extremely tired of all the issues with the vehicle., Customer states he spoke with the dealership who stated that the Actuator needs to be replaced. Customer looking for other directions.. CM explained CM's position. Customer decided to continue to work with the CM to get the vehicle repaired. CM advised would contact the dealership for update and then email customer. Cm also advised customer that Cm would follow up on Tuesday 5/29/2018 once vehicle is picked up. - *****OUTBOUND DEALER CONTACT**** PROVIDENCE AUTOS 68768 717-284-9900 SA Madeline CM reached out to dealership for update. SA was unavailable. CM left detailed VM requesting a return call.
05/25/2018	***INBOUND DEALER CALL *** PROVIDENCE AUTOS 68768 717-284-9900 SA Madeline SA is calling and requesting to speak with CM AM3665 , SA was transferred to CM for further assistance .
05/25/2018	Dealership: 68768 - SA Madeline contact to reach CM:AM3665. Agent warm transfers the dealership to CM for further assistance.
05/25/2018	- ****INBOUND DEALER CONTACT**** PROVIDENCE AUTOS 68768 717-284-9900 SA Madeline SA warm transferred . SA advised customer was upset with having to replace the air filter. SA states they ordered the Actuator and the part should be in today. SA states that repairs should also be completed today once the part arrives. -
05/25/2018	Status update provided via email to the following email address [redacted] Good Morning, I have spoken with the dealership and they are hoping to have the repairs completed today as the part is scheduled to arrive today. I will touch base with you on Tuesday to see how the weekend went with the vehicle. Have a great weekend. End of Status Update
05/29/2018	Begin Customer Message reviewed: Thank you for the update. Could you please send me an email about the two options you offer me, about exchange car with 2018 model (if get approved) or adding the service in details so I can show my wife when she's home because of her work schedule. Thanks again End of Reviewed Customer message
05/29/2018	Status update provided via email to the following email address: [redacted] Good Afternoon, The offers that we previously discussed are: The CDI if approved is for a new purchase or lease price of an eligible vehicle purchased/leased under this program is the Employee Price (printed on the factory invoice and identified as "EP") plus a $200.00 Program fee. or A service Contract which is a road hazard which includes: Full Repair or Replacement Cost for all four (4) OEM or aftermarket tires and wheels, or Full Replacement Value (at current retail market value) for all four (4) tires and wheels where tires/wheels are no longer available. Includes cost of mounting, balancing and stems. • Up to $7,500 maximum reimbursement amount during term of plan • Includes replacement of tire pressure sensor gauge • $100 "Sign-And-Go" Towing and Roadside Assistance • $0 Deductible per repair visit • 24 Hour Service Provided by Agero, Inc. 1-800-521-2779 NOTE: Plan coverage applies only to the damaged tire and/or wheel. Tires must have a minimum of 2/32" tread depth (4/32" for trucks/sport utility vehicles) to qualify for Road Hazard coverage. Damage due to lack of maintenance, normal wear and tear, cosmetic blemishes or scratches, corrosion, loss of color, or other conditions that do not impact the ability of the wheel to hold air or be properly balanced are not covered. Please see the Plan Provision for full details. End of Status Update
05/31/2018	- *****OUTBOUND CUSTOMER CONTACT**** [redacted] CM reached out to customer for satisfaction review. CM spoke with customer and was advised that customer has not discussed the offer with his wife as she is gone away. CM advised would follow up on Monday (6/4/2018). Customer thanked CM.
06/04/2018	- ******OUTBOUND CUSTOMER CONTACT**** [redacted] CM reached out to customer to review offers. CM was unable to speak with customer. CM left detailed VM requesting a return call.
06/06/2018	- *****OUTBOUND CUSTOMER CONTACT**** [redacted] CM reached out to customer to review file and discuss offers. Customer was unavailable. CM left detailed VM requesting a return call.
06/08/2018	Status update provided via email to the following email address: [redacted] Hello, I just wanted to send you a quick email as I have tried contacting you by phone and been unable to reach you. If you wouldn't mind taking the time to contact me back so we can go over your concerns, I would really appreciate it. Thank you and have a great day! Amy Mid West Business Center Case Manager Phone: 1-866-932-3873 Ext: 4719925 End of Status Update
06/12/2018	- *****OUTBOUND CUSTOMER CONTACT**** [redacted] CM reached out to customer to review file. Customer was unavailable. CM tried calling 2 times and both times the line was busy.
06/13/2018	- *****OUTBOUND CUSTOMER CONTACT**** [redacted] Cm reached out to customer to review file. Customer was unavailable. CM left detailed VM requesting a return call.

Date	Comment
06/15/2018	Status update provided via email to the following email address [redacted]ello, I just wanted to send you a quick email as I have tried contacting you by phone and been unable to reach you. If you wouldn't mind taking the time to contact me back so we can go over your concerns, I would really appreciate it. If I do not hear back from you by end of business day Monday 6/18/2018, I will be forced to close your file. Thank you and have a great day! Amy Mid Atlantic Business Center Case Manager Phone: 1-866-932-3873 Ext: 4719925 End of Status Update
06/19/2018	Approved to close, customer has not responded after several attempts

Email(s)

Date	10/01/2018	***Subject***	Hello, I just wanted to send you a quick email a		
From		***To***	***Sent Date/Time***	06/15/2018 13:57 PM	

Hello,
I just wanted to send you a quick email as I have tried contacting you by phone and been unable to reach you. If you wouldnÂ't mind taking the time to contact me back so we can go over your concerns, I would really appreciate it.
If I do not hear back from you by end of business day Monday 6/18/2018, I will be forced to close your file.
Â

Thank you and have a great day!

Amy
Mid Atlantic Business Center Case Manager
Phone: 1-866-932-3873
Ext: 4719925

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/05/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/05/2018	**Origin**	Chat	**Reason**	New problem
Mileage	51,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	SANTA FE SPRINGS	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	45091	Greenway Chrysler Jeep Dodge Ram		**Dealer Phone**	4073069400
Dealer Address	9051 EAST COLONIAL DRIVE				
	ORLANDO		FL	32817 4176	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	E
Subject	Chat - Information				
Synopsis					
Customer Anomaly					
Contact Reason	C110	FCA Company Contact Info Request	**Customer Anomaly**		
Reason Code	FCA World - Information & Assistance requests - Corporate - Corporate - Contacts				

Case Status History

Create Date	Status
05/05/2018 08:01 PM	Open
05/05/2018 09:45 PM	Closed
09/29/2018 01:15 PM	Closed

Initial Description

0473010000-Corporate,Chat,Information,Default,Default,Chat - Information,Chat - Information

Case Comments

Date	Comment
05/05/2018	Chat ID i, with Dodge Customer Care, How may I help you today? Dylan: Hello have a 2016 Dodge grandcaravan the drivers power sliding door won't unlock and the passenger side buzzes We took it to a dealer and they claim it is the actuator on both doors and would cost me approx 1400 to fix both doors. I find this outrageous since it is only 2 years old. Dylan: I can certainly understand your concerns . I apologize for the inconvenience you are experiencing with your vehicle Dylan: May I have you confirm your full address and approximate mileage please? address is Orlando Fl the mileage is about 51000 I just bought this van in June it was a rental car prior Dylan: Thank you, I am reviewing this further for you now Dylan: I am afraid this is covered under the basic warranty which has expired due to mileage and I currently do not have any recalls for the concern you are experiencing. Customers notifying us of their concerns allows Dodge to determine if any recalls are required. I will ensure this information is documented on file for you which is reviewed internally Dylan: Please keep any documentation of any repair work incase any future recalls are determined, as you would be able to submit for reimbursement review Ok, The quote we got from the dealer is very high. We will just put up with the issue for now. Given this I am hesitant to purchase another dodge vehicle in the future. Dylan: I will certainly ensure this feedback is documented for you do apologize for the inconvenience this has caused you Thank you isconnected ('Concluded by End-user').

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/06/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/06/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	36,004 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	SCHENECTADY	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	60731	ARMORY CHRYSLER DODGE JEEP RAM		**Dealer Phone**	5186417777
Dealer Address	960 CENTRAL AVE				
	ALBANY		NY	12205 3504	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	K
Subject	will not lock				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/06/2018 03:37 PM	Open
05/06/2018 05:31 PM	Closed
09/29/2018 05:38 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108705700-Product,Electrical,Speedo/Gauges/Ometer/EIC,Intermittent or Inoperative,Default,Speedo/Gauges/Ometer/EIC - Intermittent/Inoperative,digital speedometer not matching analogue
0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,will not lock

Case Comments

Date	Comment
05/06/2018	Briefly summarize why the customer is contacting Chrysler: Customer states the passenger sliding door will not unlock. The other doors will lock and unlock The digital speedometer does not match the analogue speedometer The speedometer is 2 miles difference Briefly summarize what the customer is expecting: Customer is seeking technical assistance Agent advised a appointment will be needed to diagnose the vehicle Customer will call back once he has a appointment Agent provided CAIR # o escalate for assistance
05/06/2018	Reassigned to 861 (no diagnosis)
05/06/2018	Customer states previously the vehicle was able to diagnosis the vehicle on a test drive for speedometer
05/06/2018	Customer to set own appointment

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/07/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/08/2018	**Origin**	Chat	**Reason**	New problem
Mileage	46,000 Miles	**Market**	U	**Language**	English
Contact Email	nobody@external.fcagroup.com	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	ANKENY	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	49903	MONTEREY BAY CDJR/AVIS		**Dealer Phone**	4087242463
Dealer Address	PO BOX 651				
	PARSIPPANY		NJ	07054 0651	USA
Dealer Zone	California	**Sales District**		**Service District**	Y
Subject	Power Door Lock / Deck Lid - Intermittent or Inoperative				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/07/2018 04:47 PM	Open
05/08/2018 06:19 PM	Closed
09/29/2018 05:45 PM	Closed

Initial Description

0464100000-Corporate,Survey By-Pass,Duplicate CAIR,Default,Default,Survey By Pass - Duplicate CAIR,Survey By Pass - Duplicate CAIR
0108255700-Product,Electrical,Power Door Lock / Deck Lid,Intermittent or Inoperative,Unknown,Power Door Lock / Deck Lid - Intermittent or Inoperative,Power Door Lock / Deck Lid - Intermittent or Inoperative

Case Comments

Date	Comment
05/07/2018	[redacted]Hi, my name is Areti. How may I help you? [redacted] I have a 2016 Dodge Caravan that I purchased privately about 3months ago and the passenger side rear door lock is stuck in the unlock position. You can not move it electronically or manually. I am wanting to see if Dodge will repair this as it is clearly a defective part. Areti: Thank you for choosing Dodge, [redacted] I'm sorry to hear you're having an issue with the door lock. I'd like to look into this for you. Areti: Can you just confirm the address we have on file for you? [redacted]ankeny ia [redacted]reti: Thank you. What is the approximate mileage on your Grand Caravan? [redacted]46000 Areti: Thank you [redacted] I realize that this is passed the "mileage" part of the warranty, however this is a problem with a part completely unrelated to miles on the vehicle and I am hoping that Dodge stands by their product and the 3 year portion of the warrenty [redacted]: If this was a part that was related to miles on the vehicle I would not be contacting you Areti: The factory warranty expired at 36000 miles for the locks but that said your vehicle is still so young. We can look into possibly extending the coverage because of this. In order to do this the vehicle would need to be diagnosed by an authorized dealership's service department. Feel free to contact back after the diagnosis we can escalate this to a case manager to look into covering these costs for you, [redacted] I took it to my dealer and they said they would charge me 100 to even look at it. Areti: They would need to charge for their time just in case the issue is not due to a defect. Once a defect is confirmed we can look into waving the cost of repairs and the diagnosis. [redacted] I fail to see how this cannot be waived giving the age of the vehicle and the lack of guarantee that Dodge will stand by the product. Additionally this could be a safety issue if the lock fails in the locked position and someone is unable to exit the vehicle and it seems reasonable that Dodge would want to get to the bottom of this. [redacted] I should also let you know that since the dealer informed me of this and it could be a potential safety issue I have filed a report with the NHTSA. Areti: I'm sorry for the frustration, [redacted] this is a standard process for all warranty work including vehicle which are still under warranty. [redacted] Well, I will not be recommending Dodge to anyone as it appears that you do not stand by your vehicles. Additionally, I will work with the safety administration to ensure that Dodge is held accountable. Areti: I'm sorry to hear that [redacted] even though you are outside of your warranty we are still willing to work with you for possible coverage. If you are interested I would recommend a diagnosis so we can look into helping you out. Without a diagnosis we don't know what the vehicle needs to be repaired, once we know this we can look into possibly waving these costs to help you out. [redacted] I am fine with that and that would change my opinion, however I am not paying $100 for the possibility, if that was waived I would have had nothing but high praise. Areti: I'm sorry [redacted] we have no way to look into cost coverage without a diagnosis. This is a standard process even with brand new vehicles. [redacted]: and that is why your "warranty" doesn't mean anything. If you have to pay, it is not a warranty. One thing I learned from this is that Dodge doesn't stand by their vehicles, even if they just rolled of the lot brand new. Areti: We do stand behind our products, Kyle, but the dealership would not be able to work on your vehicle for free if there is no defect, I'm sorry. [redacted] disconnected ('Concluded by End-user').
05/07/2018	Survey by-pass - No Diagnosis / Duplicate Cair - [redacted]
05/08/2018	**Please complete Next step and reassign to 861** **Follow the 3 questions**

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/08/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/11/2018	**Origin**	Chat	**Reason**	New problem
Mileage	52,167 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	COLUMBIA	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	49944	MONTEREY BAY CDJR/EAN HOLDING		**Dealer Phone**	8317242463
Dealer Address	555 AUTO CENTER DRIVE				
	WATSONVILLE		CA	95076 3745	USA
Dealer Zone	California	**Sales District**		**Service District**	F
Subject	door actuator does not work.				
Synopsis	Door actuator needs replacing. Referred to DLR. no diagnosis falls under D-17-18.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/08/2018 07:35 PM	Open
05/11/2018 11:14 AM	Closed
09/29/2018 01:10 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108250000-Product,Electrical,Power Door Lock / Deck Lid,Other,Unknown,Power Door Lock / Deck Lid - Defective,door actuator does not work.

Case Comments

Date	Comment
05/08/2018	Chat ID [redacted]
05/08/2018	Hi, my name is Steve. How may I help you?03:27:49 PM [00:00:00] Steve says:03:28:14 PM [00:00:24] Hi [redacted] says:03:28:32 PM [00:00:42] Hi Steve, I am inquiring about my vehicle warranty and coverage for a lock actuator (??) that is not working. We purchased a 2016 van in March 2017 from a Chevy dealership. [redacted] says:03:28:47 PM [00:00:58] We're in the process of moving and I cannot find any of our purchase paperwork [redacted] says:03:29:03 PM [00:01:13] We just need to know if we have any coverage before we spend more money on getting it fixed. Thanks! Steve says:03:29:16 PM [00:01:26] For that concern I can get you over to a Chrysler advisor, is that okay? [redacted] says:03:29:21 PM [00:01:31] Yes, thank you,. Steve says:03:29:37 PM [00:01:48] You're welcome, will be one moment 'Steve' disconnected ('Transferred to Queue').03:29:56 PM [00:02:06] Hi, my name is Randolph. How may I help you?03:30:12 PM [00:02:22] Randolph says:03:30:30 PM [00:02:41] Hello [redacted] w are you today? [redacted] says:03:30:55 PM [00:03:06] Hi Randolph, I am inquiring about my vehicle warranty and coverage for a lock actuator (??) that is not working. We purchased a 2016 van in March 2017 from a Chevy dealership. We're in the process of moving and I cannot find any of our purchase paperwork. We just need to know if we have any coverage before we spend more money on getting it fixed. Thanks! Randolph says:03:32:15 PM [00:04:25] That is very upsetting to hear that the lock actuastor is not working [redacted] and you are looking for warranty information. I am glad that you have chatted in today as I will be happy to see what I can find out for you. Randolph says:03:32:47 PM [00:04:58] How many miles are on the vehicle now [redacted] Randolph says:03:33:13 PM [00:05:23] While I research this for you may I please have you verify the following information. Is this the last 8 characters [redacted] f the VIN? May I please have the name on the vehicle, full address, email and phone number for the file for future recalls? [redacted] says:03:33:37 PM [00:05:47] 52167 [redacted] says:03:33:47 PM [00:05:57] [redacted] says:03:33:52 PM [00:06:03] [redacted] says:03:33:55 PM [00:06:05] [redacted] says:03:34:07 PM [00:06:18] [redacted] Columbia MO [redacted] until June 15 [redacted] says:03:34:27 PM [00:06:37] [redacted] Manchester, MO [redacted] starting June 15 [redacted] says:03:34:51 PM [00:07:01] VIN [redacted] Randolph says:03:34:58 PM [00:07:08] Do you want the new address updated now [redacted] says:03:35:41 PM [00:07:51] Let's wait -- don't want to jinx anything while we're in the inbetween :) Randolph says:03:35:57 PM [00:08:08] Okay. Randolph says:03:36:41 PM [00:08:51] What I am showing is that the basic warranty has expired by the mileage on the 2016 CHRYSLER TOWN & COUNTRY now [redacted] says:03:36:52 PM [00:09:02] Ok Randolph says:03:37:05 PM [00:09:16] This is the case numbe [redacted] hich I have this documented on for you. [redacted] says:03:37:35 PM [00:09:45] Ok, thank you for looking into it for me Randolph says:03:37:39 PM [00:09:49] I would need to have the vehicle at the dealership or an appointment so that I can send the file to a case manager for you to see what can be done to assist you. [redacted] says:03:38:15 PM [00:10:26] Ok, I am not planning on doing that in the next few weeks. [redacted] says:03:38:44 PM [00:10:55] Thanks for your help - do you need anything else from me [redacted] says:03:39:00 PM [00:11:10] Oh, what was teh mileage expireation? 50,000? [redacted] says:03:39:02 PM [00:11:13] Not at this time. Randolph says:03:39:18 PM [00:11:28] Have I answered all of your questions today [redacted] Randolph says:03:39:21 PM [00:11:31] Is there anything else that I can look into for you today? [redacted] says:03:39:36 PM [00:11:46] What wa

Date	Comment
05/08/2018	s the mileage expiration? Randolph says:03:40:13 PM [00:12:23] 36000 miles is when the basic warranty runs out. Randolph says:03:42:50 PM [00:15:01] The basic warranty is for 36 Months or 36,000 Miles /February 18, 2019 Expired (Odometer) Randolph says:03:43:36 PM [00:15:46] Once you have the vehicle at the dealership or an appointment made please call 1-800-247-9753 so that it can be escalated for you. Randolph says:03:44:06 PM [00:16:16] Is there anything else that I can look into for you today? [redacted] says:03:47:08 PM [00:19:18] Ok thanks! No sorry i got called to the door. Randolph says:03:47:23 PM [00:19:33] That is okay. [redacted] says:03:47:28 PM [00:19:38] So we bought it at 33,341 [redacted] says:03:47:38 PM [00:19:48] we only had that much of the warranty left Randolph says:03:48:00 PM [00:20:10] I do apologize [redacted] have to use the miles that are on the vehicle now? [redacted] says:03:48:15 PM [00:20:26] right, i understand. thanks! [redacted] ' disconnected ('Concluded by End-user'). Reassign to 861 for a survey bypass for no diagnosis falls under D-17-18.
05/09/2018	by pass added. please close

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/11/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/11/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	36,509 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	ANDALUSIA	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	44723	MASSEY CHRYSLER CENTER INC		**Dealer Phone**	3344273040
Dealer Address	602 WEST BYPASS				
	ANDALUSIA		AL	36420 4731	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	G
Subject	Power Door Lock / Deck Lid - Defective				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/11/2018 04:03 PM	Open
05/11/2018 05:00 PM	Closed
09/29/2018 01:33 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108250000-Product,Electrical,Power Door Lock / Deck Lid,Other,Unknown,Power Door Lock / Deck Lid - Defective,Power Door Lock / Deck Lid - Defective

Case Comments

Date	Comment
05/11/2018	Briefly summarize why the customer is contacting Chrysler: customer calling as rear passenger door on driver side will not unlock. advised to have vehicle diagnosed. Offered to locate dealership in area but offer declined. Briefly summarize what the customer is expecting: assistance with power lock.
05/11/2018	Sent for survey by-pass due to no diagnosis and under warranty.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/14/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/18/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	9,170 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	PEMBROKE PINES	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	44940	AUTONATION CHRYSLER DODGE JEEP		**Dealer Phone**	9544412000
Dealer Address	13601 PINES BLVD				
	PEMBROKE PINES		FL	33027 1511	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	A
Subject	Caller states that Door Latch needs to be replaced				
Synopsis	Customer has vehicle repaired.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/14/2018 03:09 PM	Open
05/18/2018 01:27 PM	Closed
09/29/2018 04:36 PM	Closed

Initial Description

0108250000-Product,Electrical,Power Door Lock / Deck Lid,Other,Unknown,Power Door Lock / Deck Lid - Defective,Caller states that Door Latch needs to be replaced

Case Comments

Date	Comment
05/14/2018	Briefly summarize why the customer is contacting Chrysler: Caller states that they took the vehicle to the Dealer for a Repair to the rear sliding Door Latch and the vehicle will be at the dealer for 24 - 48 hours and the dealer does not have a rental or loaner available. Briefly summarize what the customer is expecting: Caller is seeking a rental or loaner during the repair. * Customer seeking assistance with: [Caller is seeking assistance with a Rental or Loaner]. Customer expecting: [Caller seeking a Loaner or Rental]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone numbe[redacted] Earliest call time: any time Latest call time: Updates via text: Y[redacted] Updates via email: Y[redacted]ehicle location: [DLR] Date and Time of Appointment: [Vehicle is at the dealer]. Confirmed appointment with: [Vehicle is at the dealer] Customer in rental: N Dealer advised they do not have a Loaner or Rental available. Rental start date: [Not Applicable] Reassigned to 97X.
05/14/2018	Called DLR, stated that SA is Maurell. Stated that they couldn't give him a loaner at that moment. They ordered the latch. This is not a repeat issue. Customer is loyal to DLR. Vehicle should be ready tomorrow. Repair is under warranty. SA stated that he was able to get him into a rental provided by the DLR. Agent wont contribute since DLR will cover and it is only for one day. Agent will contact customer and SA is okay with follow up tomorrow.
05/14/2018	Called customer, left voicemail.
05/14/2018	Status update provided via email to the following email address[redacted] Hello, my name is Elena and I have been assigned as your Case Manager. This email is confirmation that your case, [redacted] was successfully escalated to me. After I review the details of your case, I will be calling you at your preferred number[redacted] My office hours are from 8:00 AM to 4:30 PM (Eastern Time zone). If your preferred telephone number mentioned above isn't correct, please reply with the correction. My phone number is 844-378-0573 EXT. 81484. You are more then welcome to use this email to contact me at any time as well. End of Status Update
05/14/2018	Agent will follow up tomorrow in regards to repair.
05/15/2018	Begin Customer Message reviewed: Good Evenning, I am sorry I didn't return your phone call today. You can call me tomorrow first thing in the morning. End of Reviewed Customer message
05/15/2018	Called customer, left voicemail.
05/15/2018	Status update provided via email to the following email address:[redacted] Good morning, I just left a voicemail stating that the dealer stated that the vehicle should be ready by today. I will be contacting them later in the day as well to ensure this. They should be giving you a call once the repair is completed. I will let you know once I do receive anything from them. Thank you. Elena End of Status Update
05/15/2018	Agent will contact DLR SA later in day in regards to status of repair.
05/15/2018	Customer called, stated that yes he is in a loaner and he was told that the vehicle should be ready today by 5PM. Customer stated that he wasn't offered a rental package when he purchased the vehicle. Customer stated that he did have a hard time getting a loaner from the vehicle but he was able to get one in the end. Customer will contact agent once he picks up vehicle and if there is an issue with the loaner. Agent will follow up tomorrow if customer does not contact today.
05/16/2018	Called customer, stated that he did pick up his vehicle this morning. So far everything is good and in working in order. Customer is okay with follow up Friday before case closure.
05/18/2018	Called customer, left voicemail. Agent will close case.

Email(s)

Date	10/01/2018	***Subject***	Good morning, I just left a voicemail stating that		
From		***To***	***Sent Date/Time***	05/15/2018 12:51 PM	

Good morning, I just left a voicemail stating that the dealer stated that the vehicle should be ready by today. I will be contacting them later in the day as well to ensure this. They should be giving you a call once the repair is completed. I will let you know once I do receive anything from them. Thank you.

Elena

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/14/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/01/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	53,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	BLACKSBURG	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	42241	MOTOR MILE CHRYSLER JEEP DODGE		**Dealer Phone**	5403822981
Dealer Address	2395 ROANOKE STREET				
	CHRISTIANSBURG		VA	24073 2563	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	K
Subject	Customers locking mechanisms are broken.				
Synopsis	closed				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/14/2018 08:40 PM	Open
06/01/2018 11:45 AM	Closed
09/29/2018 06:58 PM	Closed

Initial Description

0467000000-Corporate,Goodwill Escalation Matrix,Escalated,Default,Default,Goodwill Escalation Matrix - Escalated,Customer looking for cost assistance.
0108250200-Product,Electrical,Power Door Lock / Deck Lid,Defective,Unknown,Power Door Lock / Deck Lid - Defective,Customers locking mechanisms are broken.

Case Comments

Date	Comment
05/14/2018	**********Customer Email Address Updated********** Customer has updated the email address from [redacted] to [redacted] for further communication or for surverys.
05/14/2018	Customer states that her door locking mechanisms on both sides stopped working. Customer states the one on the right starting making a noise anytime she attempted to lock the doors last year around October. DLR informed her at that time that they locking mechanism would need to stop working completely before they repaired it. Customer states the left locking mechanism stopped working out of no where last week. Customers vehicle is currently at the DLR getting the left side fixed. Customer wants to know if we can provided some cost assistance with the repair for her. Agent informed the customer that he would be escalating the case and someone would be contacting her within 1 business day. Customer seeking assistance with: Cost assistance with repair. Customer expecting: Cost assistance with repairs. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: 8 am EST Latest call time: 11 pm EST Updates via text: Yes [redacted] Updates via email: Yes [redacted] Vehicle location: Dealer. Customer to pick up vehicle 5/14 at 6 PM Date and Time of Appointment: Vehicle was dropped off at DLR on 5/7 Confirmed appointment with: Customer Customer in rental: no Authorized by: n/a Rental start date: n/a
05/15/2018	Reassigned to CM
05/15/2018	********** OUTBOUND DEALERSHIP CONTACT ********** MOTOR MILE CHRYSLER JEEP DODGE | 42241 | 540-382-2981 | Travis CM attempted to reach the DLR but received VM for Travis (SM). Left VM for a return call.
05/15/2018	704-662-2180 has been activated for text message communication.
05/15/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1848LL****** This is Letosha from FCA Case Management. My phone number is 1-866-932-3873 and my extension is 4719227. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
05/15/2018	********** OUTBOUND CUSTOMER CONTACT ********** [redacted] CM spoke with the customer and advised that we need to hear from the SM to see about GW considerations. CM advised that we don't know what we can do due to the mileage. CM advised we will try to see what we can do but it may not be much. CM advised once we speak with the SM we will contact her. Customer thanked CM.
05/15/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully.
05/15/2018	**********BC 35 REVIEW********** In-Service Date: 01/08/2016 Original Owner: NO Mileage: 53000 Vehicle purchase Loyalty: 1 NEW, 1 USED Multiple Repairs/ Previous related repairs: NO MVP plans: NO Basic expires: January 8, 2019 Expired (Odometer) Powertrain expires: January 8, 2021 32 Months or 7,000 Miles **********
05/15/2018	Text message received from [redacted]
05/15/2018	Task To Dealer: Writer is inquiring if there is an update on the diagnosis of the vehicle? Task Type: Has vehicle been diagnosed Notification of an Assigned Task sent to Dealer at email [redacted]
05/15/2018	*** INBOUND CUSTOMER CONTACT ** [redacted] Customer called seeking an update. Customer advised that her vehicle is ready to be picked up this evening but she wants to speak to her CM before picking it up as she is looking for cost assistance. CM advised that her CM has been unable to reach the dealer and will need more information before she can offer any assistance. Customer is requesting a call as soon as possible tomorrow regarding if cost assistance will be offered, CM advised it will be noted she is looking for a call back.

Date	Comment
05/16/2018	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Tue May 15 16:33:18 EDT 2018 Text: Hi Letosha. Any update? ********** End SMS Reply From Customer **********
05/16/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1848LL****** I am still waiting for the service manager to give me a call back. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
05/16/2018	Text message received from [redacted]
05/16/2018	Task closed by : T1848LL On date : 05/16/2018 08:28:23 AM Task Type : Has vehicle been diagnosed Writer is inquiring if there is an update on the diagnosis of the vehicle?
05/16/2018	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Wed May 16 08:20:15 EDT 2018 Text: Shelor just called me and said one door was going to be warrantied. ********** End SMS Reply From Customer **********
05/16/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1848LL****** Awesome. Ill still try for the other door. He still hasn't called me back and I don't have an email for him.. Ill try again today. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
05/16/2018	Text message received from 704-662-2180
05/16/2018	********** Start SMS Reply From Customer ********** Phone Number [redacted] Recieved Date: Wed May 16 09:57:43 EDT 2018 Text: Perfect! Thank you!!! ********** End SMS Reply From Customer **********
05/16/2018	********** OUTBOUND DEALERSHIP CONTACT ********** MOTOR MILE CHRYSLER JEEP DODGE | 42241 | 540-382-2981 | Travis CM attempted to contact the DLR but received VM. Left VM for a return call.
05/16/2018	- Email sent to SM
05/16/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1848LL****** I just send a service manager named carson an email. Hopefully he responds. I did try to call them and left another voicemail. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
05/16/2018	Text message received from [redacted]
05/16/2018	********** INBOUND DEALERSHIP CONTACT ********** To: Larade Letosha (FCA); We are covering one door latch as goodwill. The other will be the customers responsibility. Thank you
05/16/2018	Carson
05/16/2018	********** OUTBOUND CUSTOMER CONTACT ********** [redacted] CM spoke with the customer and informed him as per lines 120-122. Customer thanked CM. CM advised we would follow up after the repairs.
05/18/2018	- Waiting on repairs.
05/22/2018	- Email sent to SM
05/22/2018	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Wed May 16 13:20:06 EDT 2018 Text: Thank you for the updates. I have not heard anything new from them on my end. ********** End SMS Reply From Customer **********
05/22/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1848LL****** Good Afternoon, I am just waiting for the service manager to email me back. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
05/23/2018	CM is waiting for an email from SM
05/24/2018	.
05/24/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1848LL****** The service manager is not emailing me back so ill try calling them to get an update. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
05/24/2018	********** OUTBOUND DEALERSHIP CONTACT ********** MOTOR MILE CHRYSLER JEEP DODGE | 42241 | 540-382-2981 CM spoke with the DLR and was informed that Nathan is gone for the rest of the week. The driver side sliding door wouldn't open. Attempted it and they removed the handle. They looked at the door and was informed that there was a latch failure. They replaced the door lock actuator. The rolling bearings are failing but the customer declined that service.
05/25/2018	********** OUTBOUND CUSTOMER CONTACT ********** [redacted] CM spoke with the customer and was informed that the vehicle is working great. Customer would like to speak with CMs supervisor to give a Koodos call. CM thanked customer and advised we will have our supervisor reach out to her. CM thanked the customer. - Customer has requested Supervisor callback Preferred daytime number: [redacted] Preferred evening number: [redacted] Reason for request [redacted] wants to give a koodoos call. CAIR assigned to: (SM2149) CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within one (1) business day
05/29/2018	- ---OUTBOUND SUPERVISOR [redacted] Writer contacted the customer to follow up with concerns; however, customer was not available. Writer left VM for a return call.
05/30/2018	- ---OUTBOUND SUPERVISOR CONTACT--- [redacted] W - ---OUTBOUND SUPERVISOR CONTACT--- [redacted] Writer contacted the customer to follow up with concerns; however, the line only rang busy. Writer will attempt again: 05/31/2018
05/31/2018	- ---OUTBOUND SUPERVISOR CONTACT--- [redacted] Writer contacted customer to follow up with concerns. Customer informed CM did a great job. Writer thanked customer for their time.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYS53	**Vehicle**	CHRYSLER TOWN & COUNTRY LTD PLATINUM WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/15/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/15/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	40,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	WOODBURY	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	65674	EAST HILLS CHRYSLER JEEP DODGE		**Dealer Phone**	5166219191
Dealer Address	2300 NORTHERN BLVD				
	GREENVALE		NY	11548 1210	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	G
Subject	Survey By Pass - No Diagnosis				
Synopsis	close				
Customer Anomaly					
Contact Reason	C222	Existing Case Open	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Customer Care - No further action needed - Closed				

Case Status History

Create Date	Status
05/15/2018 04:39 PM	Open
05/15/2018 05:50 PM	Closed
09/29/2018 06:00 PM	Closed

Initial Description

0200002100-Dealer,Unknown,Unknown,Rude / Discourteous,Default,Dealer Rude / Discourteous,Dealer Rude / Discourteous
0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis

Case Comments

Date	Comment
05/15/2018	Customer states took vehicle to dealer for repairs because the passenger side sliding door will not open. States he received a call from the dealer asking his approval to diagnose the vehicle because there is a possibility that there may be some damage to the vehicle which the dealer will not cover. Customer is irate and insists that Chrysler should pay for any damage to vehicle during the diagnostic process. Vehicle is out of basic warranty however customer has a service contract with Zurich. Spoke with Mark at the dealer who confirmed customer's statements and stated that it is standard procedure for them to advise customers of the possibility of damage during the diagnostic process for which the dealer is not responsible. States that when the vehicle is diagnosed they will contact the service plan to verify coverage of both the repairs on the door and any possible damage to the vehicle during the process. Customer is unwilling to accept this and insists that Chrysler pay for any damage incurred outside of the door repairs. Mark at dealership states that service manager will be calling the customer to further reinforce their policy. Any payment decisions will have to wait until the vehicle is diagnosed.
05/15/2018	Customer requested and was given case number and the first initial of the agent's last name.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/17/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/17/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	74,250 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	FISHERS	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	61884	TOM O'BRIEN CHRYSLER JEEP DODGE		**Dealer Phone**	3178054400
Dealer Address	4630 E 96TH STREET				
	INDIANAPOLIS		IN	46240 3742	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	M
Subject	Customer is having trouble with repairs at a dealership.				
Synopsis	Customer to get diagnosis from dealership.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/17/2018 09:38 PM	Open
05/17/2018 09:49 PM	Closed
09/29/2018 04:13 PM	Closed

Initial Description

0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,Customer is having trouble with repairs at a dealership.

Case Comments

Date	Comment
05/17/2018	Customer is having trouble with repairs at a dealership. Customer stated that he took his vehicle to the dealership, Bill Estes Chevrolet & Buick, to have the vehicle fixed. Customer stated that they 'fixed' the issue, but then he heard a loud clicking noise and then the doors started to malfunction even worse than before he took it in. Customer stated that the door that was working fine is now broken and the door he originally took it in for is doing the same thing. Customer states that they told him it was the Automatic Door Lock Actuator. Customer is afraid that it was the dealer's fault that these issues arose, and they are quoting him $1400 to fix it. Agent advised that she only has one Bill Estes dealership and it is in Brownsburg, not Indianapolis. Agent then advised that he should take it to an FCA certified dealership to have them verify what is going on with this vehicle. Customer stated that he will do so.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/17/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/27/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	48,000 Miles	**Market**	U	**Language**	English
Contact Email	nobody@external.fcagroup.com	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	MULBERRY	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45696	Thunder Chrysler Dodge Jeep Ram		**Dealer Phone**	8635330793
Dealer Address	1425 W MAIN ST				
	BARTOW		FL	33830 4316	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	U
Subject	Passenger door will not latch				
Synopsis	Closing case				
Customer Anomaly	Electronics				
	Control Systems (BCM, etc.)				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	10	Body Control Module (BCM) issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/17/2018 09:43 PM	Open
06/27/2018 05:29 PM	Closed
09/29/2018 05:35 PM	Closed

Initial Description

0464230000-Corporate,Survey By-Pass,No Response / Unable To Reach,Default,Default,No Response / Unable To Reach,No Response / Unable To Reach
0108905700-Product,Electrical,Body Wiring,Intermittent or Inoperative,Default,Body Wiring - Intermittent or Inoperative,Passenger door will not latch

Case Comments

Date	Comment
05/17/2018	Briefly summarize why the customer is contacting Chrysler: Customer is calling about his door latch on passenger side will not open and close as he has to manually unlock it. Customer states that they have to always keep it unlocked. Customer said he called the DLR and they said in order they have to fix it, they have to completed change the door latch it will be about $700 in repair. They vehicle is currently at DLR for strut repair. Briefly summarize what the customer is expecting: To have vehicle issue reviewed for GW Assistance Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: Anytime Latest call time: Anytime Updates via text: Y Updates via email: N Vehicle location: 49983 Date and Time of Appointment: 5/17/2018 Confirmed appointment with: SM Chris and Gus, 49983 Customer in rental: N Authorized by: NA Rental start date: NA 86x
05/18/2018	See next steps
05/18/2018	Agent called Customer Customer back and Customer clarified that her vehicle is at Thunder Chrysler: 45696. 86x
05/21/2018	Customer is calling in to verify status on case. Agent called Dealer Verified 66-45696 The agent spoke to SA Gus and verified vehicle is there Door latch on the sliding door and strut mount barrings were the dealer diagnoses. SA advisor is waiting for vehicle to be picked up.
05/21/2018	Called customer: Issue was not covered, explained to brother-in-law of customer that he has nothing to do with case who isn't related to customer.
05/21/2018	Called Dealer***^^
05/22/2018	Customer called stated that she would like a call back from CM.
05/22/2018	Called dealer: $550.39. $167.74. Labor, $718.13 Full price. Clicking noise - $387.80 Parts - $164.12
05/22/2018	FCA CAC authorizes this one-time warranty goodwill of $100 copay for the latch assembly, leaving FCA to cover the remaining $618.13.
05/22/2018	Informed customer of goodwill. Customer is happy.
05/25/2018	Waiting on repair
05/30/2018	Waiting on repair
06/01/2018	Waiting on repair
06/05/2018	Repair due for tomorrow
06/07/2018	Called customer: No answer. Left VM
06/19/2018	Called customer: No answer. Left VM.
06/26/2018	Called customer: No answer. Left VM. Closing case.
06/27/2018	TL monitored contact attempts and added Survey By-pass for No Response.
06/27/2018	Customer's issue was taken care of via goodwill. Called 3 times in order to follow up repair, no answers. Closed case

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/21/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/25/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	47,000 Miles	**Market**	U	**Language**	English
Contact Email	nobody@external.fcagroup.com	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	MARIETTA	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	66999	ED VOYLES CHRYSLER JEEP DODGE		**Dealer Phone**	7704291100
Dealer Address	789 COBB PKWY S				
	MARIETTA		GA	30060 9222	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	J
Subject	Door won't open				
Synopsis	Vehicle Fixed.				
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/21/2018 04:09 PM	Open
05/25/2018 02:05 PM	Closed
09/29/2018 01:45 PM	Closed

Initial Description

0205022150-Dealer,Service/Body Shop,Personnel,Discourteous/ Rude,Service Management,Discourteous Service Department Management,discourteous service department
0205016100-Dealer,Service/Body Shop,Transaction,Satisfactory Repairs,Default,Satisfactory Repairs to Vehicle,waited two days vehicle was not fixed
0205022159-Dealer,Service/Body Shop,Personnel,Discourteous/ Rude,Body Shop Management,Discourteous Body Shop Management,discourteous service department
0123035609-Product,Body / Trim / Paint Finish,Body Hardware,Misaligned / Poor Fit,Door-Sliding,Sliding Door Hardware - Misaligned / Poor Fit,Door won't open

Case Comments

Date	Comment
05/21/2018	Customer stated she has taken vehicle into dealer multiple times now to fix sliding door Customer stated the service department has been very rude Customer stated she had 10am app on 05/17/18 vehicle was not looked at until 05/19/18 around 5pm Dealer did not offer loaner or rental Customer stated she was upset and reached out to service manager SM stated : "it's not our problem, we are backed up" Dealer stated vehicle was fixed and bill was $630.oo Customer inquired about a discount for having to wait with not rental or loaner for 3 days. SM stated "it is what it is " Customer paid bill and went to get into vehicle the door still did not open Dealer stated because customer was rushing dealer they made a mistake Dealer offered rental to customer to leave vehicle over weekend Customer picks up vehicle on 05/21/18 10am Customer returns home and door will not open Dealer offers rental and has vehicle again Customer seeking assistance with repair Agent advised escalation and informed customer of criteria and time fram – Customer seeking assistance with: VEHICLE SLIDING DOOR Customer expecting: VEHICLE FIXED Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: ANYTIME Latest call time: ANYTIME Updates via text: Y/N [Mobile number] Updates via email: Y/N [Email address] Vehicle location: [ED VOYLES CHRYSLER JEEP DODGE Date and Time of Appointment: [05/21/18 Confirmed appointment with: [SM WILLIAM FLETCHER Customer in rental: Y Authorized by: DLR Rental start date: 05/21/17
05/21/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully.
05/22/2018	Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 81021
05/22/2018	SM states that the vehicle is now repaired and DLR will get with CST to let her know it is ready.
05/22/2018	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 81021.
05/23/2018	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 81021.
05/24/2018	CM spoke with CST on 5/23/18 around 5:30pm. CST expressed frustration with the DLR's inability to repair her vehicle on the first try. CM explained the process and that sometimes repairs seem to work and then they don't. CM asked CST to test out vehicle when she picks it up on 5/24/18 and to touch base with CM when she does. CST agreed.
05/25/2018	Tech Pod is still looking into it.
05/25/2018	Please disregard line 55.
05/25/2018	CM called CST and CST stated that the door is working. CM is closing case.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2015	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	05/21/2018	CAIR Type	Regular	Status	Closed
Close Date	05/22/2018	Origin	Telephone	Reason	New problem
Mileage	61,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	THORNTON	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
Dealer	49983	CHAMPION CJD/EAN HOLDINGS LLC		Dealer Phone	3178726200
Dealer Address	4505 W 96TH ST				
	INDIANAPOLIS		IN	46268 3107	USA
Dealer Zone	Great Lakes	Sales District		Service District	9
Subject	Recall				
Synopsis					
Customer Anomaly					
Contact Reason	C77	Complaint That Recall Campaign Not Yet Launched	Customer Anomaly		
Reason Code	After Sales - Complaint - Recall Campaign - Recall Campaign - Campaign not yet launched				

Case Status History

Create Date	Status
05/21/2018 07:25 PM	Open
05/22/2018 06:42 PM	Closed
09/29/2018 02:38 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0415000000-Corporate,Recall,Default,Default,Default,Recall,Recall

Case Comments

Date	Comment
05/22/2018	Customer call in wanted to know if the van have open recall. Advise customer that the van have no open recalls. Customer stated that the van have temperature issues and the passage right side door will not open. Advised customer that the van will need to be diagnosed at the dealership first.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYS53	**Vehicle**	CHRYSLER TOWN & COUNTRY LTD PLATINUM WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/22/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/05/2018	**Origin**	Letter	**Reason**	New problem
Mileage	43,848 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	WOODBURY	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	65674	EAST HILLS CHRYSLER JEEP DODGE		**Dealer Phone**	5166219191
Dealer Address	2300 NORTHERN BLVD				
	GREENVALE		NY	11548 1210	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	G
Subject	Power Door Lock / Deck Lid - Defective				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/22/2018 02:38 PM	Open
06/05/2018 06:12 PM	Closed
09/29/2018 04:54 PM	Closed

Initial Description

0459000000-Corporate,Reimbursement,Default,Default,Default,Corporate - Reimbursement,Corporate - Reimbursement
0108250000-Product,Electrical,Power Door Lock / Deck Lid,Other,Unknown,Power Door Lock / Deck Lid - Defective,Power Door Lock / Deck Lid - Defective

Case Comments

Date	Comment
05/22/2018	Customer called stating that his sliding door on vehicle wouldn't open. Customer took vehicle to dealership for repair. Customer called before to get assistant from Chrysler but customer did have another a secondary sc and had to get assistance from them. Customer called in today from dealership stating that he still have to pay for the labor fee and order to pick up his vehicle, Customer states that he feels as the vehicle was unsafe and he was unable to get his grandchildren out or in the vehicle, and he shouldn't have to pay for the repair. Writer talked to the dealer SM John and he stated that it wasn't anyway to get the door open they had to tear the door apart to repair the vehicle and that the customer secondary SC did pay only for the part and he now owe for the one day labor of the repair. Writer explain to customer that I could escalate for review of the case manager but it will take up to one business day customer ok Writer considering goodwill for customer also dealer SM John stated that it will have to be appoved by chyrsler. Customer seeking assistance with: [Sliding door jammed]. Customer expecting: [Assistance getting repair labor paid]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number:[redacted] Earliest call time: 9am Latest call time: 10pm Updates via text: N [Mobile number] Updates via email: N [Email address] Vehicle location: [Dealer EAST HILLS CHRYSLER JEEP DODGE] Date and Time of Appointment: [Insert Date and Time] N/A. Confirmed appointment with: [Dealer65674 and Dealer Contact516-621-9191 SM John] Customer in rental: Y/ loaner Authorized by: Dealer Rental start date: [Date]
05/22/2018	Reassigned to CM
05/22/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully.
05/22/2018	- ********** In-Service Date: Original Owner: YES Mileage: 43848 Vehicle purchase loyalty: 2 original 1 used Multiple Repairs/ Previous related repairs: MVP plans: no Other: Third party SC ********** -
05/22/2018	******REPAIR HISTORY******* RO#: n/a RO Details: n/a ********** -
05/22/2018	*****OUTBOUND DLR CONTACT***** 65674 I EAST HILLS CHRYSLER JEEP DODGE I 516-621-9191 CM contacted DLR and spoke to SM John who stated that the vehicle was repaired and picked up. SM stated that the customer brought the vehicle in as the door would not open. Upon diagnosis they had to brake the door to repair it as it would not open. SM stated that the customer has a third party SC with Zerik that advised they will pay for the parts not labor to brake the door and if by braking the door they damage anything else they will not cover that as well. - SM stated that the customer was charged for the panel, Labor and deductible customer is seeking assistance for the cost of the panel and labor. SM stated that he has seen this issue before and STAR and Chrysler covered under basic warranty. -
05/22/2018	- ****OUTBOUND CUSTOMER CONTACT**** [redacted] CHRYSLER CM contacted customer to advise we can review possible reimbursement for the Panel and labor but as he has a third party SC we will not be able to review deductible. CM was not able to reach customer but LVM with CAIR and contact number for callback. -
05/22/2018	Custome[redacted]ontacted seeking to speak with CM, agent transferred to VM.
05/22/2018	Customer is seeking to speak with CM1444, and agent reached out however, agent was not available, and customer did not want to leave a VM. Agent asked if agent could document anything for CM to see. Agent did mention that CM was trying to reach customer. Agent referred to lines 74-76, and that reimbursement will be reviewed, and FCA can not review the deductible, as this is a third party SC. Customer understood and was very happy with this. Customer states, cost without deductible is $441.85. Agent sent a link for customer to send documents for review.

Date	Comment
05/22/2018	Customer husband would like to use his email for reference on this case, [redacted]
05/22/2018	**********Customer Email Address Updated********** Customer has updated the email address from [redacted] to [redacted] for further communication or for surverys.
05/22/2018	****** Below Customer Contacted for Documentation Request ***** [redacted] on 2018-05-22 @ 16:24
05/22/2018	Omit line 91-incorrect.
05/22/2018	Customer calling and looking to see if we received his documents Agent asked if he replied to the email or clicked the link Customer replied Agent advised how to use the link in the email sent
05/23/2018	***** Customer Document Received *****
05/23/2018	****** Below Customer Contacted for Documentation Request ****** [redacted] n 2018-05-23 @ 09:40
05/23/2018	****** Below Customer Contacted for Documentation Request ****** [redacted] n 2018-05-23 @ 09:40
05/23/2018	****** Below Customer Contacted for Documentation Request ****** [redacted] n 2018-05-23 @ 09:40
05/23/2018	Customer asked for fax number and additional documentation links, as he was unable to send in all of his documentation previously. Customer would obviously like to get this issue expedited to the level possible. He also mentioned an additional $175 charge that was not mentioned in this documentation that he wanted to get covered.
05/24/2018	- ****OUTBOUND DEALER CONTACT**** [redacted] CHRYSLER Writer reviewed documents and it its only showing the total not taking away what third party SC covered. Writer tried contacting customer to advise that we need to see the total the customer ended up paying to reimbursement review but reached voicemail. Writer did leave message.
05/24/2018	customer called in returning a call from KW692, agent was able to warm transfer him to CM
05/24/2018	- ****INBOUND CUSTOMER CONTACT***** [redacted] CHRYSLER Customer states that there were additional charges that were not covered under the service contract due to the trim being damaged while trying to get the door open. - Customer states that he hasn't paid for the fixing for the additional piece of trim it is $175 and customer would also like that to be covered. - Household has 4 new, 5 used.
05/25/2018	- Line 115 should read Customer contact. - Waiting for customer to fax in proof of payment/something showing what he actually paid after S.C coverage.
05/29/2018	Awaiting faxing information to be received.
05/31/2018	Status update provided via email to the following email address [redacted] I wanted to follow up with you as we need proof of payment (credit or debit card slip) as well as breakdown of what was and was not covered under your service contract. If you have any questions or concerns please contact me at 1-844-827-2006 ext 471 8501. Thank you Dallas FCA Case Manager End of Status Update
05/31/2018	**INBOUND CUSTOMER CONTACT** Writer advised customer of lines 143-148 Writer advised customer that CM is on another call but would address the concern that customer is looking for a call back.
06/01/2018	POSTMARK DATE: 060118; DATE RECEIVED: 060118
06/05/2018	- *****OUTBOUND DLR CONTACT***** 65674 I EAST HILLS CHRYSLER JEEP DODGE I 516-621-9191 CM contacted DLR and spoke to SM John who stated that Zurich covered $719.00 and customer paid $309.82 this included an oil change that was $29.99. -
06/05/2018	********** **********AS A ONE TIME GOODWILL**********- Writer is suggesting reimbursement as a goodwill gesture per customer satisfaction. Customer's proof of payment is: Car payment In-Service Date: 04/04/2016 Original Owner: YES Mileage: 43848 Loyalty: 4 new, 5 used. Multiple Repairs: NO Authorized Chrysler Dealership:EAST HILLS CHRYSLER Service Contract/Warranty: Writer is submitting check for approval in the amount of $ $309.82 ********** ********** -
06/05/2018	****INBOUND CUSTOMER CONTACT***** [redacted] CHRYSLER CM contacted customer to advise lines 176 CM was not able to reach customer directly but LVM with CAIR and contact number for callback. -
06/05/2018	****INBOUND CUSTOMER CONTACT***** [redacted] CHRYSLER Customer called returning CM call CM advised lines 179 customer thanked CM and advised he was also seeking to have the striping covered as they had to take this off to repair the window but was going to be an additional $175 so customer declined. CM advised we can not review reimbursement for this if it was not repaired at the DLR. Customer understood and stated that he will make an appointment with the DLR to have this repaired and will follow up with CM to have a new CAIR opened to have this reviewed CM offered to keep case open until repairs have been completed customer declined as he is unsure when he can bring it in CM understood. Customer accepts and verifies the check should be mailed to the following name and address: [redacted], WOODBURY , NY- [redacted]

Email(s)

Date	10/01/2018	***Subject***	Good Afternoon [redacted] I wanted to follow up with y		
From	[redacted]	***To***		***Sent Date/Time***	05/31/2018 15:37 PM

Good Afternoo[redacted]
I wanted to follow up with you as we need proof of payment (credit or debit card slip) as well as breakdown of what was and was not covered under your service contract.
If you have any questions or concerns please contact me at 1-844-827-2006 ext 471 8501.
Thank you
Dallas
FCA Case Manager

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	Model Year	2016	Brand	CHRYSLER
Body	RTKX53	Vehicle	DODGE WAG GRAND CARAVAN R/T ON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	05/22/2018	CAIR Type	Regular	Status	Closed
Close Date	05/29/2018	Origin	Telephone	Reason	New problem
Mileage	37,000 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	LOMBARD	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	36277	LARRY ROESCH CHRYSLER-JEEP-DODGE,		Dealer Phone	6308348000
Dealer Address	200 W GRAND AVE				
	ELMHURST		IL	60126 1136	USA
Dealer Zone	Midwest	Sales District		Service District	A
Subject	Warranty/goodwill consideration				
Synopsis	Goodwill consideration				
Customer Anomaly					
Contact Reason	C106	Warranty Information Request	Customer Anomaly		
Reason Code	After Sales - Information & Assistance requests - Warranty - Warranty - General information				

Case Status History

Create Date	Status
05/22/2018 03:42 PM	Open
05/29/2018 06:33 PM	Closed
09/29/2018 12:52 PM	Closed

Initial Description

0424000000-Corporate,Warranty Coverage,Default,Default,Default,Request for Warranty Coverage Information,Warranty/goodwill consideration

Case Comments

Date	Comment
05/22/2018	Customer called in to report that her drivers side slider door is locked and cannot be opened by controls within the vehicle or by the remote key fob. Customer is approximately only 1000k over basic warranty and only 2 years old. Customer has been loyal to the DLR and would like to see if she can receive any goodwill consideration for this repair as she had it diagnosed already and has an estimate of over $1000 to fix the issue.
05/22/2018	Customer seeking assistance with: repair lock/unlock mechanism inside door on vehicle [Insert Vehicle Concern]. Customer expecting: Help or warranty consideration for repair costs [Insert Request]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number [redacted] Earliest call time: anytime Latest call time: anytime Updates via text: Y/N [Mobile number] N Updates via email: Y/N [Email address] N Vehicle location: [Customer/Dealer/IRF] with Customer Date and Time of Appointment: [Insert Date and Time]. N/A Confirmed appointment with: [Dealer and Dealer Contact] N/A Customer in rental: Y/N N Authorized by: N/A Rental start date: [Date] N/A
05/31/2018	Customer called in inquiring about the case and why they haven't had a response yet Agent informed customer that they didn't meet the qualifications for goodwill and apologized

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTKX53	**Vehicle**	DODGE WAG GRAND CARAVAN R/T ON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/22/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/22/2018	**Origin**	Chat	**Reason**	New problem
Mileage	63,587 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	CHARLOTTE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	X7850	EAN HOLDINGS - HARTFORD		**Dealer Phone**	8608837134
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	back door wont open				
Synopsis	closing				
Customer Anomaly	Body				
	Trunk				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	7	Trunk Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/22/2018 08:00 PM	Open
05/22/2018 08:57 PM	Closed
09/29/2018 05:34 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0123030020-Product,Body / Trim / Paint Finish,Body Hardware,Other,Trunk/Deck Lid/Hatch,Trunk / Deck Lid / Hatch Hardware Inquiry,back door wont open

Case Comments

Date	Comment
05/22/2018	Incident [redacted] Chat Transcript Channel: ChatChat 05/22/2018 04:16 PMChanchal Chilkoti, Hi, my name is Sarah. How may I help you? [redacted] I need to have my side door looked at it won't open. Do I need to make an appointment? Sarah: Hell[redacted] I'm sorry to hear that you are having an issue with the side door. What I would need to do is get you over to a Dodge Agent for further assistance, as you have reached the Mopar Owners Support Department. Would you like me to transfer you over? [redacted] Can I still text? Sarah: Yes, it will be via chat as well [redacted] Ok then please transfer me. Thanks Sarah Sarah: You're welcome, one moment please. 'Sarah' disconnected ('Transferred to Queue'). Hi, my name is Chanchal. How may I help you [redacted] My back door won't open, do I just stop in or do I need to make a appointment? [redacted] That's side door Chanchal: I appreciate you giving us the opportunity to review your concern. I will do my best to resolve your situation ; Before we proceed we require verification of your account information, is that ok? Can you please provide the last 8 characters of the Vehicle Identification Number VIN and your complete address? [redacted] Charlotte [redacted] Chanchal: thanks [redacted] May I please have the approximate mileage on the vehicle? [redacted] ; 63587 Chanchal: We have a [redacted] address [redacted] That's our old address Chanchal: The issue that you narrated above requires diagnosis by your local authorized dealer and they shall advice how the issue can be fixed, there is no open recall As dealer shall physically examine the vehicle to know the source of the issue and shall direct appropriate action to rectify the issue; Appointment will be required also all warranty has expired so it will be an out of pocket expense.Here is the link you can use to find the nearest Dodge Dealer (just enter your zip code): https://www.dodge.com/find-dealer.html [redacted] Ok thank u Chanchal: Thank you for contacting FCA Customer Assistance Center. Please chat with us again (or call us at 1-800-992-1997) if you need further assistance. Have a good day! [redacted] Do u know the cost? [redacted] Or a guesstimate Chanchal: Diagnosis can range from $100-$150-- varies from dealership to dealership ; repair cost will be advised after diagnosis. [redacted] Ok thank u for ur help Chanchal: Welcome; Did I answer all your questions today? [redacted] Yes thank u Chanchal: Thank you for contacting FCA Customer Assistance Center; Have a good day! " [redacted] disconnected ('Concluded by Agent').

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/23/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/23/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	47,000 Miles	**Market**	U	**Language**	English
Contact Email	nobody@external.fcagroup.com	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	[redacted]	**Caller Country**	USA	**Caller Postal Cod**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	23295	WHITTEN BROTHERS INC		**Dealer Phone**	8043780707
Dealer Address	10701 MIDLOTHIAN TPKE				
	RICHMOND	VA	23235 4703	USA	
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	Q
Subject	Power Sliding Door Both Sides - Other				
Synopsis	customer vehicle automatic back door will not open with the button or manually and the lock is stuck agent referred customer to get a diagnosis from dealer and provided warranty information no next steps needed				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/23/2018 04:03 PM	Open
05/23/2018 04:05 PM	Closed
09/29/2018 05:33 PM	Closed

Initial Description

0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,Power Sliding Door Both Sides - Other

Case Comments

Date	Comment
05/23/2018	customer vehicle automatic back door will not open with the button or manually and the lock is stuck agent referred customer to get a diagnosis from dealer and provided warranty information no next steps needed
06/05/2018	Customer is calling in to check on warranty regarding back door not opening. Diagnosis states that issue is a Lock assembly activator. Agent informed customer of 3 year warranty.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2017	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN GT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/23/2018	**CAIR Type**	Legal	**Status**	Closed
Close Date	06/07/2018	**Origin**	Letter	**Reason**	New problem
Mileage	35,373 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	WALNUT GROVE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60569	DON VANCE CHRYSLER, DODGE, JEEP &		**Dealer Phone**	4178594600
Dealer Address	285 HWY. W				
	MARSHFIELD		MO	65706 8299	USA
Dealer Zone	Denver	**Sales District**		**Service District**	K
Subject	door issues				
Synopsis	Reopened and reassigned to 82s for customer callback				
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/23/2018 09:13 PM	Open
05/25/2018 11:44 AM	Closed
06/01/2018 11:12 PM	Reopen
06/04/2018 12:14 PM	Closed
06/05/2018 07:51 PM	Reopen
06/06/2018 11:09 AM	Closed
06/06/2018 03:17 PM	Reopen
06/07/2018 03:47 PM	Closed
09/29/2018 04:24 PM	Closed

Initial Description

0303000000-Referral,Legal,Default,Default,Default,Legal Referral,Legal Referral
0100009300-Product,Unknown,Unknown,Accident,Default,Product in Accident,no accident - injury
0123035609-Product,Body / Trim / Paint Finish,Body Hardware,Misaligned / Poor Fit,Door-Sliding,Sliding Door Hardware - Misaligned / Poor Fit,door issues

Case Comments

Date	Comment
05/23/2018	Customer stated they have had multiple issues with the sliding doors Customer stated they have taken it to dealer with no resolution customer seeking asstitance with permanent repair Customer stated doors open and close at will, doors shut and will not open customer very frustrated agent informed customer of escalation and time frame --- Customer seeking assistance with: [Insert Vehicle Concern].SLIDING DOORS Customer expecting: [Insert Request]. SLIDING DOORS FIXED Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number [redacted] Earliest call time: ANYTIME Latest call time: ANYTIME Updates via text: Y/N [Mobile number] Updates via email: Y/N [Email address] Vehicle location:CUSTOMER Date and Time of Appointment: 05/16/18 Confirmed appointment with: SA ARRON Customer in rental: Y/N Authorized by: Rental start date: [Date]
05/23/2018	Reassigned to CM
05/24/2018	Vehicle is at the dealership - DON VANCE CHRYSLER, DODGE, JEEP & (60569) Update triggered by S38392N
05/24/2018	- In-Service Date: 12/03/2016 Original Owner: Yes Mileage: 35000 Vehicle purchase loyalty:1 Chrysler vehicle Multiple Repairs/ Previous related repairs: Yes(Not confirmed with Dealership) MVP plans: No Other:
05/24/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully.
05/24/2018	*****Outbound Dealer Call***** DON VANCE CHRYSLER | 74-60569 | 417-859-4600 CM spoke with Aaron who advised that previously the driver's side sliding door was out of adjustment, and now it's the passenger side sliding door. Aaron stated customer dropped off vehicle and took his license plates, stated he was done with it, and left. Aaron believes that the door kept trying to close on his daughter and potentially injure her. Aaron believes he is trying to trade it off, and believes customer has been contact with the used car department.
05/24/2018	customer called back in stating same issue has not been fixed. I was advised by floorwalker that case was for Chatham and that I need to transfer back over there.
05/24/2018	Customer called and said she has not been contacted by her case manager. Agent contacted CM and was told they are reaching out to the customer now. Agent warm transferred customer to CM.
05/24/2018	*****Inbound Customer Call***** [redacted] calling stating that since purchase, the doors have randomly shut when they're not supposed to. The door on the driver's side was so misaligned it was rubbing the paint off. Customer states the door would slam on her when she tried to get in/out. Yesterday 05/23, the door slammed on her daughter and she hit her head on the door. Customer states they have looked at trading it in, but didn't want to lose $10,000 dollars on a trade in. Customer states she's parked the vehicle, and the doors will open on their own in parking lots.

Date	Comment
05/24/2018	COIN Updated & CAIR reassigned to 82S Contact [redacted]] LOCATION OF VEHICLE - INCLUDING THE ADDRESS: Customer: [redacted], WALNUT GROVE , MO-[redacted] LOCATION OF VEHICLE PHONE NUMBER[redacted]] What happened?: Customer states rear sliding doors keep opening and closing on their own, and customer, and daughter have been caught in door with it closing on them. Injury to daughter when stuck in door and hit head. Preferred Email Address[redacted] Date of Incident? 05/23.
05/25/2018	********** Vehicle Location: DON VANCE CHRYSLER, DODGE, JEEP & CJDTR 285 HWY. W MARSHFIELD, MO 65706 _ Phone: 417-859-4600 ********** Per OGC Matrix, reassigned to 82T for their review and handling.
05/25/2018	5/25/18 ASSIGNED TO MJK32. PAG
05/25/2018	CAIR NUMBER 34153800 REQUEST EAA INSPECTION 05-25-2018 07:44
05/25/2018	CAIR NUMBER 34153800 E-MAIL SENT TO EAA 05-25-2018 07:44
05/26/2018	CCRG Open Date: 05/25/2018 07:39:23
06/01/2018	Customer [redacted] requesting callback asap @[redacted] for update on decision.
06/01/2018	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Close Loop Exception Reason Code
06/04/2018	********** Per OGC Matrix, reassigned to 82T.
06/04/2018	6/4/18 UPDATED CCRG FILE & CASE MANAGER. PAG
06/05/2018	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Close Loop Exception Reason Code
06/05/2018	- As noted in linked new CAIR[redacted]1, agent JB2882 noted: Customer is calling requesting a update on her case customer will like a callback , the best contact number for customer is[redacted] ********** Per OGC Matrix, reassigned to 82T.
06/06/2018	6/6/2018 UPDATED CCRG & CASE MANAGER. ALC _
06/06/2018	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Close Loop Exception Reason Code
06/06/2018	********** ****FILE RETURNED TO SI FOR RESOLUTION*** 6/6 Dictated denial letter.
06/06/2018	Customer contacted CAC stating that she is very frustrated as she has not heard from anyone since her case has been opened. Customer states that no one will tell her anything. Agent advised customer that we are unable to provide updates because the case is in a special department, agent advised customer that her case will be updated and an email will be sent for a callback request. Customer understood and was less angry once agent shortly explained the process. Customer thanked agent for assistance and disconnected. Caller contacted CAC seeking an update on case. Advised customer that case is currently being handled by another department. Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review. Writer verified customer contact information. Does customer's address match COIN (Y/N): Yes If no, customer's current address: Customer's current phone number (Daytime)[redacted] Customer's current phone number (Evening):[redacted] Customer's email address:[redacted] Any additional information: Customer has yet to hear from anyone and would like to know what is happening. Customer also states the door is now grinding and not working properly. CAIR assigned to 82S for contact request.
06/07/2018	POSTMARK DATE: 060618; DATE RECEIVED: 060718
06/07/2018	6/7 Letter mailed.
06/07/2018	Customer calling in requesting a status update on yesterday's call. Agent advised that request for supervisor call-back was notated ad of yesterday and that a response letter seems to have been sent. Customer will wait for contact.
06/07/2018	6/7 Letter emailed.
08/12/2021	CCRG Open Date: 05/25/2018 07:39:23

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/25/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/25/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	25,000 Miles	**Market**	U	**Language**	English
Contact Email	nobody@external.fcagroup.com	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	THOROFARE	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	45497	SOUTHERN DODGE CHRYSLER JEEP RAM		**Dealer Phone**	7578552277
Dealer Address	2747 N MILITARY HWY				
	NORFOLK		VA	23518 5606	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	L
Subject	Customer wanted to know was her warranty good.				
Synopsis	customer called in regarding warranty information, and having issue with her power locks informed customer that it will be covered under warranty 3 years 36,000 basic.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/25/2018 05:14 PM	Open
05/25/2018 05:26 PM	Closed
09/29/2018 03:28 PM	Closed

Initial Description

0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,Customer wanted to know was her warranty good.

Case Comments

Date	Comment
05/25/2018	customer called in regarding to check was her warranty still active under her name, informed customer it is, informed customer that she has all of her warranty coverage's are active. Customer mention that she is having issues with her power door locks in the back, and that they are not locking. Informed customer that that the basic warranty will cover it since she is still in the basic warranty guidelines. Basic warranty does cover electrical issue but must be diagnosis by a dealership.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/31/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/31/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	28,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	NOT GIVEN			**Source**	Customer
Caller City	NOT GIVEN	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60548	KINGS COUNTY CHRYSLER DODGE JEEP		**Dealer Phone**	7187133000
Dealer Address	2286 FLATBUSH AVE				
	BROOKLYN		NY	11234 4518	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	E
Subject	Customer states one of his sliding doors is grinding and is hard to open				
Synopsis	1. Customer states door not working 2. Wants to know if covered 3. Advised to go to dealership as vehicle still has basic warranty.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/31/2018 02:04 PM	Open
05/31/2018 02:09 PM	Closed
09/29/2018 03:46 PM	Closed

Initial Description

0424000000-Corporate,Warranty Coverage,Default,Default,Default,Request for Warranty Coverage Information,Customer seeks info on warranty coverage
0123039409-Product,Body / Trim / Paint Finish,Body Hardware,Buzz, Squeak, Rattles,Door-Sliding,Sliding Door Hardware - Buzz, Squeak, Rattles,Customer states one of his sliding doors is grinding and is hard to open

Case Comments

Date	Comment
05/31/2018	Briefly summarize why the customer is contacting Chrysler: Customer states that one of his sliding doors is grinding and will not open, customer seeks to determine what the warranty coverage is on the vehicle. Briefly summarize what the customer is expecting: Customer wants to know if his vehicle is still covered under warranty. ***Agent Advised*** Advised customer that the vehicle has warranty until 3 years or 36000 miles, customer will take the vehicle into a dealership for diagnosis and repair.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/31/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/06/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	42,711 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	PEWAUKEE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	67486	EWALD CHRYSLER JEEP DODGE RAM OF		**Dealer Phone**	2625673400
Dealer Address	36833 EAST WISCONSIN AVENUE				
	OCONOMOWOC		WI	53066 3143	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	I
Subject	side door latches faulty and panelling needs to be replaced				
Synopsis	Goodwill granted on interior moldings part of door latches repair. Check submitted for $366.07.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/31/2018 06:44 PM	Open
06/06/2018 05:38 PM	Closed
09/29/2018 12:18 PM	Closed

Initial Description

0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,side door latches faulty and panelling needs to be replaced

Case Comments

Date	Comment
05/31/2018	Briefly summarize why the customer is contacting Chrysler: Customer states slice door latch are not both side are not working a no longer being enable to used, both for the latch need to be replace the paneling need to be replace as well in order to the latch system replace. Customer will like to know way is this happening to the vehicle. Briefly summarize what the customer is expecting: any assistance *** Agent advised *** customer this could be related to manufacture defected agent it going to escalated cases for further assistances.
05/31/2018	Customer seeking assistance with: both of the slinging door latch need to be replace Customer expecting: is calling for any assistances Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone numbe[redacted]arliest call time: anytime Latest call time: anytime Updates via text: Y/[redacted]Updates via email: Y/[redacted]Vehicle location: Dealer Date and Time of Appointment: [Insert Date and Time]. Confirmed appointment with: [Dealer and Dealer Contact] Customer in rental: Y/N Authorized by: Rental start date: [Date]
05/31/2018	Reassigned to CM
06/01/2018	- ***** In-Service Date: 03/28/2016 Original Owner: YES Mileage: 42,711 Vehicle purchase loyalty: 2 (1 new, 1 used) Multiple Repairs/ Previous related repairs: NO / NO MVP plans: NO Other: BASIC warranty expired at 36,000 miles
06/01/2018	*****RESEARCH - GWA/QNA***** DEALERSHIP SERVICE RO DETAIL REPORT : Rpt-354086 Version 1 05/14/2018 - EWALD CHRYSLER JEEP DODGE RAM (67486) - sliding door is locked and the latch won't unlock - tested operation of passenger sliding door, found door does not open. determined the door is locked and the latch will not unlock the door. Determined the door latch is faulty and needs to be replaced. - gave customer estimate for repairs
06/01/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully.
06/01/2018	Status update provided via email to the following email address[redacted]My name is Jane and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have: • Your case number is[redacted]. The FCA Case Management telephone number is: 1-844-827-2003 • My direct extension for leaving a Voice Mail is: 4718062 • To reach me directly, please call the FCA Case Management phone and ask any Case Manager to locate me for the call during my work hours • FCA Case Management's hours are: 7:00 am – 7:00 pm Central Time, Monday through Friday • My work hours are: 10:30 am - 7:00 pm Central Time, Monday through Friday. Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation! End of Status Update
06/01/2018	****** Below Customer Contacted for Documentation Request ******[redacted]n 2018-06-01 @ 19:46
06/01/2018	*****OUTBOUND CUSTOMER CONTACT*****[redacted]Customer says that both of them were faulty and neither of them would work. Her daughter had a cast and had to get out through a window. The interior moldings were not covered under their extended warranty purchased at FCA DLR. CM discussed that they should call the provider. Customer said it was clearly marked on it that it was not covered. Customer states she had no choice but to pay out-of-pocket immediately, because they needed a working vehicle they could travel with their

Date	Comment
06/01/2018	children in. She literally had a vehicle she couldn't use. Dealer said it was not their fault that these repairs needed to take place. Customer wants to know how Chrysler stands behind their product. CM said we could have considered possible cost assistance while she was at the Dealer, but now we are looking at possible reimbursement for the interior moldings. Customer said that the 3rd party Extended Warranty did cover the latches. She paid over $360 for the interior moldings. CM confirmed phone and email, could not complete the intro call because customer had to leave for soccer practice, she said we can arrange a mutually convenient time for another call.
06/04/2018	*****OUTBOUND DEALERSHIP CONTACT***** EWALD CHRYSLER JEEP DODGE RAM OF OCONOMOWOC | 67486 | 262-567-3400 | SA Jim Stabo confirmed customer's repairs were done there. Came in 2 weeks ago at 42,711 miles for the door latch repair. 3rd party Extended Warranty covered the latch. In the meantime the other door wouldn't open. Had to take the windows out to put the latches in. Had to take the interior moldings off - they are glued on - have to replace them when you do this repair. $150 and $170 for the 4 moldings that were replaced - 2 on each side. There were no issues with this customer.
06/05/2018	***** Customer Document Received *****
06/06/2018	*****Received Voicemail from customer***** - She wants a callback and is available this pm at [redacted] - She got the message about sending in docs but is having a difficulty with the Doc Link not allowing her to do it, has to remove cookies. She will try one more time.
06/06/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] | Advised customer that we received her documents and CM obtained approval to pay the appliques portion plus sales tax, of the invoice that she sent. CM thanked customer for working with us and the dealership and advised would be sending her the final email now. CM will submit for approval and CM said to allow for 2 to 4 weeks for the check. CM confirmed customer's address: [redacted] , PEWAUKEE , WI-[redacted] UNITED STATES CM asked customer which name to put in - hers or her husband's. Customer would prefer in her name [redacted]. Really doesn't matter, could also be in [redacted] name.
06/06/2018	Customer has submitted request for reimbursement for interior moldings part of sliding door latches repair. Customer has already paid out of pocket. Writer is submitting reimbursement request for repairs as a goodwill gesture. Repairing Dealer/IRF: EWALD CHRYSLER JEEP DODGE OF OCONOMOWOC Date of Repairs: 6/01/18 RO/Invoice Number: [redacted] Customer's Proof of Payment: MC slip in the amount of $366.07 dated 6/01/18 In-Service Date: 03/28/2016 Original Owner: YES Loyalty: 2 (1 new, 1 used) Mileage: 42,711 Multiple Repairs: NO Dealer Opinion: Customer's 3rd party Service Contract/Ext. Warranty purchased through FCA Dealer covered the door latches but not the interior moldings; reason is they had to remove windows and that involved replacing the interior moldings/appliques to repair the sliding doors on both sides; 4 moldings were required Service Contract/Warranty: outside 3rd party Service Contract/Ext. Warranty Other Notes/Justification: see Dealer Opinion Total Out-of-Pocket: $366.07 Parts: $348.30 Sales Tax: $17.77 Total: $366.07 Writer is submitting check for approval in the amount of $366.07 TO THE CUSTOMER
06/06/2018	- check approved 6/06/18
06/06/2018	########ADDED TO GOODWILL TRACKER FOR BC 51 MIDWEST - CHECKS TAB#########

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2016	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	06/01/2018	CAIR Type	Regular	Status	Closed
Close Date	06/01/2018	Origin	Telephone	Reason	New problem
Mileage	38,891 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	WISCONSIN RAPIDS	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
Dealer	60426	RUSS DARROW CHRYSLER, JEEP, DODGE		Dealer Phone	6082494909
Dealer Address	3502 LANCASTER DR				
	MADISON		WI	53718 6381	USA
Dealer Zone	Midwest	Sales District		Service District	K
Subject	Customer seeking DLR Goodwill				
Synopsis	Customer seeking DLR Goodwill for broken sliding rear side door Advisor contacted SA Robert Jensen at DLR RUSS DARROW CHRYSLER, JEEP, DODGE who sought SM approval and approved goodwill for cost of door repair minus $100 deductible				
Customer Anomaly					
Contact Reason	C83	Request For Goodwill Reimbursement	Customer Anomaly		
Reason Code	After Sales - Complaint - Product - Reimbursement request - Compensation/Goodwill				

Case Status History

Create Date	Status
06/01/2018 01:45 PM	Open
06/01/2018 02:04 PM	Closed
09/29/2018 03:56 PM	Closed

Initial Description

0467010000-Corporate,Goodwill Escalation Matrix,Not Escalated,Default,Default,Goodwill Escalation Matrix - Not Escalated,Customer seeking DLR Goodwill

Case Comments

Date	Comment
06/01/2018	As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows: Total = $1000 Co-pay = $100 Customer seeking DLR Goodwill for broken sliding rear side door Advisor contacted SA Robert Jensen at DLR RUSS DARROW CHRYSLER, JEEP, DODGE who sought SM approval and approved goodwill for cost of door repair minus $100 deductible ########## DIRECT-TO-DEALER ########## Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care. ########## ###

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/02/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/21/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	51,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	POOLER	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60757	Chrysler Dodge Jeep Ram FIAT North		**Dealer Phone**	9127127900
Dealer Address	1011 CHATHAM CENTER DRIVE				
	SAVANNAH		GA	31405 1587	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	K
Subject	Customer having a series of primarily electrical vehicle issues.				
Synopsis	FCA covered GW for wiper motor & door latch. Vehicle repaired.				
Customer Anomaly	Electronics				
	Gear Electronics				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	13	Vehicle transmission shifting issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/02/2018 01:43 PM	Open
06/02/2018 07:54 PM	Closed
06/04/2018 12:01 PM	Reopen
06/21/2018 01:23 PM	Closed
09/29/2018 05:51 PM	Closed

Initial Description

0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,Door Latch
0108420200-Product,Electrical,Wipers / Washers,Defective,Unknown,Wipers / Washers - Defective,Wipers Transmision
0108000200-Product,Electrical,Unknown,Defective,Default,Electrical - Defective,Customer having a series of primarily electrical vehicle issues.

Case Comments

Date	Comment
06/02/2018	Customer has requested Supervisor callback Preferred daytime number: [redacted] Preferred evening number: [redacted] Reason for request: Customer's vehicle having major electrical issues, warranty is expired on mileage, customer does not feel that she should have to pay for this, agent made clear that cost assistance could be offered, but she was unsatisfied with this. CAIR assigned to: SL1042 CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within one (1) business day
06/02/2018	**supervisor call**
06/02/2018	Customer called the dealership to inquire if there were any recalls as the sliding door will not work. The sliding door will not open and will not close. Customer states that she was driving recently and there was a major electrical break down with the wipers going off and lights flashing. I informed the customer to make an appointment and call back. Once the customer obtains an appointment we will escalate the file for possible cost assistance.
06/04/2018	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Survey By Pass - No Diagnosis
06/04/2018	Customer seeking assistance with: repairs. Customer expecting: Cost assistance.
06/04/2018	Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: ANY Latest call time: ANY Updates via text: N [Mobile number] Updates via email: N [Email address] Vehicle location: [Dealer] Date and Time of Appointment: [06/04/2018]. Confirmed appointment with: [Dealer] Customer in rental: N Authorized by: Rental start date: [Date]
06/05/2018	Agent attempted to contact dealer SA Andrew however, SM not available. Left message for a return call at extension 82022.
06/05/2018	Agent attempted to contact dealer SA Andrew however,SM not available. Left message for a return call at extension 82022.
06/05/2018	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 82022.
06/05/2018	Status update provided via email to the following email address: [redacted] ood Afternoon, My name is Elizabeth from Chrysler Case Management. I have been assigned as your Case Manager. This email is confirmation that your case, was successfully escalated to me. I gave you a call at your preferred number [redacted] eft you a voicemail. Will this be the best number to contact you at, or do you have another preferred number? Is your vehicle currently at the dealership? You may contact us at 844-387-0573 ext.82022, to further assist you. Thank you. End of Status Update
06/06/2018	Begin Customer Message reviewed: Yes it is I tried calling right back. [redacted] End of Reviewed Customer message

Date	Comment
06/06/2018	CM called the DLR spoke to SA Andrew DLR states the vehicle was dropped off on 6/4 in the afternoon CM requested the diagnostic for the vehicle DLR states the vehicle was dropped off, with out an appointment The DLR might not look at the vehicle till today or tomorrow DLR states CX took the vehicle in for electrical issues, the CX put signal turning light and the wipers go crazy, her sliding door is not working properly Advised DLR will call tomorrow to get a diagnostic
06/06/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully.
06/06/2018	Status update provided via email to the following email address: [redacted] Good Morning, This is Elizabeth from Chrysler Case Management. I just got off the phone with the dealership with the Service Advisor Andrew from the dealership. I called requesting a diagnostics. Unfortunately since your vehicle did not have an appointment, they have not been able to look at it yet. Dealer states they wont get to the vehicle till tomorrow. I will be in contact with you then, with an update if they where able to do a diagnostic. End of Status Update
06/06/2018	Begin Customer Message reviewed: Okay thank you End of Reviewed Customer message
06/07/2018	CM called DLR spoke to SA Andrew DLR stated that the vehicle needs a new wiper transmission, and a new door latch with an applicate DLR states that the door latch , they had to remove one of the applicants and door latch actuator One of metal piece bolt fell off from wiper transmission CM asked DLR if it was a manufacture issue, or something that the CX could of caused DLR states that both were inexcible to the CX, that the CX could not cause this issue, making it a manufacture issue Advised DLR for the pricing, for warranty pricing DLR stated that hopefully they should have the prices by this afternoon Advised DLR would call back later, for prices
06/08/2018	CM called DLR to speak to SA Andrew SA Tom, stated that SA Andrew was not available Advised DLR requesting pricing for the wiper motor & Linkage, & the door latch & Aplicate DLR provided with pricing: Wiper Moror & Linkeage Part: $351.83 Labor: $77.17 Door Latch: Part: $937.65 Labor: $165.36 Aplicate: Part: $167.08 Total: $1699.09
06/08/2018	CM called DLR spoke to SM Tom Advised DLR will offer one time GW for repairs
06/08/2018	As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows: Parts = [$1456.56] Labor = [$242.53] Total = [$1699.09] Co-pay = [$0] ########## DIRECT-TO-DEALER ########## Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care. ##########
06/08/2018	CM called CX [redacted] Advised CX that we where going to cover the repairs as a one time GW gesture CX became really happy CX states that we have no idea, of how many times has taken it a DLR to get diagnosed, and they have told her nothing was wrong with it Advised CX that we are here to help her Advised CX will be in contact with her on Monday
06/11/2018	CM called DLR to verify repairs Spoke to SA Andrew, DLR states that vehicle is still there Advised DLR eta, for repairs SA stated that the SM Tom is on lunch and he would know the eta, Provided DLR with contact information
06/11/2018	CM called DLR spoke to SA Andrew, who was getting SA Tom, for an update. Was put on long hold, CM disconnected call.
06/11/2018	---DLR called regarding VM CM left SM Tom, states that they had to order the parts, and the part eta to arrive will be by tomorrow CM asked how long should repairs last SM Tom, states they should have the vehicle ready by Wednesday 6/13/18
06/11/2018	Status update provided via email to the following email address: [redacted] ood Afternoon, This is Elizabeth from Chrysler Case Management. The dealer had to order parts, and will arrive tomorrow. According to the dealership your vehicle should be repaired by Wednesday. End of Status Update
06/12/2018	Begin Customer Message reviewed: Would it be possible to call carmax to get a rental loaner vehicle car will not be done until the 18th of June? End of Reviewed Customer message
06/12/2018	Status update provided via email to the following email address: [redacted] No the Dealer stated that your vehicle should be ready by tomorrow, 6/13/18, not 6/18/18. End of Status Update
06/12/2018	Begin Customer Message reviewed: My name is [redacted] and I'm trying to get my dealership to get a loaner vehicle for me which is covered and I'm having a hard time. They said they need proof. The number is [redacted] for car max they needed details that parts were being ordered. End of Reviewed Customer message
06/12/2018	Status update provided via email to the following email address: [redacted] Unfortunately we cannot get in contact with CarMax. Since they are not one are dealerships, we only work with our FCA dealers. That is up to you to get in contact with them, if you are seeking a rental. End of Status Update
06/13/2018	CM called DLR to speak to SM Tom, was not available left my contact information with SA Ashley DLR states that they are currently still waiting on parts, Advised DLR of lines 144-147 DLR states that a part needed has not arrived PN#: 68030378AE
06/13/2018	---SM Tom called stating that part I son backordered DLR already VOR and eta is for 6/18/18
06/13/2018	Status update provided via email to the following email address: [redacted] ood Afternoon, My name is Elizabeth from Chrysler Case Management. I did speak to the dealership , Service Manager Tom stated that they are still waiting on a part to arrive. Unfortunately your vehicle will not be ready for today. Once we have an eta for the part will be in contact with you. End of Status Update
06/14/2018	CM called DLR spoke to PA Jessica CM requested Part Information Wiper Assembly eta 6/19 PN: 5113043AE Outside Sliding Door Applicate(arrived) 5020668AA
06/14/2018	Status update provided via email to the following email address: [redacted] Good Afternoon, The dealership is currently still waiting on a part, that the eta is for 6/19. If we get a new update will be in contact with you. End of Status Update
06/15/2018	CM called DLR to speak to SM Tom, to get an update Spoke to SA Ashley states that he is currently not available at the moment Provided DLR with number & extension
06/19/2018	CM called DLR spoke to SM Tom DLR states that parts arrived yesterday, and vehicle will be repaired by today
06/19/2018	Status update provided via email to the following email address [redacted] od Morning, My name is Elizabeth from Chrysler Case Management. I did get in contact with Service Manager Tom, from the dealership. Dealer states that parts had arrived yesterday, and the vehicle will be repaired by today. The dealership will contact you once it is completed. Please advised me once you have picked up vehicle. End of Status Update
06/21/2018	CM Called CX a [redacted] dvised CX if she has picked up her vehicle, and if she has been able to drive the van CX states she p/u on the 19th and has used it Advised CX that I'm calling to verify the repairs CX states that everything is working perfectly, CX thanked us for the assistance Advised CX we are here to help, Advised CX will close case, and if she has any further questions or concerns she can give us a call back
06/21/2018	CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer's concerns as documented in the reason codes have been addressed with the customer.

Email(s)

Date	10/01/2018	***Subject***	Good Morning, My name is Elizabeth from Chrysler		
From		***To***	***Sent Date/Time***	06/19/2018 13:58 PM	

Good Morning,
My name is Elizabeth from Chrysler Case Management. I did get in contact with Service Manager Tom, from the dealership. Dealer states that parts had arrived yesterday, and the vehicle will be repaired by today. The dealership will contact you once it is completed. Please advised me once you have picked up vehicle.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/06/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/07/2018	**Origin**	Chat	**Reason**	New problem
Mileage	48,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	NEW LONDON	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	49903	MONTEREY BAY CDJR/AVIS		**Dealer Phone**	4087242463
Dealer Address	PO BOX 651				
	PARSIPPANY		NJ	07054 0651	USA
Dealer Zone	California	**Sales District**		**Service District**	Y
Subject	sliding door actuator				
Synopsis					
Customer Anomaly	Electronics				
	Gear Electronics				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	13	Vehicle transmission shifting issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/06/2018 12:48 PM	Open
06/07/2018 08:57 PM	Closed
09/29/2018 06:05 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108000000-Product,Electrical,Unknown,Other,Default,Electrical Inquiry,sliding door actuator

Case Comments

Date	Comment
06/06/2018	[redacted]
06/06/2018	Hi, my name is Sarah with Dodge Customer Care, How may I help you today? Sarah: Hello [redacted] GOOD MORNING, I HAVE A WARRANTY QUESTION ?? Sarah: alright [redacted] HAVE A 2016 DODGE CARAVAN 48,000 THE LOCK ACTUATOR ON THE POWER SLIDING DOOR IS BAD ?? IT NEEDS TO BE REPLACED [redacted] IS IT COVERED ?? Sarah: how many miles are on the vehicle ? [redacted] 48,000 Sarah: you would have to get the vehicle diagnosed by a dealership as the basic warranty has expired due to mileage but we might be able to look into it a bit further if you had a diagnosis done by a dealerhsip D G: SOUNDS GOOD THANKS [redacted] isconnected ('Concluded by End-user').
06/07/2018	Survey Bypass applied. Please close CAIR.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/06/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/25/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	39,652 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**ntact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	ALTON	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	44507	LARRY HILLIS CHRYSLER DODGE JEEP		**Dealer Phone**	5737855769
Dealer Address	3211 NORTH WESTWOOD BLVD				
	POPLAR BLUFF		MO	63901 8656	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	P
Subject	front side not opening, passenger will close before passenger is in				
Synopsis	Customer having issues with the sliding door concern. Customer went to DLR and traded the vehicle in.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/06/2018 07:13 PM	Open
06/25/2018 06:11 PM	Closed
09/29/2018 04:28 PM	Closed

Initial Description

0464220000-Corporate,Survey By-Pass,No Longer Owns Vehicle,Default,Default,Survey By-Pass - No Longer Owns Vehicle,as per line 93 & 94
0108029900-Product,Electrical,Power Sliding Door,Complete Failure,Both Sides,Power Sliding Door Both Sides - Complete Failure,front side not opening, passenger will close before passenger is in

Case Comments

Date	Comment
06/06/2018	Briefly summarize why the customer is contacting Chrysler: Customer calling feeling very frustrated, regarding her passenger sliding door 8 times taken to DLR and issue still not resolved and now a new concern regarding her front passenger sliding door not able to open. Customer states she has repeatedly brought vehicle to DLR for a repeat issue. The passenger sliding door is not always staying open, when one of her children will start to get in the door will automatically close before they are in, last week her Mom hurt her foot getting into vehicle because of this. All the DLR does is clean the track. This issue is still not resolved and now the front passenger door will not open and DLR is unable to get door open. Customer was told to contact Chrysler. Briefly summarize what the customer is expecting:
06/06/2018	Customer has a repeat concern, meets DLR goodwill and is the original owner.
06/06/2018	Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: any Latest call time: any Updates via text: Y/[redacted] pdates via email: /N [Email address] Vehicle location: [Customer/] Date and Time of Appointment: [6/06/18]. Confirmed appointment with: [BAYIRD DODGE CHRYSLER JEEP RAM 26992] Customer in rental: /N Authorized by: Rental start date: [Date]
06/06/2018	**correction Drivers side passenger door will not open
06/06/2018	Reassigned to CM
06/07/2018	********** ********** In-Service Date: 03/12/2016 Original Owner: yes Mileage: 39652 Vehicle purchase loyalty: 2 in household Multiple Repairs/ Previous related repairs: possible MVP plans: no Other: ********** **********
06/07/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully.
06/07/2018	- *****OUTBOUND DEALER CONTACT***** 26992 | BAYIRD DODGE CHRYSLER JEEP RAM | 417-256-2000 CM contacted DLR and spoke with service receptionist Shirley; who advised that the vehicle did come into the DLR yesterday. Shirley states that she has had previous concerns with this concern and it was the same issue as yesterday. Shirley states that there has been food in the tracks and lots of dirt and rocks in the tracks. Shirley states that there are no codes and that once the tracks were cleaned out the vehicle did not have any issues. Shirley states that the vehicle is back with the customer currently. -
06/07/2018	- *****OUTBOUND CUSTOMER CONTACT***** [redacted] CM attempted to contact the customer and was not able to speak with anyone. CM left a VM with the Denver CM phone number, case number and extension. CM stated that he was calling as he got an update from the DLR. -
06/11/2018	- *****OUTBOUND CUSTOMER CONTACT***** [redacted] CM contacted customer and was advised that she does have the vehicle back. Customer states that she is still having issues with the sliding door not opening and or shutting properly with the buttons. Customer states that she not longer wants to go to the DLR. Customer states she would like to go to Larry Hillis (44507) and will schedule her appointment. Customer asked CM to follow up with the customer on 6/13/18 to find out the appointment. CM stated that he would do this. -

Date	Comment
06/13/2018	- *****OUTBOUND CUSTOMER CONTACT***** [redacted] CM contacted customer and was advised that she has 06/22/18 at 930 with 44507. CM stated that he would follow up with the DLR on 6/25/18 and then follow up with the customer after. Customer stated that this was fine and thanked the CM for the follow up. -
06/14/2018	waiting to follow up after appointment date (6/25/18).
06/18/2018	waiting to follow up after appointment date (6/25/18).
06/21/2018	waiting to follow up after appointment date (6/25/18).
06/25/2018	- *****OUTBOUND DEALER CONTACT***** 26992 | BAYIRD DODGE CHRYSLER JEEP RAM | 417-256-2000 CM contacted DLR and was advised that she did not go to the DLR. -
06/25/2018	- *****OUTBOUND DEALER CONTACT***** 44507 | LARRY HILLIS CHRYSLER DODGE JEEP | 573-785-5769 CM contacted DLR and spoke with SM Ryan; who advised that the customer has traded out of the vehicle and is now in a new Pacifica. -
06/25/2018	Reassigning to KB805 for a survey by pass- no longer owns vehicle

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/07/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/15/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	57,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**tact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	TUCSON	**Caller Country**	USA	**Caller Postal Code**	85741-4620
Customer	[redacted]				
Customer Address					
Dealer	44394	TEMPE CHRYSLER DODGE JEEP RAM		**Dealer Phone**	4804964000
Dealer Address	7975 S AUTOPLEX LOOP RD				
	TEMPE		AZ	85284 1023	USA
Dealer Zone	West	**Sales District**		**Service District**	L
Subject	side doors dont operate - actuators				
Synopsis					
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/07/2018 06:00 PM	Open
06/15/2018 09:00 PM	Closed
09/29/2018 02:45 PM	Closed

Initial Description

0123035710-Product,Body / Trim / Paint Finish,Body Hardware,Inoperative,F. Door-Driver,Left Front Door Hardware - Inoperative,side doors dont operate - actuators

Case Comments

Date	Comment
06/07/2018	Customer states they purchased the vehicle in august or sept of 2017 from bill luke and they had stated that the vehicle had 1 previous owner. One of the doors stopped working in September and customer got by, by using the other door which stopped 2 weeks ago, now her children have to
06/07/2018	go out the front door and crawl from back seat Customer called and stated that the issues were not their problem Customer brought vehicle to Tempe Dodge - 6/7/18 at 8:30 a.m. in which they informed customer that this was a rental vehicle SA - David Stanely Diagnosis is both door actuators need replacement and frame Customer seeking assistance with: assistance with repair Customer expecting: CM assistance Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: any Latest call time: any Updates via text: Updates via email: Y Vehicle location: customer Date and Time of Appointment: 6/7/18 830 am Confirmed appointment with: [Dealer and Dealer Contact] Customer in rental: Y/N Authorized by: Rental start date: [Date] tempe direct line for SA - 480-598-2325
06/12/2018	*****OUTBOUND DLR CONTACT CM contacted the dealership to get more information on this customer's vehicle. SA states the SA David is on a phone call. But a call back can be made in the next 15-20 minutes. *****OUTBOUND CUSTOMER CONTACT CM contacted the customer to make initial contact. customer was unavailable, cm left a vm for a call back.
06/12/2018	CM contacted the dealership and spoke to SA David who states the customer waited on the vehicle. He states the vehicle needs a lot of stuff and he wrote it down for the customer. He states both sliding doors needs an actuator. SA states warranty pricing for parts and labor is 1,920 + tax. Also the rear hatch will not open but the dealership believes its related to the sliding door. The radiator is also leaking.
06/13/2018	*****INBOUND CUSTOMER CONTACT Customer contacted the cm to inform that she did receive the voicemail. CM explained the case is still being reviewed to see how much gw can be offered.
06/15/2018	*****OUTBOUND CUSTOMER CONTACT CM contacted the customer to inform goodwill is being denied, cm will follow up again. CM informed the customer to call back on behalf of the case for any decisions that can have us re-evaluate the case.
06/15/2018	Mileage: 57,000 Loyalty: 2 vehicles Prior Issues: No prior issues related Maintenance: No maintenance showing on GWA Original Owner: No Service Contracts: No Prior reimbursements/Goodwill: No
06/15/2018	Component is under 3/36
06/15/2018	*****OUTBOUND CUSTOMER CONTACT CM contacted the customer to advise of the denial process. Customer refused and customer would like to know what would be the next step. CM advised that the decision would be up to her where she would like to go with this case. Customer is requesting to speak to someone higher. CM provided her the NCDS phone number and informed her that the case would be closed.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/09/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/15/2018	**Origin**	Email	**Reason**	New problem
Mileage	67,241 Miles	**Market**	U	**Language**	English
Contact Email	nobody@external.fcagroup.com	**Contact Phone**	9285876804	**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	WINSLOW	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer				**Dealer Phone**	
Dealer Address					
Dealer Zone		**Sales District**		**Service District**	
Subject	sliding door issues				
Synopsis	closed				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/09/2018 02:18 AM	Unworked
06/10/2018 02:29 AM	Open
06/15/2018 07:21 PM	Closed
09/29/2018 04:12 PM	Closed

Initial Description

0123005600-Product,Body / Trim / Paint Finish,Unknown,Misaligned / Poor Fit,Unknown,Misaligned / Poor Fit- Body / Trim,sliding door issues

Case Comments

Date	Comment
06/09/2018	***** EMAIL BRIEF DESCRIPTION CONTENT ***** Town ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
06/10/2018	REFERENCE NUMBER: EMAIL CASE NUMBER
06/10/2018	I purchased this van and I had to fix the sliding door on the passenger firs t. Then again the drivers side door, and these are doors. I'm barely making any money, and needed a van to transport my children. Now, within a week, it will not open again. This is crazy, I can't afford this. They say it's goin g to 900.00 to fix it. What is wrong with these doors? Did I purchase a lemo n ***END OF CUSTOMER EMAIL***
06/10/2018	Dear hank you for contacting the FCA Customer Assistance Center. I am terribly sorry to hear that your door had gotten stuck I do see here where they said they would need to fix the latch if this door jams again and the estimated cost was 905.96$. What I would recommend you doing is have this repaired and keep the receipts that way if this does become a recall we can reimburse you for it. This is not an issue that we come across very often so I am not quite sure what the dealerships will need to do to fix this issue as I am not trained to work on the vehicles. Due to the millage on this vehicle I would not be able to assist with this vehicle because the warranty expired 30,000 miles ago. I am truly sorry, I know this isnt what you were looking at hearing and I do hate being the one that has to tell you of this but this is where we sit with this concern. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753. Sincerely, Ethan Hooper ***END OF CAC RESPONSE***

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYH53	**Vehicle**	CHRYSLER TOWN & COUNTRY LX WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/11/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/22/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	38,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	GRAYSLAKE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45016	ANTIOCH CHRYSLER DODGE JEEP		**Dealer Phone**	8473950200
Dealer Address	105 ROUTE 173				
	ANTIOCH		IL	60002	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	A
Subject	Power Door Lock / Deck Lid - Defective				
Synopsis	Lift gate latch repaired under D-17-18, Customer satisfied.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/11/2018 06:29 PM	Open
06/22/2018 05:50 PM	Closed
09/29/2018 02:22 PM	Closed

Initial Description

0108250200-Product,Electrical,Power Door Lock / Deck Lid,Defective,Unknown,Power Door Lock / Deck Lid - Defective,Power Door Lock / Deck Lid - Defective

Case Comments

Date	Comment
06/11/2018	Customer seeking assistance with: [back sliding door is not locking and the door had already been repaired 14 months ago, the customer does not feel safe with this issue and their children]. Customer expecting: [cost assistance due to low mileage, still in warranty by time, repeat issue, original owner, and multiple CA vehicles]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: anytime Latest call time: anytime Updates via text: Y [redacted] pdates via email: [redacted] Vehicle location: [Customer] Date and Time of Appointment: [06/13/2018 at 7:30 a.m.]. Confirmed appointment with: [Antioch CDJR, 847-395-0200] Customer in rental: N Authorized by: Rental start date: [Date]
06/11/2018	Reassigned to CM
06/11/2018	Reassigning to JK1078.
06/11/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully.
06/11/2018	Goodwill Qualifier Narrative In-Service Date: 06/08/2016 Original Owner: Yes Mileage: 38000 Vehicle purchase loyalty: Multiple Repairs/ Previous related repairs: door latch repaired in 03/17 MVP plans: No Other: N/A
06/11/2018	*****OUTBOUND CUSTOMER CONTACT***** Agent contacted the Customer @ [redacted] Customer was unavailable due to think Agent left a detailed VM including the Customer's name, the CAIR #, the vehicle, the appointment date and time, the DLR, the advice that the Agent would be following up post diagnoses, the Mid-West #, Agent's EXT.
06/11/2018	*****START OF FCA CASE MANAGEMENT E-MAIL*****
06/11/2018	Status update provided via email to the following email address: [redacted] This is James from Chrysler Case Management. I hope you are both doing well! I am contacting you in reference to your Case#: [redacted] just tried to reach you by phone at your preferred # of [redacted] I will be following up with the Antioch Dealership once the vehicle has been diagnosed and will be in touch with you. Please feel free to either reply to this e-mail or contact by phone. James | FCA Case Manager Phone 1-844-827-2003 EXT. 471 9058 End of Status Update
06/11/2018	*****END OF FCA CASE MANAGEMENT E-MAIL*****
06/13/2018	Vehicle is at the dealership - ANTIOCH CHRYSLER DODGE JEEP (45016) Update triggered by S07858O
06/13/2018	*****OUTBOUND DLR CONTACT***** Agent contacted DLR 45016 @ 847-395-0200, SM Joanne advised that SA TJ is working with the Customer. Agent spoke with SA TJ and he advised that the repair is being covered under D-17-18 and repairs will be complete shortly. Agent thanked SA TJ for the update.
06/13/2018	*****OUTBOUND CUSTOMER CONTACT***** Agent contacted the Customer @ [redacted] Customer was unavailable and there was no option to LVM.
06/13/2018	*****START OF FCA CASE MANAGEMENT E-MAIL*****
06/13/2018	Status update provided via email to the following email address: [redacted] This is James from Chrysler Case Management. I hope you are both doing well! I am contacting you in reference to your Case#: [redacted] I just tried to reach out at 847-406-7294 to advise you that your vehicle repairs are being covered by the Dealership and that the vehicle will be ready for pick at 4:45pm CST. Please feel free to either reply to this e-mail or contact by phone. James | FCA Case Manager Phone 1-844-827-2003 EXT. 471 9058 End of Status Update

Date	Comment
06/13/2018	*****END OF FCA CASE MANAGEMENT E-MAIL*****
06/18/2018	*****OUTBOUND CUSTOMER CONTACT***** Agent contacted the Customer @ [redacted] Customer was unavailable due to this Agent left a detailed VM including the Customer's name, the CAIR #, the request to verify repairs, the inquiry if any further assistance is needed, the Mid-West # and the Agent's EXT.
06/22/2018	*****OUTBOUND CUSTOMER CONTACT***** Agent contacted the Customer @ [redacted] Agent spoke with [redacted], she advised that after the third time the vehicle was repaired and stated that there are no outstanding issues at this time. Agent thanked the Customer for allowing Case Management to work with them and advised if they needed assistance in the future to please reach back out to us and branded the call.
06/22/2018	*****START OF FCA CASE MANAGEMENT E-MAIL*****
06/22/2018	Status update provided via email to the following email address: [redacted]. Thank you for allowing FCA Case Management the opportunity to address your concern. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. We'd ask you that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the Customer experience. Thank you for your time and participation and for being a FCA Customer! End of Status Update
06/22/2018	*****END OF FCA CASE MANAGEMENT E-MAIL*****

Email(s)

Date	10/01/2018	***Subject***	Hell[redacted] Thank you for allowing		
From		***To***		***Sent Date/Time***	06/22/2018 17:49 PM

Hello [redacted]
Thank you for allowing FCA Case Management the opportunity to address your concern. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. We'd ask you that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the Customer experience. Thank you for your time and participation and for being a FCA Customer!

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/13/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/14/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	31,946 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	HANNA	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60695	MICHIGAN CITY CHRYSLER DODGE JEEP		**Dealer Phone**	2198728600
Dealer Address	501 E. US Highway 20				
	Michigan City		IN	46360 7367	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	C
Subject	customer called about sliding doors				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/13/2018 04:17 PM	Open
06/14/2018 06:11 PM	Closed
09/29/2018 12:21 PM	Closed

Initial Description

0464100000-Corporate,Survey By-Pass,Duplicate CAIR,Default,Default,Survey By Pass - Duplicate CAIR,Survey By Pass - Duplicate CAIR
0123039409-Product,Body / Trim / Paint Finish,Body Hardware,Buzz, Squeak, Rattles,Door-Sliding,Sliding Door Hardware - Buzz, Squeak, Rattles,customer called about sliding doors

Case Comments

Date	Comment
06/13/2018	duplicate cair

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/13/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/13/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	54,952 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	HANNA	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60695	MICHIGAN CITY CHRYSLER DODGE JEEP		**Dealer Phone**	2198728600
Dealer Address	501 E. US Highway 20				
	Michigan City		IN	46360 7367	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	C
Subject	customer called having trouble with the sliding doors				
Synopsis	customer called about sliding doors				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/13/2018 04:24 PM	Open
06/13/2018 04:32 PM	Closed
09/29/2018 09:53 AM	Closed

Initial Description

0123039409-Product,Body / Trim / Paint Finish,Body Hardware,Buzz, Squeak, Rattles,Door-Sliding,Sliding Door Hardware - Buzz, Squeak, Rattles,customer called having trouble with the sliding doors

Case Comments

Date	Comment
06/13/2018	Briefly summarize why the customer is contacting Chrysler: Customer called having trouble with the sliding doors says they won't lock and makes a buzzing noise Briefly summarize what the customer is expecting: customer expecting to get this issue fixed ***Agent Advised*** Agent advised that agent would have to call over to the dealership agent called over asked if there was a way to get it covered under warranty dealer said they could cover it under good will customer would just have to pay for the diagnosis agent gave that info to customer. Customer was so happy thanked agent and disconnected

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/18/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/18/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	40,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	EUGENE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	26848	CALLAWAY CHRYSLER DODGE JEEP RAM		**Dealer Phone**	5736422016
Dealer Address	809 S WESTMINSTER AVE.				
	FULTON		MO	65251 1275	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	O
Subject	Power Door Lock / Deck Lid - Defective				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/18/2018 02:04 PM	Open
06/18/2018 02:16 PM	Closed
09/29/2018 03:58 PM	Closed

Initial Description

0108250000-Product,Electrical,Power Door Lock / Deck Lid,Other,Unknown,Power Door Lock / Deck Lid - Defective,Power Door Lock / Deck Lid - Defective

Case Comments

Date	Comment
06/18/2018	Customer stated passenger side door won't stay locked even if all doors are locked. Customer stated only way to lock door is if passenger side door is locked by specific power lock but then key fob won't unlock it. Customer seeking financial assistance with repairs. Agent stated repairs would have to come out of pocket and gave information on reimbursement process. next step: close cair
06/21/2018	SA called in stating that the customer would like this repaired, and he wanted to know that since the vehicle is just outside of warranty if there was anything that could be done. Writer explained that it falls within the D 17-18 warranty, that the SM can offer to the customer, and that should help with this repair. SA is going to get this authorized.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/18/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/05/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	38,300 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	SCHENECTADY	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60731	ARMORY CHRYSLER DODGE JEEP RAM		**Dealer Phone**	5186417777
Dealer Address	960 CENTRAL AVE				
	ALBANY		NY	12205 3504	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	K
Subject	Power Sliding Door Both Sides - Intermittent or Inoperative				
Synopsis					
Customer Anomaly	Body				
	Paintwork				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	3	Vehicle Paint Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/18/2018 02:23 PM	Open
09/05/2018 05:05 PM	Closed
09/29/2018 05:38 PM	Closed

Initial Description

0123000000-Product,Body / Trim / Paint Finish,Unknown,Other,Unknown,Body / Trim / Paint Finish - Inquiry,Power Sliding Door Both Sides - Intermittent or Inoperative

Case Comments

Date	Comment
06/18/2018	Customer seeking assistance with: [Customer is that he has a repair customer also has a reference number for another case 34040717]. Customer expecting: [That he had warranty on the vehicle before he is wanting warranty to cover it since he had warranty before it ran out .]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: any Latest call time: Any Updates via tex[redacted]Updates via email: no Vehicle location: [Dealer] Date and Time of Appointment: [June 20,2018 at 7:00am]. Confirmed appointment with: [Dealer Customer in rental: no Authorized by: Rental start date: [Date]
06/18/2018	Reassigned to CM
06/21/2018	********** In-Service Date: 34040717 Original Owner: No Mileage: 38300 Vehicle purchase loyalty: 1 Used Multiple Repairs/ Previous related repairs: No MVP plans: Yes **********
06/21/2018	Status update provided via email to the following email address[redacted] Regarding Case Number[redacted]My name is John and I have been assigned as your Case Manager. If you have any questions or concerns, please reach me at the number below to discuss your case further. FCA Case Management: 1-844-827-2006 Case Manager's Extension: 4718469 Our hours of operation are: Monday to Friday; 8am to 8pm Thank you for your patience and co-operation! Regards, John | FCA Specialist Phone: 1-844-827-2006 | ext. 4718469 End of Status Update
06/21/2018	**OUTBOUND CUSTOMER CONTACT**[redacted]CM spoke to customer, customer stated he called in right before vehicle went out of warranty rear passenger door was stuck in the unlock position, customer has gone back and forth from the dealer, the speedometer is off by one , center console doesn't lock its either fully open and or fully closed, customers next appointment is July 1st CM to follow up July 2nd
06/25/2018	Follow up July 2nd
06/27/2018	Follow up July 2nd
06/29/2018	Follow up July 2nd
07/02/2018	Vehicle is at the dealership - ARMORY CHRYSLER DODGE JEEP RAM (60731) Update triggered by S40889K
07/02/2018	**OUTBOUND CUSTOMER CONTACT*[redacted] CM spoke to customer, Cm advised to follow p with customer again on 7/03/18 to allow time for the dealer to attempt to diagnose the concerns that customer is having customer agreed and thanked CM
07/03/2018	Customer called in as the vehicle has been diagnosed and can be picked up. Customer states that the DLR wants payment now to release the vehicle, or customer needs to extend rental for another two days.
07/03/2018	- ****INBOUND CUSTOMER CONTACT***** Agent called in looking for advice as to what to tell customer. Writer advised that CM JO 803 should be calling the customer today but regardless the vehicle won't be repaired today so if he needs the vehicle he will have to expend the rental.
07/03/2018	**OUTBOUND DEALER CONTACT** CM spoke to SA, SA stated that vehicle is still being diagnosed. **OUTBOUND CUSTOMER CONTACT**[redacted]CM spoke to customer, customer stated that vehicle is back with customer there was some issues with the vehicle but customer

Date	Comment
07/05/2018	Status update provided via email to the following email address: [redacted] am following up with you to see what repairs you did have to pay for at the dealer for your concern if you would be able to contact be back via email and or phone at 844-827-2006 EXT 4718469 End of Status Update
07/05/2018	Begin Customer Message reviewed: Hi John, I was not required to pay anything at the dealer but was hoping to get the speedometer and center consol symptoms addressed. The speedometer digital gauge displays a different speed then the analog gauge and the center consol doesn't lock in the cup holder position. Hi John, I was not required to pay anything at the dealer but was hoping to get the speedometer and center consol symptoms addressed. The speedometer digital gauge displays a different speed then the analog gauge and the center consol doesn't lock in the cup holder position. Hi John, I was not required to pay anything at the dealer but was hoping to get the speedometer and center consol symptoms addressed. The speedometer digital gauge displays a different speed then the analog gauge and the center consol doesn't lock in the cup holder position. Hi John, I was not required to pay anything at the dealer but was hoping to get the speedometer and center consol symptoms addressed. The speedometer digital gauge displays a different speed then the analog gauge and the center consol doesn't lock in the cup holder position. End of Reviewed Customer message
07/06/2018	Status update provided via email to the following email address: [redacted] nderstood do you have a follow up appointment with the dealer for these concerns? End of Status Update
07/06/2018	~ **********INBOUND CUSTOMER CONTACT********** [redacted] Customer looking to speak with CM over phone. He advised that these above concerns where diagnosed already. Writer advised she would note the file for a call.
07/10/2018	***OUTBOUND CUSTOMER CONTACT*** [redacted] Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 844-827-2006 EXT 4718469
07/11/2018	waiting on response
07/13/2018	***OUTBOUND CUSTOMER CONTACT*** [redacted] Cm spoke to customer, customer stated that they are waiting on the CM to make a decision on what needs to be done, Cm advised as we do not have an estimate on repair customer would need to go back to the dealer to see what we are looking at for potential assistance in the concern customer will be booking appointment and contacting back.
07/17/2018	***OUTBOUND CUSTOMER CONTACT*** [redacted] CM spoke to customer, customer has not been able to book an appointment as of yet, customer will be booking an appointment
07/19/2018	***OUTBOUND CUSTOMER CONTACT*** [redacted] Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 844-827-2006 EXT 4718469
07/23/2018	Status update provided via email to the following email address: [redacted] I was looking to see if you were able to book said appointment with the dealership. End of Status Update
07/25/2018	***OUTBOUND CUSTOMER CONTACT*** [redacted] CM spoke to customer, customer was able to book an appointment for the date od 7/31/18 CM to follow up with dealer on 7/30/18
07/27/2018	CM to follow up with dealer on 7/30/18
07/30/2018	CM to follow up with dealer on 7/31/18
07/31/2018	Vehicle is at the dealership - ARMORY CHRYSLER DODGE JEEP RAM (60731) Update triggered by S52854D
07/31/2018	Customer stated that he dropped the vehicle off this morning. Customer stated that JO803 was suppose to call about a rental but the dealer did not hear from him. Customer hoped JO803 would reach out to the dealer today.
08/01/2018	***INBOUND CUSTOMER CONTACT*** [redacted] - Customer is calling trying to speak with their CM. Customer's vehicle is at the DLR and the DLR wants the rental back. Customer is concerned their vehicle won't be repaired, and because the vehicle wouldn't be at the DLR we wouldn't be able to assist. - Writer advised that their CM is not in the office yet. Writer advised I would update the notes and have their CM reach out when they are in. -
08/01/2018	Reviewed with dealer. Vehicle does not have a certified speedometer. Only police packages come with certified speedo. Vehicle reads within 1/2 mile per hour of accuracy, and NO Further repairs required.
08/01/2018	**OUTBOUND DEALER CONTACT** ARMORY CHRYSLER DODGE JEEP RAM - 518-641-7777 CM spoke to SA, SA stated that Tom is currently bust at the moment but will CM back. CM advised SA or email.
08/01/2018	***INBOUND CUSTOMER CONTACT*** [redacted] CM advised customer of lines 164-166, CM advised we are waiting to heat back from the dealer on the issues about the center console.
08/04/2018	Status update provided via email to the following email address: [redacted] we are awaiting to hear back from the dealer at this time End of Status Update
08/08/2018	***INBOUND CUSTOMER CONTACT*** [redacted] Cm spoke to customer, customer does have the vehicle back and dealer has ordered the center console lock
08/09/2018	Parts on order
08/13/2018	**OUTBOUND DEALER CONTACT** ARMORY CHRYSLER DODGE JEEP RAM - 518-641-7777 CM spoke to SA Mike, SA stated that the part will be in on Wednesday
08/13/2018	Status update provided via email to the following email address: [redacted] I am just following up with you as I have spoken to the dealer they did state the part will be in Wednesday End of Status Update
08/15/2018	**OUTBOUND DEALER CONTACT** ARMORY CHRYSLER DODGE JEEP RAM - 518-641-7777 CM spoke to PA, PA stated the part for the center console is arrived
08/15/2018	***OUTBOUND CUSTOMER CONTACT*** [redacted] gent attempted to contact customer, however, customer was not available. Left message for a return call at extension 844-827-2006 EXT 3020212
08/17/2018	***OUTBOUND CUSTOMER CONTACT** [redacted] Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 844-827-2006 EXT 3020212
08/21/2018	***OUTBOUND CUSTOMER CONTACT*** [redacted] Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 844-827-2006 EXT 3020212
08/23/2018	Status update provided via email to the following email address: [redacted] Attempting to see how the repairs to the vehicle went, if we do not hear back from you we will be closing your case thank you for your time End of Status Update
08/24/2018	Begin Customer Message reviewed: We have an appointment for next Friday to install the ordered part. End of Reviewed Customer message
08/27/2018	CM to follow up 8/30/18
08/30/2018	Customer has appointment scheduled for 08/31.
08/31/2018	Status update provided via email to the following email address: [redacted] Good afternoon I was just wondering if you happen to go your appointment to day? End of Status Update
09/04/2018	Begin Customer Message reviewed: We got the center console fixed today. End of Reviewed Customer message
09/04/2018	[redacted] M spoke to customer, customer stated that the vehicle was fixed and had a good experience at the dealer, CM to close case out,

Email(s)

Date	10/01/2018	***Subject***	We got the center console fixed today.		
From		***To***	***Sent Date/Time***	08/31/2018 21:24 PM	

We got the center console fixed today.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/19/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/25/2018	**Origin**	Email	**Reason**	New problem
Mileage	58,542 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	DELPHOS	**Caller Country**	USA	**Caller Postal Code**	45833
Customer	[redacted]				
Customer Address					
Dealer				**Dealer Phone**	
Dealer Address					
Dealer Zone		**Sales District**		**Service District**	
Subject	Power Sliding Door Both Sides - Other				
Synopsis	Power sliding doors no response closed				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/19/2018 08:20 PM	Unworked
06/20/2018 06:52 PM	Open
06/25/2018 12:39 PM	Closed
09/29/2018 03:18 PM	Closed

Initial Description

0464230000-Corporate,Survey By-Pass,No Response / Unable To Reach,Default,Default,No Response / Unable To Reach,No Response / Unable To Reach
0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,Power Sliding Door Both Sides - Other

Case Comments

Date	Comment
06/19/2018	***** EMAIL BRIEF DESCRIPTION CONTENT ***** 2016 Town and Counrty ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
06/20/2018	I have had both of my sliding passenger doors have problems the driver side I had to have the whole locking motor replaced now the passenger side door i s making an awful noise and I do believe I will have to replace the lock act uator. this has been very costly to me and I can not afford this. is there a nything you can do to help me out with this. Thank you sooo much for your ti me and consideration on this problem. ***END OF CUSTOMER EMAIL***
06/20/2018	Dear [redacted] Thank you for contacting the FCA Customer Assistance Center. It is appreciated that you have reached out to us in regards to the sliding doors on your Town & Country. We certainly regret that you have had to repair the sliding doors multiple times already. It is understandable the inconvenience this is to you and we respect your frustration in this regard. It would be our pleasure to look into any possible assistance we may be able to provide for this concern. A case can be escalated to a Chrysler specialist for further review; however an appointment with a Chrysler dealer is required. You may utilize any Chrysler dealer you wish. Please respond with a good time to contact you by phone so that we may assist you in scheduling an appointment. Or if you happen to have an appointment already; please respond with the dealer name and date/time of your appointment. Our goal is to ensure you receive any resolution possible and it is our pleasure to do so. Should you have any further inquiries, we would be happy to address them with you. You may reach us via chat or email through www.chrysler.com or contact by phone at 1-800-247-9753. Thank you [redacted] for being part of the Chrysler family. We appreciate your business and have a wonderful day. Sincerely, Jennifer Customer Service Representative FCA Customer Assistance Center ***END OF AGENT EMAIL***
06/21/2018	Waiting for response
06/25/2018	Survey bypass, no response
06/25/2018	Survey Bypass applied. Please close CAIR.
07/31/2018	In-Service Date: 06/16/2016 Original Owner:Yes Mileage: 31812m Vehicle purchase loyalty: 1n 4u Multiple Repairs/ Previous related repairs: No MVP plans:No Other:
07/31/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/21/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/21/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	35,000 Miles	**Market**	U	**Language**	English
Contact Email	nobody@external.fcagroup.com	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	BANCROFT	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	61909	BARNETT WHITE BEAR CHRYSLER JEEP		**Dealer Phone**	6514826100
Dealer Address	3430 HIGHWAY 61 N				
	WHITE BEAR LAKE		MN	55110 5236	USA
Dealer Zone	Denver	**Sales District**		**Service District**	M
Subject	Body / Trim / Paint Finish - Inquiry				
Synopsis	Customer states vehicle back door on passenger side is not functioning properly				
Customer Anomaly	Body				
	Paintwork				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	3	Vehicle Paint Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/21/2018 06:50 PM	Open
06/21/2018 06:58 PM	Closed
09/29/2018 04:33 PM	Closed

Initial Description

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

Case Comments

Date	Comment
06/21/2018	Customer called in seeking information pertaining to the door on the passengers back side, Customer states when the customer locks the vehicle that one door will not lock and it has to be unlocked & locked manually. Customer was advised to take vehicle to the DLR and have a diagnosis done.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/25/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/18/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	56,156 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	RACINE	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	63168	MARTINS GARAGE INC		**Dealer Phone**	2628781226
Dealer Address	1422 MAIN STREET				
	UNION GROVE		WI	53182 1505	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	I
Subject	vehicle actuator in the sliding door is defective				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/25/2018 03:33 PM	Open
07/18/2018 03:30 PM	Closed
09/29/2018 04:16 PM	Closed

Initial Description

0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,vehicle actuator in the sliding door is defective

Case Comments

Date	Comment
06/25/2018	Briefly summarize why the customer is contacting Chrysler: Customer stated the actuator for the sliding door is defective. Customer doesn't feel this should be happening with a two year old vehicle . Customer stated she realizes the vehicle is over basic warranty by miles but doesn't feel this should have been defective so soon. Customer is seeking assistance with cost. Briefly summarize what the customer is expecting: gw cost assistance **Agent Advised** Agent advised all concerns are being documented and escalated to CM for review for possible GW.
06/25/2018	Customer seeking assistance with: sliding door actuator is defective Customer expecting: gw cost assistance for repair [Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: Earliest call time: anytime Latest call time: anytime Updates via text: Updates via email: Y Vehicle location: [Customer Date and Time of Appointment: Customer picked up vehicle june 13/18 Confirmed appointment with: [Dealer -63168 SA Marcus Jones Customer in rental: N Authorized by: N/A Rental start date: [Date]
06/25/2018	2-household original owner auto appearance care plus SC.
06/25/2018	Customers phone number
06/25/2018	Reassigned to CM
06/25/2018	- ***** In-Service Date: 05/23/2016 Original Owner: YES Mileage: 56,156 Vehicle purchase loyalty: 3 NEW - Family Brand Loyalty Multiple Repairs/ Previous related repairs: NO / NO MVP plans: no mechanical MVP; has ESSENTIAL CARE PLUS and AUTO APPEARANCE CARE PLUS Other: BASIC warranty expired at 36,000 miles
06/25/2018	*****OUTBOUND DEALERSHIP CONTACT***** MARTINS GARAGE INC |63168 | 262-878-1226 | CM spoke to SM Mike. Customer had actuator repaired - it was an out-of-pocket since it is on the cost portion of the RO. The cost to customer was $310.00. CM asked SM Mike what he knows about customer. Customer has their maintenance done at their Dealer, has a Service Contract. SM Mike knows the customer lives in their area and he thinks it is good for the Dealer customer has their maintenance done there.
06/25/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully.
06/25/2018	**********Customer Email Address Updated********** Following email address is added for communication or survey with the customer
06/25/2018	Status update provided via email to the following email address: My name is Jane and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have: • Your case number is • The FCA Case Management telephone number is: 1-844-827-2003 • My direct extension for leaving a Voice Mail is: 4718062
06/25/2018	• To reach me directly, please call the FCA Case Management phone and ask any Case Manager to locate me for the call during my work hours • FCA Case Management's hours are: 7:00 am – 7:00 pm Central Time, Monday through Friday • My work hours are: 10:30 am - 7:00 pm Central Time, Monday through Friday. Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation! End of Status Update

Date	Comment
06/25/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] | Customer paid for the oil change - didn't pay for the actuator yet. She felt it was a safety issue. She was told it is not under warranty any more so she would have to pay for it. The quote was $319.00 on paperwork she has. Customer was frustrated because first Dealer said they would cover it, then would not cover it. CM confirmed COIN and mileage. Just for her personal use. Always goes to Martin's Garage for her oil changes. Traded in their Chrysler van - 256,000 miles on it - and had no major issues with it, and traded it in for this one. Customer would prefer not to have to pay. CM did explain that if the Dealer does this, they may require a $100 deductible, so would prefer to reimburse her directly, since there was a misunderstanding when we called the Dealer over whether or not the customer had already paid for the actuator repair. CM did advise that we would need to back the Dealer if they require a deductible.
06/25/2018	*****OUTBOUND DEALERSHIP CONTACT***** MARTINS GARAGE INC |63168 | 262-878-1226 Spoke to Jason who will get message to SM Mike that CM requires a callback.
06/26/2018	Dealership:63168 contacted Chrysler to obtain contact with CM: JP1738. Agent warm transfers the SM to the case manager for further assistance.
06/26/2018	Dealership thanks agent.
06/26/2018	*****INBOUND DEALERSHIP CONTACT***** SM Mike says if customer wants to get 100% of the actuator repair covered, they have to go through us. He is only willing to do it with the $100 deductible to the customer. SM Mike doesn't really want to do the Dealer cost assistance because he says he was criticized for giving too much away, would prefer we reimburse the customer. SM Mike says customer didn't want to pay, didn't want to get it done. CM will see if she can do it the way customer wants it done.
06/26/2018	*****Re-emailed AM, cc'd CRM, TL ML1082***** I got an opinion from the Service Manager Mike that the water leaking issue is real and unresolved, it may not have to do with the seals but the frame. Customer already had a frame test. When customer goes back, the Dealer should open another Engineering case since they have already tried all of the recommended repairs and there really are no further repairs that can fix it regarding the seals. Customer's #1 objective is still to get into another vehicle at a lower car payment. I am re-escalating to you in order to see if you can do something for the customer as regards his car payment. According to Case Management's policies, we can help with other types of sales disputes, e.g. customer paid for something and didn't receive it, but we have no role in negotiating putting a customer into a new vehicle or payments/financing.
06/26/2018	#####DELETE LINES 105-118##### - DO NOT PERTAIN TO THIS CASE
06/26/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] | Customer again said she dealt with SA Marcus, who did not mention any cost assistance being available and referred her to Customer Care. CM told customer that she has now discussed the issue with the Service Manager Mike and he is preferring that we keep the first arrangement to have customer pay for the repair and then submit paperwork to Case Management's case, for reimbursement. Customer was confused because she did not get the repair completed and she thought the Dealer should have paid for it. CM explained to customer that she is 20,000 miles out of BASIC warranty so that the SA referred her to Customer Care - the phone number for Customer Care is right inside her Owner's Manual. - CM told customer she is more than willing to honor the first arrangement for reimbursement, not having known repair was not yet completed - Customer will make her own appointment and inform CM of the date/time to CM can follow-up with the customer.
06/26/2018	*****INBOUND CUSTOMER CONTACT***** Customer set appointment for July 11th at 9:00 am. Customer spoke to SM Mike who said he should have the parts and if there are any problems, he will let the customer know. The repair should be done around noon, but it could be a little bit longer. SM Mike asked her if she needed a rental car, but she didn't want to deal with that. CM will follow-up with the customer on Thurs., July 12th.
06/29/2018	- appt. set for July 11th, 9:00 am
07/03/2018	- appt. set for July 11th, 9:00 am
07/06/2018	- appt. set for July 11th, 9:00 am
07/10/2018	- appt. set for July 11th, 9:00 am
07/11/2018	*****OUTBOUND DEALERSHIP CONTACT***** MARTINS GARAGE INC |63168 | 262-878-1226 SM Mike says repair is finished and customer expects to be there before 8:00 pm tonight to pick it up. She will be paying out-of-pocket and seeking reimbursement through Case Management as we had agreed upon.
07/12/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] | Mailbox is full and cannot accept any messages at this time.
07/12/2018	Status update provided via email to the following email address: [redacted], Hope you are having a fine day! I tried calling you today, received a message that your mailbox is full. So I am trying an email in order to follow-up on your appointment of 7/11/18. You were going to submit us the invoice from the Dealer and your proof of payment regarding the sliding door actuator. I just sent you a Doc Link good for 7 days, or, if you would prefer, send the paperwork to us by fax with a cover sheet with the case # on it, as well as your name and contact information and a brief explanation of what you are sending. The fax number, if you need it, is 1-877-768-5076 The case # is: 34609715 Jane | FCA Case Manager Phone: 1-844-827-2003| Ext. 4718062 End of Status Update
07/12/2018	****** Below Customer Contacted for Documentation Request ****** [redacted] 2018-07-12 @ 15:01
07/16/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] | Mailbox is still full and cannot accept any messages at this time.
07/16/2018	Status update provided via email to the following email address [redacted], Hope you had a fine weekend! I sent you an email on 7/12/18 regarding sending in your paperwork as we had discussed. I have tried your phone several times and get a message that the voice mailbox is full. I still do not have the paperwork to review, and am seeking a timeframe for receiving the documents. I will leave the file open until the end of the week to give you time to submit by Doc Link or by fax with cover sheet. If I do not hear from you by 7/20/18, I would be closing your case. If you are aware, you can always call us back when you return to reopen the case. Thank you for your response. Jane | FCA Case Manager Phone: 1-844-827-2003| Ext. 4718062 End of Status Update
07/17/2018	*****RESEARCH***** AC #19074 - FCA US Customer Care, PO Box 21-8007, Auburn Hills MI 48321-8007. *****INBOUND CUSTOMER CONTACT***** Customer says she has been trying to send it. It says to enable cookies in her browser and try again. Customer is frustrated by the lack of success with the Doc Link. Customer requested an email. Customer has no place to fax. Customer was told that address is the 3rd alternative but would not recommend it because that takes even longer. CM provided JP1738@chrysler.com - just use that as an email address and attach docs. Customer has a Repair Order and a Proof of Payment. CM said to send that. As a backup, could contact the Dealership to provide the invoice. CM will let customer know when she receives the documents.
07/17/2018	****** Below Customer Contacted for Documentation Request ****** JP1783@chrysler.com on 2018-07-17 @ 19:04
07/17/2018	****** Below Customer Contacted for Documentation Request ****** JP1738@CHRYSLER.COM on 2018-07-17 @ 19:08
07/17/2018	****** Below Customer Contacted for Documentation Request ****** JP1738@CHRYSLER.COM on 2018-07-17 @ 19:10
07/17/2018	***** Customer Document Received *****
07/18/2018	Begin Customer Message reviewed: Jane Did you recieve my claim I submitted? [redacted] End of Reviewed Customer message
07/18/2018	Status update provided via email to the following email address: [redacted], Thank you for the docs which I did receive. Jane End of Status Update

Date	Comment
07/18/2018	- verified docs with AC#19074 - Concern: Customer states a buzzing noise when locking the doors on her van. Correction: Vehicle needs the passenger rear sliding door lock actuator - [redacted] Cell ########## Customer has submitted request for reimbursement for repairs for right sliding latch assembly. Customer has already paid out of pocket. Writer is submitting reimbursement request for repairs as a goodwill gesture. Repairing Dealer/IRF: MARTIN'S GARAGE, Union Grove, WI (63168) Date of Rental/Repairs: 7/11/18 RO/Invoice Number: RO [redacted]ustomer's Proof of Payment: stamped PAID 7/13/18 In-Service Date: 05/23/2016 Original Owner: YES Loyalty: YES - 3 Family Brand Loyalty Mileage: 56,156 Multiple Repairs: NO Dealer Opinion: Case Management should handle in interest of Customer Satisfaction - customer wants paid at 100% and they can only do with $100.00 deductible Service Contract/Warranty: no mechanical MVP; has ESSENTIAL CARE PLUS and AUTO APPEARANCE CARE PLUS Date of Repair: 7/11/18 Labor: $ 1.02 hrs @ $95.00 per hr - $96.90 Parts: $222.53 [Actuator Sli - $133.20 Applique Sli - $89.33] Subtotal Parts and Labor: $319.43 Tax: $16.29 Total Out-of-Pocket: $335.72 Writer is submitting check for approval in the amount of $335.72 TO THE CUSTOMER
07/18/2018	########ADDED TO GOODWILL SPREADSHEET FOR BC 51 MIDWEST – CHECKS TAB########

Email(s)

Date	10/01/2018	***Subject***	Hello [redacted]Thank you for the docs which I di		
From [redacted]		***To***	***Sent Date/Time***	07/18/2018 15:13 PM	

Hello [redacted]

Thank you for the docs which I did receive.

Jane

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/27/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/27/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	30,017 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**tact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	HOLLAND	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45372	JIM BROWNE CHRYSLER JEEP DODGE RAM		**Dealer Phone**	3525210055
Dealer Address	12020 US HIGHWAY 301				
	DADE CITY		FL	33525 6023	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	D
Subject	passageer sliding door.				
Synopsis	Customer stated that he will go by a DLR in the morning.				
Customer Anomaly	Drivability				
	Product Handling (Poor Ride)				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	120	Poor Handling or Rough Ride
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/27/2018 01:58 AM	Open
06/27/2018 02:20 AM	Closed
09/29/2018 01:30 PM	Closed

Initial Description

0468000000-Corporate,Hard Copy Manual Order,Default,Default,Default,Hard Copy Manual Order,Hard Copy Manual Order
0100000900-Product,Unknown,Unknown,Poor Handling,Default,Product has Poor Handling,passageer sliding door.

Case Comments

Date	Comment
06/27/2018	An order for printed owner materials has been placed with our fulfillment house The following items have been selected: Warranty Radio 430/430N Owner's Manual
06/27/2018	Customer seeking to lock passage sliding door . Agent went into owners manual to see if the was answer and no door still wouldn't lock. Customer stated that he will call DLR is in the morning to see why it won't lock.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	Model Year	2016	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	06/27/2018	CAIR Type	Regular	Status	Closed
Close Date	06/27/2018	Origin	Telephone	Reason	New problem
Mileage	63,000 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone		Contact Mobile	
Caller Address	[redacted]			Source	Customer
Caller City	CLEVELAND	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	43731	ALEXANDER DODGE CHRYSLER JEEP, INC		Dealer Phone	2568912277
Dealer Address	6764 US HWY 431				
	ALBERTVILLE		AL	35950 1819	USA
Dealer Zone	Southeast	Sales District		Service District	J
Subject	Dealer Complaint				
Synopsis	Complaint				
Customer Anomaly					
Contact Reason	C127	Negative Feedback On Vehicle	Customer Anomaly		
Reason Code	FCA World - Feedback - Product - Negative comments & Suggestions - Vehicle				

Case Status History

Create Date	Status
06/27/2018 06:22 PM	Open
06/27/2018 06:34 PM	Closed
09/29/2018 06:54 PM	Closed

Initial Description

0457000000-Corporate,Complaint Contact,Default,Default,Default,Complaint Contact,Dealer Complaint

Case Comments

Date	Comment
06/27/2018	Customer stated that last Wednesday she took her vehicle to dealer because her sliding door was stuck shut. Dealer told her that they would run diagnosis for $90 and customer agreed. They kept vehicle for a few hours and when she came back to pick up vehicle she stated that the SA was being passive aggressive. SA wrote on report that the door is locked and stated that if they break the door panel, they would not be responsible. They also did not put in report that the other sliding door was making the same noise as the current one was making before it got stuck. SA told her that they are not going to fix the other door because there is nothing wrong with it. That incident was Wednesday and Saturday both doors are now stuck. Dealer refunded $90 and told her that they are not going to be able to please her. Customer has a service contract but they told her that because it is an after market contract the repair would cost $1,200. She took her vehicle to a IRF that is charging her $100 to fix. Agent apologized to customer and informed her that complaint will be documented.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/29/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/12/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	33,027 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**ntact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	PALM COAST	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	68161	ATLANTIC DODGE-CHRY-JEEP INC		**Dealer Phone**	9047971737
Dealer Address	2330 US 1 S				
	ST AUGUSTINE		FL	32086 5762	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	F
Subject	Power Sliding Door Both Sides - Intermittent or Inoperative				
Synopsis	CLOSED LOOP UPDATE - no need for additional follow-up.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/29/2018 01:04 PM	Open
07/12/2018 01:39 PM	Closed
09/29/2018 05:02 PM	Closed

Initial Description

0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,Power Sliding Door Both Sides - Intermittent or Inoperative

Case Comments

Date	Comment
06/29/2018	customer stated that both of the sliding doors have stopped working and the sliding door on the driver's side is stuck and the sliding door on the passenger side is having the same symptoms as the drivers side door customer stated she knows she is just outside of basic warranty and would like some assistance with the repairs because she spoke to someone at the dealer and they told her that she may have to pay out of pocket but the dealer may be able to pay for some of the repairs agent advised the customer that i would escalate the case over to case management for further assistance customer understood agent called dealer (68161) to confirm who she spoke to and confirm appointment date and time agent confirmed that the customer spoke to the receptionist for GWA and scheduled her appointment agent spoke to SA Justin who stated they would not be able approve any GWA without the diagnosis Customer seeking assistance with: [the repairs needed on the sliding doors on the vehicle] Customer expecting: [the repairs to be covered at no cost to her] Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: 904-209-1432 [during work hours of 7:00 AM- 4:00PM] Preferred phone number [redacted] [after work hours after 4:00PM] Earliest call time:7:00 AM Latest call time: 4:00 PM Updates via text: Yes [redacted] Updates via email: No [Email address] Vehicle location: [Customer] Date and Time of Appointment: [07/03/2018 1:00 PM] Confirmed appointment with: [ATLANTIC DODGE-CHRY-JEEP INC (68161)] Customer in rental: No Authorized by: Rental start date: [Date]
06/29/2018	customer is original owner customer is brand loyal customer is within powertrain warranty and just expired basic warranty
07/02/2018	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 81131.
07/03/2018	Customer seeking to speak to Maria but she is out of the office. Customer stated she is going to the dealership at 1pm today.
07/03/2018	Customer was advised the dealership is going to perform a diagnosis on the sliding doors and then either give GOODWILL or decline. Customer understood and will let us know of status.
07/03/2018	Vehicle is at the dealership - ATLANTIC DODGE-CHRY-JEEP INC (68161) Update triggered by S31615Q
07/06/2018	Vehicle is at the dealership - ATLANTIC DODGE-CHRY-JEEP INC (68161) Update triggered by S31615Q
07/06/2018	customer called upset after going to DLR 68161 for sliding door repair with the understanding she was getting goodwill for the complete cost of repair. customer was shown an invoice with goodwill stated on it with a balance due of $0, then when she called to check if would be finished on time customer was told by SA Justin he feels she will have to own part of it and he'd have to research it. agent calling DLR to speak to SA Justin or SM on this issue and get an answer
07/06/2018	agent was able to speak to SA Justin who states customer came in after being told by TL683 to bring it in to DLR and they will be able to give goodwill for everything and if not to contact FCA and we will cover the difference. Customer came in before having a diagnosis and SA Justin told her a diagnosis needs to be done first and that fee was waved (the invoice with $0 balance due) but that he can't authorize goodwill and will need to get with SM to get goodwill considered. Vehicle needs same part replaced on both doors and dealer is willing to give goodwill for repair with a $100 copay by the customer.
07/06/2018	agent called customer and she will be picking up vehicle and paying the $100 deductible today and will come back when parts are in to get the passenger side door repaired all under the same deductible.
07/06/2018	customer wanted to try for GW thru Dodge and agent send up request with understanding it may not be accepted for reimbursement. per cair[redacted]

Date	Comment
07/06/2018	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 89694.
07/09/2018	****** Below Customer Contacted for Documentation Request ****** [redacted] on 2018-07-09 @ 09:43
07/09/2018	**********Customer Email Address Updated********** Customer has updated the email address from [redacted] for further communication or for surverys.
07/09/2018	The customer was returning a call to JA2000. The customer is asking for a return call from the agent when possible.
07/09/2018	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 81131.
07/09/2018	Per cair[redacted] was closed due to a duplicate to this CAIR. Customer is declined for reimbursement due to dealer has offered goodwill and there cannot be a combined goodwill offer from dealer and CAC. Customer accepted dealers offer and has to pay the deductible.
07/10/2018	Spoke with customer and she stated she accepted GW offer and was never told there would be a copay until customer was told to pick up the vehicle. Customer stated the dealer stated either pay the copay or they wouldn't give vehicle back. I advised lines 83-85 and advised that I will call the dealer and speak with the SM to see what they're able to do regarding refunding her. I advised customer that I am not 100% sure but I will try.
07/10/2018	Agent attempted to contact dealer Service Manager Christopher, however, SM not available. Left message for a return call at extension 81131.
07/10/2018	Called customer and advised that I have called SM and was unsuccessful. I advised I will contact her back with update once provided.
07/12/2018	Spoke with SM and he stated the customer was advised several times of what was needed for the vehicle and customer was aware that she was out of warranty. SM stated he offered customer goodwill with a $250 deductible for both vehicle door replacements and customer agreed. Customer is wanting Chrysler to reimburse her for deductible. I spoke back with customer and advised her of what was asked from dealer and advised her of what was stated and she is stating she was never told that there would be a deductible or copay. Customer then changed her story and stated she was told she would have to pay $250 but that was after repairs were made. Customer stated she did agree to dealer goodwill. I advised that by agreeing to dealers goodwill she is responsible for the deductible and Chrysler can not reimburse for the goodwill that was offered through dealer. Customer was advised to speak with dealer GM. CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer's concerns as documented in the reason codes have been addressed with the customer.
07/12/2018	Cust clld back and wanted to make a complaint about her situation with the DLR and CAC. She is not happy with the way it was handled and still feels like she should not have to pay the deductible.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/29/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/30/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	56,000 Miles	**Market**	U	**Language**	English
Contact Email	nobody@external.fcagroup.com	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	ALBEMARLE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	X7397	EAN HOLDINGS - TAMPA		**Dealer Phone**	8133964140
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	drivers side door lock is grinding				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/29/2018 03:12 PM	Open
06/30/2018 06:54 PM	Closed
09/29/2018 01:46 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108250000-Product,Electrical,Power Door Lock / Deck Lid,Other,Unknown,Power Door Lock / Deck Lid - Defective,drivers side door lock is grinding

Case Comments

Date	Comment
06/29/2018	Customer called in stating that the driver side door lock grinds when it tries to lock. It does lock, but sometimes has issues unlocking. She wanted to know if this would be covered under warranty. Writer explained the warranty to the customer, and then asked her to call back once she had an appointment set, so that it could be sent to a CM for possible cost assistance. D 17-18 warranty could cover this repair.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/03/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/03/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	42,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	MUNCY	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	66887	FAIRFIELD CHRYSLER DODGE JEEP RAM		**Dealer Phone**	5705465113
Dealer Address	3360 ROUTE 405 HIGHWAY				
	MUNCY		PA	17756 7741	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	D
Subject	Open recalls issue with vehicles (paint/side door)				
Synopsis	No open recall, Issues with side door and paint				
Customer Anomaly	Body				
	Paintwork				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	3	Vehicle Paint Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/03/2018 09:31 PM	Open
07/03/2018 09:45 PM	Closed
09/29/2018 04:45 PM	Closed

Initial Description

0123607700-Product,Body / Trim / Paint Finish,Paint Finish,Flaking, Peeling, Blistering,Unknown,Paint Finish - Flaking, Peeling, Blistering,Open recalls issue with vehicles (paint/side door)

Case Comments

Date	Comment
07/03/2018	Drivers side back door will not lock and unlock and will not open and close. Front of van hood the paint is starting to bubble up. Customer looking get van serviced and dealership is not available for appointment until July 18th. Provided customer with warranty information and dealership info in her area so she can call to find a closer appointment time.
07/03/2018	Customer also called about open recalls. No open recalls at this time.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	Model Year	2016	Brand	DODGE
Body	RTKH53	Vehicle	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	07/05/2018	CAIR Type	Regular	Status	Closed
Close Date	07/05/2018	Origin	Telephone	Reason	New problem
Mileage	64,000 Miles	Market	U	Language	English
Contact Email	[redacted]	ct Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	BOCA RATON	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60619	SCHUMACHER CHRYSLER DODGE JEEP		Dealer Phone	5614541800
Dealer Address	2102 S FEDERAL HWY				
	DELRAY BEACH		FL	33483 3316	USA
Dealer Zone	Southeast	Sales District		Service District	B
Subject	Interior Styling / Appearance - Unsatisfactory / Dislikes				
Synopsis					
Customer Anomaly	Interior				
	Panels/Moldings				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	82	Interior panels or moldings issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/05/2018 03:09 PM	Open
07/05/2018 04:47 PM	Closed
09/29/2018 02:30 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0123761200-Product,Body / Trim / Paint Finish,Interior Styling / Appearance,Unsatisfactory / Dislikes,Unknown,Interior Styling / Appearance - Unsatisfactory / Dislikes,Interior Styling / Appearance - Unsatisfactory / Dislikes

Case Comments

Date	Comment
07/05/2018	**********INBOUND SPANSIH********** Customer called in stating they previously had a dodge and had multiple issues. Customer states they are now having issues with this vehicle as well and are very disappointed. Customer states arm rest needs to be replaced and the sliding door does not unlock. Agent advised customer must take the vehicle to the dealer and have it diagnosed. Customer states they are being inconvenienced and should not have to waste their time at the dealer for something that is not their fault. Agent apologized and advised a diagnosis is needed for a case to be opened and for FCA CAC determine whether goodwill may be provided or not. Customer understood.

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	Model Year	2016	Brand	DODGE
Body	RTKH53	Vehicle	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	07/06/2018	CAIR Type	Regular	Status	Closed
Close Date	07/06/2018	Origin	Telephone	Reason	New problem
Mileage	51,615 Miles	Market	U	Language	English
Contact Email	nobody@external.fcagroup.com	Contact Phone		Contact Mobile	
Caller Address	[redacted]			Source	Customer
Caller City	EWA BEACH	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	43064	WINDWARD DODGE CHRYSLER JEEP		Dealer Phone	8082336000
Dealer Address	46-177 KAHUHIPA ST				
	KANEOHE		HI	96744 3810	USA
Dealer Zone	California	Sales District		Service District	L
Subject	sliding door is jammed.				
Synopsis	Customer would like to know if the door issue with his vehicle will be covered under any of his warranties. Agent contacted dealership and transferred customer over for assistance.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/06/2018 12:44 AM	Open
07/06/2018 12:51 AM	Closed
09/29/2018 05:27 PM	Closed

Initial Description

0108250000-Product,Electrical,Power Door Lock / Deck Lid,Other,Unknown,Power Door Lock / Deck Lid - Defective,sliding door is jammed.

Case Comments

Date	Comment
07/06/2018	Customer would like to know if the door issue with his vehicle will be covered under any of his warranties. Agent contacted dealership and transferred customer over for assistance.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/06/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/06/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	60,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	ORLAND PARK	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	X7162	EAN HOLDINGS - DETROIT METRO		**Dealer Phone**	6169543061
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	customer states vehicle doors buzz when the close				
Synopsis					
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/06/2018 04:08 PM	Open
07/06/2018 08:26 PM	Closed
09/29/2018 05:02 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0123009400-Product,Body / Trim / Paint Finish,Unknown,Buzz, Squeak, Rattle,Unknown,Buzz, Squeak, Rattle - Body / Trim,customer states vehicle doors buzz when the close

Case Comments

Date	Comment
07/06/2018	customer called seeking assistance about her doors buzzing. customer states that when the doors close they buzz. Advised the customer that the car needs a diagnosis.
07/06/2018	survey bypass // no diagnosis.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/06/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/09/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	42,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	PALM COAST	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	68161	ATLANTIC DODGE-CHRY-JEEP INC		**Dealer Phone**	9047971737
Dealer Address	2330 US 1 S				
	ST AUGUSTINE		FL	32086 5762	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	F
Subject	customer seeking asistance with remainder of service fee				
Synopsis	DUPLICATE CAIR TO 34637657				
Customer Anomaly					
Contact Reason	C83	Request For Goodwill Reimbursement	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Product - Reimbursement request - Compensation/Goodwill				

Case Status History

Create Date	Status
07/06/2018 07:16 PM	Open
07/09/2018 07:57 PM	Closed
09/29/2018 05:02 PM	Closed

Initial Description

0464100000-Corporate,Survey By-Pass,Duplicate CAIR,Default,Default,Survey By Pass - Duplicate CAIR,DUPLICATE CAIR 34637657
0467000000-Corporate,Goodwill Escalation Matrix,Escalated,Default,Default,Goodwill Escalation Matrix - Escalated,customer seeking asistance with remainder of service fee

Case Comments

Date	Comment
07/06/2018	Customer seeking assistance with: remainder ($100) of safety service repair Customer expecting: assistance with repair Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: 7am Latest call time: 4pm Updates via text: Y[redacted]pdates via email: Y[redacted]/ehicle location: Dealer Date and Time of Appointment: 07-06-2018 Confirmed appointment with: [68161 and SA Justin] Customer in rental: N Authorized by: Rental start date: [Date]
07/06/2018	customer is having her sliding doors repaired at DLR 68161 after having one lock shut and the other going soon creating a safety concern since this is the main vehicle for a mom of 4. DLR is replacing same part on both doors and offering goodwill thru DLR with a $100 deductible.
07/06/2018	customer will be picking up vehicle today with the drivers side fixed and bringing it back to get passenger side slider fixed in a few days when part comes in. customer is original owner, has brand loyalty, and a recently (6/28/18) expired SC
07/09/2018	Duplicate cair to [redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	Model Year	2016	Brand	DODGE
Body	[redacted]	Vehicle	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	07/07/2018	CAIR Type	Regular	Status	Closed
Close Date	07/07/2018	Origin	Chat	Reason	New problem
Mileage	22,000 Miles	Market	U	Language	English
Contact Email	[redacted]	Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	MECHANICSVILLE	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	49983	CHAMPION CJD/EAN HOLDINGS LLC		Dealer Phone	3178726200
Dealer Address	4505 W 96TH ST				
	INDIANAPOLIS		IN	46268 3107	USA
Dealer Zone	Great Lakes	Sales District		Service District	9
Subject	Sliding Door Hardware - Misaligned / Poor Fit				
Synopsis					
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/07/2018 02:40 PM	Open
07/07/2018 05:28 PM	Closed
09/29/2018 03:58 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0123035609-Product,Body / Trim / Paint Finish,Body Hardware,Misaligned / Poor Fit,Door-Sliding,Sliding Door Hardware - Misaligned / Poor Fit,Sliding Door Hardware - Misaligned / Poor Fit

Case Comments

Date	Comment
07/07/2018	[redacted]Hi, my name is Crystal. How may I help you? Crystal: Hello [redacted]how are you today[redacted] I got 2016 dodge caravan sxt from sheehy about 2mths ago and my sliding doors are not working properly. The passenger side door does not latch closed all the way and now the driver side door the lock is making a grinding sound. Crystal: I am sorry to hear about that Juan. Have you taken it to the dealership to see if they are able to diagnose what is causing this issue?[redacted]lo not yet, we just moved so havent gotten a chance to. Crystal: I would advise to have it diagnosed by the dealership to find out what is causing the issue then contact us back if you are seeking assistance[redacted]Ok thank you. Crystal: Your welcome. Thank you for contacting Dodge Customer Care. Please chat with us again if you need further assistance or you can contact our Customer Care phone line at 1-800-423-6343. You can also look for updates on our website www.dodge.com. Have a great day![redacted]isconnected ('Concluded by Agent').

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/08/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/12/2018	**Origin**	Email	**Reason**	New problem
Mileage	48,300 Miles	**Market**	U	**Language**	English
Contact Email	nobody@external.fcagroup.com	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	CANTON	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer				**Dealer Phone**	
Dealer Address					
Dealer Zone		**Sales District**		**Service District**	
Subject	engine misfiring				
Synopsis					
Customer Anomaly	Engine				
	Cylinder Head				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	23	Engine cylinder head / block issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/08/2018 07:28 PM	Unworked
07/11/2018 11:30 PM	Open
07/12/2018 04:30 PM	Closed
09/29/2018 01:43 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0424000000-Corporate,Warranty Coverage,Default,Default,Default,Request for Warranty Coverage Information,SEEKING WARRANTY COVERAGE
0109350000-Product,Engine,Cylinder Head / Gskt,Other,Default,Cylinder Head Inquire,engine misfiring

Case Comments

Date	Comment
07/08/2018	***** EMAIL BRIEF DESCRIPTION CONTENT ***** Van issues ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
07/11/2018	I have had my van for a little over 2 months and am on my second repair. The first repair was an issue I encountered with the sliding door not opening. My local dealer repaired this at a reasonable price. On 7/6/2018 I began ha ving a mis fire on cylinder 6. I had the van towed to my home where I chang ed the spark plug and coil pack. I am still having issues with it running. At this point the van is not drivable. I want to see what is covered under warranty. It has been extremely disappointing to have multiple issues with s uch a new vehicle. I want to figure out what will be covered before I tow i t to the dealer and pay a diagnostic to find out it is not covered.This is m y first chrysler purchase. I like the van, but the issues have been extremel y disappointing. The issues have left me doubting how good of a vehicle thi s is and if I made a mistake purchasing it.Thank you [redacted] ******END OF CUSTOMERS EMAIL******
07/11/2018	Dear [redacted] Thank you for contacting the FCA Customer Assistance Center. I can certainly understand how disappointing these issues would be as you are still such a new owner of the vehicle. The following is the warranty that is left on your vehicle: WARRANTY TOWING COVERAGE IS ONLY FOR POWERTRAIN COMPONENTS.PLEASE CONTACT CROSS COUNTRY MOTOR CLUB FOR TOWING ASSISTANCE 800-521-2779. POWERTRAIN WARRANTY 60 Months or 60,000 Miles expires January 24, 2021 30 Months or 11,700 Miles CORROSION WARRANTY 60 Months or Unlimited Miles expires January 24, 2021 30 Months or Unlimited Miles Anything else, please let me know. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753. Sincerely, Jody Customer Service Representative FCA Customer Assistance Center ******END OF CAC EMAIL******
07/11/2018	*Warranty information found on VIP
07/12/2018	reassign 861 no diagnosis

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/09/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/06/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	49,946 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	CRESTLINE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	52918	SPITZER MOTORS OF MANSFIELD, INC.		**Dealer Phone**	4195242511
Dealer Address	1777 W 4TH STREET				
	ONTARIO		OH	44906 1704	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	H
Subject	Driveability Inquiry				
Synopsis	closing cair				
Customer Anomaly	Drivability				
	Stalling				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	9	Vehicle Stalling
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/09/2018 12:28 PM	Open
07/12/2018 12:04 PM	Closed
07/18/2018 05:42 PM	Reopen
07/19/2018 07:45 PM	Closed
07/23/2018 05:22 PM	Reopen
09/26/2018 08:52 PM	Closed
09/29/2018 05:09 PM	Open
10/06/2018 08:46 AM	Closed

Initial Description

0426000000-Corporate,Product Information,Default,Default,Default,Request for Product Information,Transmission issues
0118000000-Product,Drivability,Unknown,Other,Default,Driveability Inquiry,Driveability Inquiry

Case Comments

Date	Comment
07/09/2018	Customer states that he have numerous transmission issues. Customer states that the dealership states that there is nothing wrong with the
07/09/2018	vehicle and if its not throwing a code they cannot repair it. Customer states that the vehicle shutters when he driving or downshift by it self. Advisor called dealership and there was no one available
07/09/2018	Customer called in regarding numerous issues with transmission. Customer stated the following concerns the moment the customer drove off the lot of the DLR the vehicle had transmission issues. Customer stated FCA DLR Bill Harris was able to identify issue, able to plug the computer for updates, stated the vehicle is up to date.
07/09/2018	Agent contacted Bill Harris 42-45266 spoke with SA Linda to seek diagnosis history, SA Linda informed diagnosis was left rear door sliding hard, and vibration when stopping but no found issues on that.
07/09/2018	Customer called in stated that he is having transmission issue Agent noticed that the ownership information need to be update Agent advised customer and he stated that he will speak with the DLR Agent advised customer that he will need to have the van diagnosis Agent called DLR Bill Harris to schedule appointment Agent warm transfer customer over to SA Elizabeth for further assistance
07/10/2018	Vehicle is at the dealership - BILL HARRIS CHRYSLER DODGE JEEP (45266) Update triggered by S93288O
07/10/2018	Vehicle is at the dealership - BILL HARRIS CHRYSLER DODGE JEEP (45266) Update triggered by S93288O
07/16/2018	customer calling as dealership is unable to diagnosis concern due to no codes or check engine light coming on. advised for a case to started vehicle would need to be at the dealership for an appointment scheduled. customer will make appointment and contact us back with the information.
07/17/2018	Customer called regarding transmission issue. Customer stated vehicle has been to 4 different dealers and 2 transmission repair shops. Per customer all tech have taken a drive along and stated yes there is transmission issue. Customer puts vehicle in drive vehicle does not go into gear, vehicle has to be put back into park and the into drive. Vehicle starts to shudder when coming to a stop also when driving on highway vehicle will down shift almost throwing customer through windshield. Per customer dealer said vehicle cannot be repaired until vehicle has a code.
07/17/2018	Customer will take vehicle to Buckeye super store a larger dealership to see if vehicle has a code. Agent advised customer if dealer does find a code to ask for a data recorder, or higher level tech per AC 18735- unable to diagnosis.
07/17/2018	Customer called requested to speak to PG1206 to tell her the code for vehicle. Agent transferred customer to ext. 81149
07/18/2018	Customer states that the Buckeye Superstore does not have a transmission tech so they cannot work on the vehicle, customer said that the next closet DLR is an hour away from them so they will have to take time from work.

Date	Comment
07/18/2018	Agent advised the customer to get an appointment scheduled, and to callback so that the next representative could escalate their case to a case manager for further assistance. Customer said that they have taken their vehicle to multiple DLR's and they said are able to duplicate the issues but their are no codes coming up and that they need to come back when a check engine light comes on. The most recent DLR they went to said that they did not have a transmission tech. Customer now has to try to another DLR.
07/18/2018	DLR refused to see the vehicle because customer wont pay out of pocket. Customer is covered under warranty so does not want to pay out of pocket. Advisor contacted Bill Harris - spoke with SA Tom . inquired if there was a possible way to start a Star Case. SA states that he is unable to due to there being no DTC code, need a DTC code to start a case.
07/18/2018	escalating case as an ongoing issue.
07/19/2018	Agent called the DLR and spoke with SA stated they are unable to get a diagnostics
07/23/2018	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Survey By Pass - No Diagnosis
07/23/2018	Customer seeking assistance with: Transmission issues. Customer expecting: Assistance with diagnosis and repair. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: any time Latest call time: any time Updates via text: Y [redacted] Updates via email: Y [redacted] Vehicle location: Customer Date and Time of Appointment: 7/10/2018 Confirmed appointment with: Vehicle at DLR 45266 on line 20 Customer in rental: N Authorized by: Rental start date: [Date]
07/23/2018	Reassigned to CM
07/25/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully.
07/25/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully.
07/25/2018	**********OUTBOUND DEALERSHIP CONTACT********** 45266 | BILL HARRIS CHRYSLER DODGE JEEP | 419-281-1155 CM spoke with service director who advised there are no DTCS, they drove with the customer and have nothing to go off of. Cm inquired if vehicle was still at the dealership. He advised it is not.
07/26/2018	***Email sent to SWAT***
07/26/2018	*****OUTBOUND CUSTOMERÂ CONTACT***** [redacted] | - CM did intro call. - Customer states they test drove with the transmission tech and they recognized the issue, but there is no code or lights on. Customer states when you go to stop the vehicle, no matter the speed, the vehicle will shutter really bad. Customer states when the vehicle is accelerating or decelerating between 35 and 45 MPH it will hard shift if going from 3 to 4 or 4 to 5; the RPMs will jump from 2000 to 3500 and then finally shift. Customer states when decelerating you can feel the hard shifting from 4 to 3, and you shouldn't feel that; this issue went away after an update. Customer states that sometimes at 40 MPH it will jump out of gear and go down to 1 and then shift back up. Customer states that when going in reverse the vehicle shakes, no matter the speed. Customer states that the DLR advised when going into reverse their isn't enough fluid in the cuppler and that FCA is aware of it but isn't fixing it. - Customer states that the sliding doors and hatch back buttons don't always work. Customer states that when using the remote it works just fine. DLR is aware and has seen the concern. - Customer states that they have brought the vehicle to 5 different DLRs and none of them have been able to figure out what is causing the issue with the transmission, but there is something wrong with the vehicle. Customer has test drove a 2017 and 2018 to compare and experienced none of the issues that he has with his. - Customer would just like their vehicle to work properly. Customer would like their transmission replaced. - CM advised that we would reach out to our tech support and see what could be done, and go from there. -
07/26/2018	Status update provided via email to the following email address: [redacted], My name is Karleen and I am sending this to you on behalf of Deanna who has been assigned as your Case Manager.A Here is some information that will be helpful for you to have: Â· Your case number is [redacted] Â· The FCA Case Management telephone number is: 1-844-827-1926 Â· My direct extension for leaving a Voice Mail is:Â 4719859 Â· FCA Case ManagementÃ's hours are: 8:00 am Â– 8:00 pm EST (7:00 am Â– 7:0 pm Central Time), Monday through Friday Â· I will have your case manager reach out as soon as we have more information. Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation! End of Status Update
07/27/2018	**Email reply from SWAT**
07/27/2018	*****OUTBOUND DEALERSHIP CONTACT***** BILL HARRIS CHRYSLER DODGE JEEP | 45266 | 419-281-1155 | - CM reached out to SM as per SWAT to discuss a STAR case. CM spoke with SA Raquel who advised of SM's email and that SM was in a meeting. -
07/27/2018	*****OUTBOUND DEALERSHIP CONTACT***** BILL HARRIS CHRYSLER DODGE JEEP | 45266 | 419-281-1155 | - Email sent to SM with SWAT suggestion. -
07/30/2018	-
07/30/2018	- **********INBOUND EMAIL********** CM has email from SWAT suggesting having DLR check motor and tranny mounts, could be loose. As for the shudder when up shifting or downshifting, read over STAR Case [redacted]. The DLR also doesn't need a DTC to contact STAR, if they are having issues with diagnosing the vehicle they are still able to reach out to them as long as they have been able to duplicate the concern. ********** -
07/30/2018	*****OUTBOUND DEALERSHIP CONTACT***** BILL HARRIS CHRYSLER DODGE JEEP | 45266 | 419-281-1155 | CM contacted DLR looking to speak with SM Steve. Cm inquired about possible next steps for the concern as the customer states its still happening and inquired about getting a STAR case open. SM Steve advised if they had something to get a STAR case open with they would have already. SM Steve advised the issue is they don't get it to duplicate. SM Steve suggested having customer try to get it to duplicate or try and narrow down what's happening when it happens so they can figure it out. CM advised we actually have a sheet I can send him that does that, so maybe I will send that to him. SM Steve agreed or advised if customer knows how to get it to happen then to do it so they can see what's going on. Cm understood and advised I will have a talk with the customer and go from there. -
07/31/2018	Vehicle is at the dealership - SPITZER MOTORS OF MANSFIELD, INC. (52918) Update triggered by S32449L
07/31/2018	Vehicle is at the dealership - SPITZER MOTORS OF MANSFIELD, INC. (52918) Update triggered by S32449L
07/31/2018	-
08/01/2018	***OUTBOUND DEALER CONTACT*** SPITZER MOTORS | 52918 | 419-524-2511 | Cm contacted DLR looking to get update. Cm was able to speak with SA Lee who advised customer came in but they were unable to duplicate the concern, and there were no codes. SA Lee advised they did the oil change and customer went on his way. CM thanked for the information. -
08/01/2018	***OUTBOUND CUSTOMER CONTACT*** [redacted] | CM attempted to contact customer to touch base. Cm was unable to reach customer. Cm left Vm. -
08/01/2018	***OUTBOUND CUSTOMER CONTACT*** [redacted] | CM attempted to contact customer to touch base. Cm was unable to reach customer. Cm left Vm. -
08/01/2018	Customer called in to speak to Deanna, agent transferred customer to CM VM.
08/01/2018	***OUTBOUND CUSTOMER CONTACT*** [redacted] | CM attempted to contact customer back, CM was unable to reach customer. Cm left VM apologizing for not getting back to customer sooner, just been very busy. CM advised i will reach out again tomorrow. -
08/02/2018	- *** Cm has VM from customer advising he never told spritzers about the issue so he doesn't know what their talking about. Customer advised he would like to discuss with me what has ben happening since he bought it 50 days ago. *** -

Date	Comment
08/02/2018	***OUTBOUND CUSTOMER CONTACT*** [redacted] | Cm contacted customer to discuss case further. Customer advised he just recently purchased this vehicle from DLR 52918 and the very day he went to pick it up, he drove it maybe a mile down the road and he noticed there was something wrong and brought it back to the DLR. Customer advised the DLR pulled it in but advised since there are no codes no light they cant diagnose it. Customer advised the DLR did tell him they have seen hundreds of 2016's that have trans issues and it has something to do with the torque converter, and the cuplinks being to small to hold enough water, but that its not throwing any codes so they cant do anything. Customer advised in the last 6 weeks he has been to 5 different DLR's and 2 different trans places. Customer advised they all the FCA DLRs experience the concerns and notice its not running properly but say there is nothing they can do because there are no codes. Customer advised his 4 main concerns are: 1- when coming to a stop the car shakes. consistently. 2- between 35-45 mph whichever gear that is it will go into 1st and 2nd gear but when it gets to 3rd and 4th it will slip. 3- On 3 different occasions when customer is driving 35-45 mph just cruising, the vehicle slips into 1st and 2nd, and then will go right back. Customer advised it feels like you got rear ended. (tech felt this) 4- When backing up the entire vehicle shakes. . For this concern the DLR advised customer there is a bulletin on this and its due to those cup links that are to small. Customer advised 2 weeks ago he was in Columbus and he started the car and put it in drive and it wouldn't go anywhere, it wouldn't even reverse. So he took it to a DLR down there and they couldn't duplicate the concern. Customer advised now at this point he has begun having issues with the doors that the DLR has seen and confirmed, customer advised he has shown them videos. Customer advised the remote for the doors and latch works but to push the button on the inside it will not do anything. Customer advised so while at the DLR he had his 2 little girls with them and the one pushed the button to close the rear door and it started closing but stopped halfway. Customer advised the tech seen that happen also. Customer advised another time he was at home unloading groceries and he used the remote to open the tailgate but then the doors opened. Customer advised there is something going on with the car. Customer went back to trans concern and advised his suggestion was to try a new trans and see if that resolves concern. Customer looking for direction on going forward. Cm advised as DLR told him they wont replace the trans without something to go on. Cm advised I feel our best next step is to get the AM involved to see if there is anything he can do, Cm advised AM would have more authority and resources to get something done on this. Customer agreed. Customer asked if its possible to ask our tech team if it would have to do with the torque converter and the cup links. Cm advised absolutely I can do that, there is no harm in inquiring. Cm advised I will email them as well as the Am and once I get an update I will be sure to let him know. Customer appreciated. Customer advised one last question. Customer advised at his 60,000 mile interval he is to get a trans maintenance thing done, and he just wants to know if he should still do that because he doesn't want to get stuck paying money for that and then we
08/02/2018	***OUTBOUND CUSTOMER CONTACT*** [redacted] | Cm contacted customer to discuss case further. Customer advised he just recently purchased this vehicle from DLR 52918 and the very day he went to pick it up, he drove it maybe a mile down the road and he noticed there was something wrong and brought it back to the DLR. Customer advised the DLR pulled it in but advised since there are no codes no light they cant diagnose it. Customer advised the DLR did tell him they have seen hundreds of 2016's that have trans issues and it has something to do with the torque converter, and the cuplinks being to small to hold enough water, but that its not throwing any codes so they cant do anything. Customer advised in the last 6 weeks he has been to 5 different DLR's and 2 different trans places. Customer advised they all the FCA DLRs experience the concerns and notice its not running properly but say there is nothing they can do because there are no codes. Customer advised his 4 main concerns are: 1- when coming to a stop the car shakes. consistently. 2- between 35-45 mph whichever gear that is it will go into 1st and 2nd gear but when it gets to 3rd and 4th it will slip. 3- On 3 different occasions when customer is driving 35-45 mph just cruising, the vehicle slips into 1st and 2nd, and then will go right back. Customer advised it feels like you got rear ended. (tech felt this) 4- When backing up the entire vehicle shakes. . For this concern the DLR advised customer there is a bulletin on this and its due to those cup links that are to small. Customer advised 2 weeks ago he was in Columbus and he started the car and put it in drive and it wouldn't go anywhere, it wouldn't even reverse. So he took it to a DLR down there and they couldn't duplicate the concern. Customer advised now at this point he has begun having issues with the doors that the DLR has seen and confirmed, customer advised he has shown them videos. Customer advised the remote for the doors and latch works but to push the button on the inside it will not do anything. Customer advised so while at the DLR he had his 2 little girls with them and the one pushed the button to close the rear door and it started closing but stopped halfway. Customer advised the tech seen that happen also. Customer advised another time he was at home unloading groceries and he used the remote to open the tailgate but then the doors opened. Customer advised there is something going on with the car. Customer went back to trans concern and advised his suggestion was to try a new trans and see if that resolves concern. Customer looking for direction on going forward. Cm advised as DLR told him they wont replace the trans without something to go on. Cm advised I feel our best next step is to get the AM involved to see if there is anything he can do, Cm advised AM would have more authority and resources to get something done on this. Customer agreed. Customer asked if its possible to ask our tech team if it would have to do with the torque converter and the cup links. Cm advised absolutely I can do that, there is no harm in inquiring. Cm advised I will email them as well as the Am and once I get an update I will be sure to let him know. Customer appreciated. Customer advised one last question. Customer advised at his 60,000 mile interval he is to get a trans maintenance thing done, and he just wants to know if he should still do that because he doesn't want to get stuck paying money for that and then we end up giving him a new trans or something. Cm understood and advised I will look into that. Customer advised he is at 50,000 so we have time. Cm understood. Cm confirmed customer email and advised I will send him my contact info. Customer thanked. Cm advised I will be in touch when I have an update. -
08/02/2018	end up giving him a new trans or something. Cm understood and advised I will look into that. Customer advised he is at 50,000 so we have time. Cm understood. Cm confirmed customer email and advised I will send him my contact info. Customer thanked. Cm advised I will be in touch when I have an update. -
08/02/2018	**********Customer Email Address Updated********** Following email address is added for communication or survey with the customer [redacted]
08/02/2018	Status update provided via email to the following email address: [redacted]m My name is Deanna and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have: Â• Your case number is [redacted] Â• The Chrysler Case Management telephone number is: 1-844-827-1999 Â• My direct extension: 4719859 Â• My work hours are: 8:00am - 4:30pm Eastern Standard Time Monday-Friday. Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation! End of Status Update
08/02/2018	- **********OUTBOUND EMAIL********** Cm sent email to AM Dennis looking for input. ********** _
08/02/2018	- **********OUTBOUND EMAIL********** Cm sent email to SWAT looking for further information. ********** _
08/07/2018	- **********INBOUND EMAIL********** Cm has email from SWAT advising The concerns with the transmission slipping or having a slight harsh shift it could be deemed as a normal characteristic of the transmission, as per my explanation with the items in DLR Connect. The one thing that I can recommend is having the DLR look into a Transmission Service (Fluid and Filter). This will show if the fluid is burnt and if their are any metal shavings (large shavings, as fine shavings are considered normal) in the bottom of the transmission pan. This may or may not work but this would be a starting point for the transmission shifting concern. As for the shaking in reverse and while at a stop, this could be a few things. I would have them check the mounts, all of them, body, transmission, engine, suspension, etc. I would also suggest that they inspect the Vibration Damper on the vehicle as well, if this is out of balance it could cause a vibration while driving or while idling. ********** _
08/07/2018	Status update provided via email to the following email address: [redacted], I hope you are having a good week! I just wanted to touch base with you, I am still in communication with the Area Manager on this to try and get next steps too better assist. As soon as I have an update I will be sure to give you a call! Thank you for your patience and I will talk to you again soon! End of Status Update
08/09/2018	- **********OUTBOUND EMAIL********** CM sent another email to AM Dennis looking for input and further assistance. ********** _
08/09/2018	- **********INBOUND EMAIL********** CM has email from AM Dennis advising the dealer is trying to schedule owner to be at the dealership today for an inspection. ********** _

Date	Comment
08/09/2018	Status update provided via email to the following email address: [redacted], I hope you are having a good week so far! I just wanted to give you a quick update. I received an email from the Area Manager today letting me know they will be contacting you to get you scheduled to come in for an inspection. Once I get more information on this I will be sure to let you know! End of Status Update
08/09/2018	- **********INBOUND EMAIL********** CM has email from AM Dennis advising customer could not make it today as he had other obligations. The vehicle was there 7/31/2018 no codes, no duplication of any concerns. Owner also stated that power locks were inop last visit and no problem was found. Vehicle has never had a warranty repair, a piece of trim was recently ordered. ********** -
08/14/2018	-
08/14/2018	Customer called in asking to speak with CM to update her on his case. Please give customer a call back any time tomorrow 8/15/2018.
08/15/2018	-
08/15/2018	***OUTBOUND CUSTOMER CONTACT*** [redacted] | Cm attempted to contact customer. CM was unable to reach customer. -
08/15/2018	Customer contacted CAC to speak with CM. CM is unavailable, transferred customer over to VM
08/15/2018	customer seeking to leave VM with CM agent transfer to Vm
08/15/2018	customer called in wanting to talk to their CM Agent got them over to their CM
08/15/2018	***INBOUND CUSTOMER CONTACT*** [redacted] | Customer contacted in looking to discuss case. Customer advised he did get a call that day stating he needed to go there right now. customer advised that's not acceptable as he was out of town taking care of his elderly mother so he couldn't make it, but he told them when he would be back. Customer advised he even went to the DLR after he got back and said he could meet with the DM whenever. Customer advised the advisor he spoke with was very rude and told him that's not how it worked and that the DM wont be able to do anything about it. Customer advised he couldn't believe it. Customer advised he feels like they are treating him like this because they know they sold him a vehicle with concerns. Customer advised he doesn't want to get an attorney he just wants the vehicle fixed but they aren't doing anything to help him. Customer asked if CM could arrange something now that he is back in town. Customer advised the issues are just ongoing, but if they could get the trans issues fixed so he feels safe putting his girls in the vehicle. Cm advised I can reach out and see if he would be willing. Customer appreciated. -
08/16/2018	- **********OUTBOUND EMAIL********** CM sent email to AM Dennis to see if something can be arranged with customer. ********** -
08/17/2018	- **********OUTBOUND EMAIL********** Cm sent email to AM Dennis again ********** -
08/17/2018	- **********INBOUND EMAIL********** CM has email from AM Dennis advising the customer has been to 4 different FCA DLRs. None of the certified trained technicians diagnosing this vehicle has found a transmission code stored or any problem for that matter. The vehicle is on its 3rd or 4th owner with a piece of trim being the only warranty repair. Based off Spitzer 52918 QNA service history the vehicle has been driven 18 miles in the past two months. Based off the customer concern and mileage being driven, it sounds like a fuel problem which will not set a code. Spitzer sold him the vehicle, they bought it from their Ford stores used car department. AM Dennis advised he will have Spitzer contact the owner and schedule an appointment for me to ride with him next week, if we do not duplicate a concern this CAIR will be closed. ********** -
08/17/2018	Status update provided via email to the following email address [redacted], I just wanted to give you a quick update. I reached out to AM Dennis again to see if something could be arranged, and he let me know he is going to have the dealership contact you and get you scheduled for a ride along with Dennis sometime next week. If you could just send me a quick email if they do give you a call and let me know when you are scheduled for so I can be sure to follow up! In the meantime, I hope you have a great weekend and I will talk to you again soon! End of Status Update
08/20/2018	- **********OUTBOUND EMAIL********** CM sent email to SM Greg looking to see when customer is scheduled to have ride along with Dennis. ********** -
08/20/2018	***OUTBOUND DEALER CONTACT*** SPITZER MOTORS | 52918 | 419-524-2511 | Cm contacted DLR to see if they got customer scheduled for ride along. CM was able to speak with SA Linda who advised she doesn't see the customer scheduled. CM thanked for the information. -
08/21/2018	- **********OUTBOUND EMAIL********** CM sent another email to SM Greg looking for update on when customer is scheduled. ********** -
08/22/2018	-
08/22/2018	**********inbound email**********
08/22/2018	- CM has email from SM greg advising he called customer and customer can do Monday Tuesday or Wednesday morning of next week so he is waiting to see which date works best for dennis. ********** -
08/23/2018	-
08/29/2018	-
08/29/2018	- **********OUTBOUND EMAIL********** CM sent email to SM Greg looking to see if customer got scheduled with Dennis. ********** - **********INBOUND EMAIL********** CM has email from SM Greg advising he told Dennis the dates the customer is available but he hasn't heard anything back from Dennis yet. ********** -
08/29/2018	- **********OUTBOUND EMAIL********** Cm sent email to AM Dennis looking for update. ********** -
08/29/2018	Status update provided via email to the following email address: [redacted], I hope you are having a good week! I just wanted to touch base with you and let you know service manager Greg are still waiting on Dennis to get back to us with a date that works for him. I apologize for the delay I did reach out to him again this morning to see if we get can this moving along. I will let you know as soon as I get an update! Thank you for your patience. End of Status Update
09/04/2018	-
09/04/2018	Status update provided via email to the following email address: [redacted], I hope you had a great long weekend! I just wanted to touch base with you to see if Dennis or Service Manager Greg has gotten in contact with you about the ride along with Dennis? End of Status Update
09/04/2018	Customer is stating he could not respond to the email. He would like to touch base and follow up with what has been discussed. His phone number is [redacted]
09/04/2018	***OUTBOUND CUSTOMER CONTACT*** [redacted] | Cm contacted customer to touch base. Customer advised he went to the DLR on Friday and spoke with SM Greg, who customer advised just looked at customer and shook his head. Customer advised SM Greg was apologizing and advised he has emailed and called dennis multiple times but hes not getting back to him, SM greg also advised customer i have also tried and have been emailing SM Greg as well. Customer advised SM kept apologizing. Customer advised he brought it right to the DLR because of the door concern so SM greg seen it and actually experienced it on Friday. Customer advised at this point SM Greg advised customer he knows he has a lemon and feels bad that we cant just get dennis out to take a drive. Cm understood and advised SM greg is correct we have tried to reach dennis so at this point i will reach out to someone higher than dennis, as this has been going on for so long already. Customer appreciated. Customer stated he feels Dennis is just waiting till he is out of warranty or something. Cm apologized and advised i will do my best to get this addressed asap. Customer appreciated what CM and SM is doing for him. CM thanked customer for being nice and patient in this situation. Customer understood and advised he understands that sometimes things happen he just wants this looked into further. CM understood. Cm advised i will be back in touch hopefully soon with an update. Customer thanked. -
09/06/2018	- *** CM sent email for further assistance. *** -

Date	Comment
09/11/2018	Status update provided via email to the following email address [redacted] hope your having a good week! So I did reach out to a higher up in regards to Dennis. At this point it seems Dennis has been off for some back concerns, however he is hoping to get to Spitzers the week of the 20th so he advised the higher up that he would try to get something scheduled for next week. Please let me know if you do not hear anything by mid next week and I will take it from there! If you have any further questions or concerns please don't hesitate to reach out! End of Status Update
09/11/2018	- **********INBOUND EMAIL********** Cm has email from AM Dennis advising he has been off with back concerns, but that he hoped to get the ride along scheduled for the week of the 20th, depending on his back. ********** -
09/13/2018	-
09/14/2018	Customer is calling because they would like to speak to their CM. Writer advised the customer that the CM is available right at this moment but they will put a request for the CM to call them back as soon as possible.
09/17/2018	***OUTBOUND CUSTOMER CONTACT** [redacted] CM contacted customer to discuss. Customer advised he wanted to give me an update of what happened recently. Customer advised Wednesday last week he got a phone call 1st thing in the morning from SA Rob advising customer dennis is here right now to come in. Customer advised we discussed this last time he needs a little bit of notice, customer runs his own business and travels for work. Customer advised SA Rob advised Dennis would be there on Friday and asked if customer can make it. Customer advised he is in Pittsburg but he will leave early and hopefully get there Friday. Customer advised he left early and drove 5 hours back, didn't stop at home just went right to the DLR and got there around 3pm. Customer advised he went in and spoke to a lady at the desk and she told him dennis hasn't been there all day. Customer advised the lady called back to SA rob and he could hear SA Rob yelling at the lady stating its not his problem he told customer to pick a time and he didn't. Lady told SA rob to come out and speak with Customer himself, so he did and he became argumentative with customer. Customer asked SA Rob to call dennis to arrange a time while customer is there and they advised that's not how it works. Customer advised he told rob he is available mon, tues, wed of this week and he has yet to hear anything. Customer wanted CM to know what he is dealing with. Cm apologized for situation and advised that is very frustrating to me also. Customer advised the DLR has seen videos of it not working properly and actually experience the issues but say there isn't anything they can do because he feels they know they sold him a lemon, and refuse to take responsibility for it. Customer advised again he does not want to have to get a lawyer involved he just wants someone with authority to look at the vehicle and concerns. Customer advised just because there is no code doesn't meant they cant do anything when they know its still not operating properly. Customer advised he is just about done and wants to know what we can do. Cm advised I will reach out to my higher-ups and hopefully they can actually get something moving. Cm advised I can also provide him with arbitration information, Customer accepted. CM advised I will send him that and send another email to AM Dennis boss and let him know if I hear anything. Cm apologized again and thanked customer for being so calm even after all of this run around. Customer knows I am trying to get him further assistance, but is about done. Cm understood. -
09/17/2018	Status update provided via email to the following email address [redacted] As per our conversation here is the Arbitration information. FCA US has partnered with the National Center for Dispute Settlement (NCDS) to administer and facilitate the arbitration process in all states. NCDS, in coordination with both our dealer network and our local Business Centers, will work towards mediating warranty disputes with those customers who specifically request mediation through services offered by NCDS. Arbitration does not preclude a customer's right to file for Lemon Law in their state. Mail: NCDS 12900 Hall Road, Suite 401, Sterling Heights, MI 48313 Phone: Toll-free: 866-662-4639, Option 5 or 586-226-2470, extension 118 Fax: 586-226-2559 Website: www.ncdsusa.org End of Status Update
09/17/2018	- **********OUTBOUND EMAIL********** Cm sent another email to higher ups for input going forward. ********** -
09/17/2018	9/17/2018 Please contact the customer and dealer review concern and handle on merits. GPJ
09/20/2018	Status update provided via email to the following email address: [redacted] I apologize I didn't touch base with you sooner, I was in mandatory training the last 2 days. I did end up reaching out to the person I needed to and they put the case into Dennis's name to get in contact with you and work with the dealership. You should be getting a call from him within the next day or so, however if you do not by Monday please reach out to me and I will take it from there. Thank you! End of Status Update
09/24/2018	AM scheduled to inspect 9/26
09/26/2018	Begin Customer Message reviewed: Arbitration process has started. Oct 22, 2018 is date set for meeting. Please send me all documentation on case as arbitrator has requested it. Will keep you posted. No calls from Dennis this week either End of Reviewed Customer message
09/26/2018	AM made appointment to inspect. Owner did not show-up and advised he is seeking arbitration.
09/26/2018	Customer was requesting to speak with CM DE757, agent was unavailable. Agent advised customer of this. Customer stated he needed a callback from his CM as soon as possible regarding the arbitration date.

Email(s)

Date	10/01/2018	***Subject***	Arbitration process has started. Oct 22, 2018 is d		
From		***To***	***Sent Date/Time***	09/20/2018 14:54 PM	
Arbitration process has started. Oct 22, 2018 is date set for meeting. Please send me all documentation on case as arbitrator has requested it. Will keep you posted. No calls from Dennis this week either					

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/09/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/21/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	50,561 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	CONGERS	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	66689	ROCKLAND CHRYSLER JEEP DODGE		**Dealer Phone**	8456273700
Dealer Address	60 ROUTE 304				
	NANUET		NY	10954 2924	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	J
Subject	regarding door				
Synopsis	door information, referred to DLR				
Customer Anomaly					
Contact Reason	C77	Complaint That Recall Campaign Not Yet Launched	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Recall Campaign - Recall Campaign - Campaign not yet launched				

Case Status History

Create Date	Status
07/09/2018 03:17 PM	Open
07/21/2018 01:44 PM	Closed
09/29/2018 04:28 PM	Closed

Initial Description

0404000000-Corporate,Dealer Information,Default,Default,Default,Request for Dealer Information,closest DLR
0415000000-Corporate,Recall,Default,Default,Default,Recall,regarding door

Case Comments

Date	Comment
07/09/2018	**********Customer Email Address Updated********** Following email address is added for communication or survey with the customer [redacted]m
07/09/2018	Briefly summarize why the customer is contacting Chrysler: customer calling as the right passenger side sliding door doesn't lock. Wondering if it's a recall and the local DLR Briefly summarize what the customer is expecting: recall information about the door
07/09/2018	******Agent Advised****** Agent provided number for DLR-66689 and advised no open recalls and that the customer is out of basic warranty but the DLR will be able to look at the vehicle for diagnosis and repair
07/18/2018	[redacted] congers, NY, [redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/11/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/18/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	34,550 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**hone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	HONOLULU	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45472	CUTTER CHRYSLER DODGE JEEP RAM		**Dealer Phone**	8085555555
Dealer Address	777 ALA MOANA BOULEVARD				
	HONOLULU		HI	96813 5503	USA
Dealer Zone	California	**Sales District**		**Service District**	L
Subject	Electrical Inquiry				
Synopsis	Case closed. MVP Plan offered as one time goodwill. Declined goodwill on Rental and car payments.				
Customer Anomaly	Electronics				
	Gear Electronics				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	13	Vehicle transmission shifting issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/11/2018 04:10 AM	Open
07/18/2018 12:09 AM	Closed
09/29/2018 01:13 PM	Closed

Initial Description

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

Case Comments

Date	Comment
07/11/2018	Customer seeking assistance with: customer stated that they have been having ongoing electrical issues, has been to the dealership 4 times. Last time was 7/10/2018 as per GWA. Customer expecting: help with having their ongoing electrical issue resolved. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time.
07/11/2018	Earliest call time:
07/11/2018	Updates via text: n Updates via email: n Vehicle location: Customer was last at DLR 45472 7/10/2018 Date and Time of Appointment: [Insert Date and Time]. Confirmed appointment with: [Dealer and Dealer Contact] Customer in rental: Y/N Authorized by: Rental start date: [Date]
07/11/2018	Customers earliest time is 8 am Hawaiian time Latest call time is 11 pm Hawaiian time Best contact number is [redacted]
07/11/2018	Preferred phone number [redacted]
07/11/2018	Latest call time: 11 pm HST
07/11/2018	Vehicle is at the dealership - CUTTER CHRYSLER DODGE JEEP RAM (45472) Update triggered by S44918O
07/13/2018	Contacted DLR spoke with SA Sumner. Benny is the SM. Was not able to reach SM or get information. Vehicle is currently being worked on.
07/13/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully.
07/13/2018	Customer stated that he went to the dealer this morning to check on the vehicle. Customer elaborated that on Tuesday the DLR was closed. Wednesday they took a look at his vehicle. Then again went this morning and his vehicle is not being worked on, Customer stated he spoke with SA Keith who worked on it before, who was able to give him some information. Customer stated that the DLR replaced battery because of a leaking acid and dealer wanted to find out if it was covered under warranty. Checked battery and is good, The two side doors were making noise, they fixed one the other was not fixed. Customer stated that they keep giving the van back and stating that it is good but keeps having some issues. This is the 5th time customer took vehicle to the dealer and he would like to know more information on replacement. Agent advised that I will do my research and try to get in contact with SM Benny for more information. Thanked customer's loyalty, thanked and branded.
07/16/2018	Writer contacted SM Benny. Was unable to reach him. Left a VM.
07/16/2018	Writer contacted customer to inform him that currently right now there is no update on his case, and will try to contact him back once there is an update. Left VM.
07/16/2018	Status update provided via email to the following email address: [redacted] Phone: Toll-free: [redacted] or [redacted] extension 118 Fax: [redacted] Website: [redacted] nd of Status Update
07/16/2018	****** Below Customer Contacted for Documentation Request ****** [redacted] on 2018-07-16 @ 19:55
07/16/2018	SA Benny gave me a callback to update me that customer's vehicle is ready to pick up. Issues has been fixed.

Date	Comment
07/17/2018	Customer contacted me back stated that the dealer has given him a call and updated him that his vehicle has been fixed, and ready for pickup. Writer advised customer to go ahead and pickup his vehicle and see how it is running and if everything is ok. Customer stated that he would like reimbursement on his car payments, and rental. Writer advised that I will do some research and see if we can go ahead and reimburse.
07/17/2018	MVP Goodwill Request****MVP Plan [redacted] Cost of Plan $285 Authorized by(TL NIC): DB1991
07/18/2018	OB to Customer: Stated that we are offering the MVP plan as goodwill. Declined Reimbursement for rental because nothing is being stated in the case about rental vehicle while vehicle was at the dealer. Declined Reimbursement for car payments because customer had a one time goodwill for car payment before. Explained that this case will be closed.
07/27/2018	Customer called to speak to case manager. Phone number is [redacted] .
07/27/2018	customer called in wanted to speak with a TL DB1991 customer ask for TL to call him back at [redacted] agent thank the customer and branded the call
04/04/2019	***Outbound call to Customer and advised that Agent received receipts for the rental and that service contract will be added to VIN. Advised Agent will follow up with Bee on progress of the vehicle.

New Customer Assistance Inquiry Record (CAIR)#					34715606
VIN	[redacted]	Model Year	2016	Brand	DODGE
Body	RTKM53	Vehicle	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	07/11/2018	CAIR Type	Regular	Status	Closed
Close Date	08/29/2018	Origin	Telephone	Reason	New problem
Mileage	55,000 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone		Contact Mobile	
Caller Address	[redacted]			Source	Customer
Caller City	RICHLANDS	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	41650	NATIONAL DODGE CHRYSLER JEEP RAM		Dealer Phone	9103473777
Dealer Address	2223 N MARINE BLVD				
	JACKSONVILLE		NC	28546 6916	USA
Dealer Zone	Southeast	Sales District		Service District	M
Subject	Power Sliding Door Both Sides - Complete Failure				
Synopsis	closed post repaur				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/11/2018 04:49 PM	Open
07/11/2018 04:55 PM	Closed
07/16/2018 03:15 PM	Reopen
08/29/2018 01:30 PM	Closed
09/29/2018 04:33 PM	Closed

Initial Description

0108029900-Product,Electrical,Power Sliding Door,Complete Failure,Both Sides,Power Sliding Door Both Sides - Complete Failure,Power Sliding Door Both Sides - Complete Failure

Case Comments

Date	Comment
07/11/2018	Briefly summarize why the customer is contacting Chrysler: Customer calling in because the sliding doors will not open at all. The motors have failed, the door will not even open manually. Customer was quoted about $2,000 at an IRF to get repairs done. Briefly summarize what the customer is expecting: TO see if they can get coverage on these repairs ***Agent Advised*** Explained to customer that we will need the vehicle to be diagnosis at the DLR in order for us to look into this further.
07/16/2018	Customer seeking assistance with: vehicle is having issues with the sliding doors and back door inoperative all door latch need to be replace Customer expecting: cost assistances with issues Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number [redacted] Earliest call time: anytime Latest call time: anytime Updates via text: Y/[redacted] Updates via email: Y/[redacted] hicle location: [Customer] vehicle was diagnosis on Friday July 13 Date and Time of Appointment: [Insert Date and Time]. Confirmed appointment with: [Dealer and Dealer Contact] Customer in rental: Y/N Authorized by: Rental start date: [Date]
07/18/2018	cm spoke to SA Jerrel- complaint- sliding door acurators.
07/18/2018	customer is dlr loyal- 2nd owner- brand loyalty- no sc.
07/18/2018	cm spoke to customer- informed him we are still doing research on the case. waiting for quotes from dlr.
07/23/2018	Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 82029
07/26/2018	********** Customer called seeking CM. Agent connected the customer to CM VM.
07/26/2018	cm spoke to SA- Jerrell- sa is going to give me a call right back with warranty pricing
07/27/2018	cm spke mto sa- jerrel- sm is out of office callbk on monday
07/31/2018	cm spoke to sa jerrel- warranty pricing- jerrell said he will get his mahaer to get me the pricing. took down a message for sm to give me a call bk
08/01/2018	cm spoke to SA Jerrel- price - 243.85 - labor- 98.25 -
08/01/2018	cm will goodwill the sliding door repair. cm will follow up with dlr then customer with in another 2 days
08/03/2018	cm spoke to sa jerrel- informed sa we will gw the repair in full. sa will order parts today. arrive next week some time.
08/14/2018	cm spoke to sa jerrel- parts are ordered for it.
08/29/2018	cm spoke to sa jerrel. vehicle is done. picked up 2 days ago
08/29/2018	cm closing cair post repair

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/13/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/20/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	33,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	ORANGE PARK	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45148	JACKSONVILLE CHRYSLER JEEP DODGE		**Dealer Phone**	9044930000
Dealer Address	11101 NURSERY FIELDS DRIVE				
	JACKSONVILLE		FL	32256 3903	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	F
Subject	customer wants to make a complaint against dealership				
Synopsis					
Customer Anomaly					
Contact Reason	C127	Negative Feedback On Vehicle	**Customer Anomaly**		
Reason Code	FCA World - Feedback - Product - Negative comments & Suggestions - Vehicle				

Case Status History

Create Date	Status
07/13/2018 01:41 PM	Open
07/20/2018 08:22 PM	Closed
09/29/2018 05:07 PM	Closed

Initial Description

0457000000-Corporate,Complaint Contact,Default,Default,Default,Complaint Contact,customer wants to make a complaint against dealership

Case Comments

Date	Comment
07/13/2018	Customer states that she order her part on the 29th of June and the dealership was suppose to notify her when the part became available, she called the dealer on the 17th of July and found out the actual part had came in on the 30th, which is the next day, also states that neither of the sliding doors are able to open and the for the first week it was making noises, customer states that she had spoken to the SA John, and told him she wanted her car done today, and SA is not able to fix it until next Tuesday, customer states that she is unable to miss work anymore, so can't have her vehicle fix until next Friday. Customer wants to make a dealership complaint about dealership; JACKSONVILLE CHRYSLER JEEP DODGE and send it to corporate.
07/13/2018	Agent apologize for the experience the customer is having and assured her that we would document her concerns
07/13/2018	Customer seeking assistance with: 2016 DODGE GRAND CARAVAN Customer expecting: Wants to make a dealership complaint and wants her vehicle doors fix Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number [redacted] Earliest call time: 7:00 am Latest call time: 6:00 pm Updates via text: Y [redacted] Updates via email: Y [redacted] Vehicle location: [Customer] Date and Time of Appointment: [July 20th 7 am]. Confirmed appointment with: [JACKSONVILLE CHRYSLER JEEP DODGE 07/20/18 7:00 am] Customer in rental: n Authorized by: Rental start date: [Date]
07/18/2018	***outbound call to customer*** no answer, left VM.
07/18/2018	Caller said she was returning call from MF1854 - disconnected.
07/19/2018	Status update provided via email to the following email address: [redacted] Good morning, This is Michelle with Dodge customer service. I see you have an appointment tomorrow 7/20, is this still correct? Also I see you had some issues with the dealership and wanted your complaints documented. Those have been documented thus far. I will follow up with dealership once vehicle is in. If you have any other questions feel free to call me at 844-378-0575 ext 84068 or email me as well. Thank you, Michelle End of Status Update
07/19/2018	***inbound call from customer*** Customer states her appointment is tomorrow 7/20 @7am to fix her 2 sliding doors that do not open. Customer states she ordered the part on 6/29 and it came in on 7/30 and she was not notified until 2 weeks later when she called in to get an updated ETA on it. CM advised she would stay on top of dealership to make sure it was getting fixed correctly in a timely manner.
07/20/2018	Vehicle is at the dealership - JACKSONVILLE CHRYSLER JEEP DODGE (45148) Update triggered by S28298O
07/20/2018	Waiting for repair to be finished.
07/20/2018	***outbound call to DLR*** Sa states the vehicle is still currently being worked on but SA Ryan is on the other line. I decided I would call back and find out ETA of when it is expected to be repaired.
07/20/2018	Status update provided via email to the following email address: [redacted] Good afternoon, I spoke to service and the vehicle is currently being worked on but service advisor is on the other line so I wasn't able to get an ETA on when the repairs would be finished. I will call back before he end of today and follow up with any additional information. Thank you, Michelle End of Status Update
07/20/2018	***outbound call to DLR*** SA Krista states vehicle is done.
07/20/2018	***outbound call to customer*** Customer states she just picked up her vehicle and it is working great. Customer is happy at this time so I will go ahead and close the case.

Email(s)

Date	10/01/2018	**Subject**	Good afternoon, I spoke to service and the vehi

From		To	Sent Date/Time	07/20/2018 18:12 PM

Good afternoon,

I spoke to service and the vehicle is currently being worked on but service advisor is on the other line so I wasn't able to get an ETA on when the repairs would be finished. I will call back before he end of today and follow up with any additional information.

Thank you,
Michelle

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	Model Year	2016	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	07/13/2018	CAIR Type	Regular	Status	Closed
Close Date	07/14/2018	Origin	Telephone	Reason	New problem
Mileage	64,000 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	NEOSHO	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	X7096	EAN HOLDINGS - SAN FRANCISCO		Dealer Phone	6503479056
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		Sales District		Service District	
Subject	Complaint Contact				
Synopsis					
Customer Anomaly					
Contact Reason	C127	Negative Feedback On Vehicle	Customer Anomaly		
Reason Code	FCA World - Feedback - Product - Negative comments & Suggestions - Vehicle				

Case Status History

Create Date	Status
07/13/2018 11:07 PM	Open
07/14/2018 12:03 AM	Closed
09/29/2018 01:13 PM	Closed

Initial Description

0457000000-Corporate,Complaint Contact,Default,Default,Default,Complaint Contact,Complaint Contact

Case Comments

Date	Comment
07/13/2018	client states that the car was just picked up from the dealer for previous issues and now making noises when the sliding power doors open grinding dealer states its a safety thing but then went on to state that sounds like the motor is going out on the door client states one door now will now not open
07/13/2018	agent stated to get diagnostics for further review

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/16/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/23/2018	**Origin**	Email	**Reason**	New problem
Mileage	81,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	7173438972	**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	ENOLA	**Caller Country**	USA	**Caller Postal Cod**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60414	FREEDOM CHRYSLER DODGE JEEP RAM		**Dealer Phone**	7176523660
Dealer Address	6060 ALLENTOWN BLVD				
	HARRISBURG		PA	17112 2601	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	F
Subject	driver side door makes noise				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/16/2018 09:30 PM	Unworked
07/23/2018 05:58 PM	Open
07/23/2018 06:25 PM	Closed
09/29/2018 09:53 AM	Closed

Initial Description

0464100000-Corporate,Survey By-Pass,Duplicate CAIR,Default,Default,Survey By Pass - Duplicate CAIR,Survey By Pass - Duplicate CAIR
0108250000-Product,Electrical,Power Door Lock / Deck Lid,Other,Unknown,Power Door Lock / Deck Lid - Defective,power unlock doesnt work on driver door
0123036709-Product,Body / Trim / Paint Finish,Body Hardware,Noisy,Door-Sliding,Sliding Door Hardware - Noisey,driver side door makes noise

Case Comments

Date	Comment
07/16/2018	***** EMAIL BRIEF DESCRIPTION CONTENT ***** dreamvan ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
07/23/2018	REFERENCE NUMBER[redacted]EMAIL CASE NUMBER: [redacted] I had always wanted a Pacifica but then you stopped making them. I have[redacted] In 2016, I purchased a 2015 Town and Country with 40000 miles. I was over the moon. Honestly, I never thought in a million ye ars I could get one - too costly and bad credit . However, the dealership i n Harrisburg Pa worked magic and I found myself to be an owner. It was a dr eam come true. I paid special attention like never before to the maintenance and appearance of the van. I have owned the car van for 2 years. It is onl y 3 years old. So, I do not understand the recent things that have gone wron g. 1) The black drive shift cover fall off. 2) The power unlock on driver' s side stopped working. 3) When I open drive side door, there is a loud nois e that comes from the other doors. I do not know the cost of those repairs but I know I can't afford much. I get offers in mail to trade it in but I have negative equity because of the miles. In my house, I am the only drive r and the van is our only car. So, yes it gets alot more than average miles . I was hoping that I could get some help in either the repairs or a trade since this is only 3 years old and I know it is nearly impossible for me to get a new vehicle but I am not giving up. My new dream is my original dream - to own a Pacifica. Thank you for taking the time to contemplate my situat ion. *****END OF CUSTOMER EMAIL*****
07/23/2018	Dear[redacted]Thank you for contacting the FCA Customer Assistance Center. I certainly understand your frustration and I appreciate the opportunity to look further into this matter for you. I do see that you have recently called Customer Care and have an active case regarding this matter. So if you do have any further inquiries you may contact us at the number below to further discuss this matter. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753. Sincerely, Ian Customer Service Representative FCA Customer Assistance Center *****END OF CAC EMAIL*****
07/23/2018	duplicate cair[redacted]- survey bypass reassigned to 861
07/24/2018	Yes I have called in but the issue has not been resolved. Can you please give me the number for the manufacture. *****END OF CUSTOMER EMAIL*****
07/24/2018	Dear[redacted], I do apologize that you have experienced these issues, but we do not have a phone number for the manufacturer. You have already been declined cost assistance but if you have additional information related to your concern please do not hesitate to let us know. Sincerely, Ian *****END OF CAC EMAIL*****
07/24/2018	***OUTBOUND CUSTOMER CONTACT*** Agent attempted to reach out to customer at the number provided but reached VM.
07/24/2018	Dear[redacted] have attempted to contact you via phone at the number provided but reached your voicemail. If you could please advise me of the best time to contact you, I would be happy to call you and discuss this matter further. Sincerely,
07/24/2018	Ian *****END OF CAC EMAIL*****
07/27/2018	Sorry it took so long for me to get back to you. The best time is between 11 am through 1 pm *****END OF CUSTOMER EMAIL*****
07/27/2018	Dear[redacted]hank you for the update. I will make every attempt to reach you between the hours of 11am and 1pm on Monday. Sincerely, Ian *****END OF CAC EMAIL*****

Date	Comment
08/01/2018	Hello Ian, I know I was slow getting back to you and I am sure you are very busy. However, I am still looking for some mutual agreement about the problems with my Town and Country that is only 3 years old. Thank you, [redacted] END OF CUSTOMER EMAIL*****
08/01/2018	Dear [redacted], Thank you for your reply. I do apologize if there was any confusion in any previous messages but you have been declined assistance for this matter based on the circumstances. Your only option is to take the vehicle to the dealership to get diagnosed and pay out of pocket for the diagnosed concerns. If there is any new information to provide about the vehicle's concerns, do not hesitate to contact. Sincerely, Ian *****END OF CAC EMAIL*****
08/01/2018	There is no way these issues should have happened with a 3 year old vehicle. Therefore, please send me contact information for whoever is above you.(corporate office) *****END OF CUSTOMER EMAIL*****
08/01/2018	Dear [redacted], I regret to inform you that anyone above me will tell you the exact same answer. Due to time and mileage of the vehicle the basic warranty is expired by over 45,000 miles. You will need a dealer diagnosis to determine the cause of these concerns and will have to pay out of pocket as per terms of the warranty agreement. If you want to pursue trade in opportunities as previously discussed, you will have to pursue this matter through a local dealership. We cannot provide cost assistance. Sincerely, Ian *****END OF CAC EMAIL*****
08/08/2018	In other words, you will not provide me with other contact info.I will have to do some research. I always believed Chrysler was a more reliable company. 10 years ago I had a different issue with Ford. Since then i have bought or was a big part of decision making for at least 8 automobiles. Guess what not one was a Ford and never will be. I guess Chrysler just earned a spot on that list. Sent from Yahoo Mail on Android *****END OF CUSTOMER EMAIL*****

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	Model Year	2016	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	07/17/2018	CAIR Type	Regular	Status	Closed
Close Date	07/19/2018	Origin	Telephone	Reason	New problem
Mileage	61,200 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	NEOSHO	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60314	FLETCHER CHRYSLER-DODGE-JEEP		Dealer Phone	4177816100
Dealer Address	3111 E 32ND ST				
	JOPLIN		MO	64804 3212	USA
Dealer Zone	Denver	Sales District		Service District	K
Subject	door are not sliding anymore				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/17/2018 09:51 PM	Open
07/19/2018 09:38 PM	Closed
09/29/2018 09:53 AM	Closed

Initial Description

0464100000-Corporate,Survey By-Pass,Duplicate CAIR,Default,Default,Survey By Pass - Duplicate CAIR,Survey By Pass - Duplicate CAIR
0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,door are not sliding anymore

Case Comments

Date	Comment
07/17/2018	Briefly summarize why the customer is contacting Chrysler: Customer stating that the vehicle door has not been working since she bought the vehicle and it had over 36000 miles on it and that it was making a noise that sounds like a bird she stated and now the passenger door is having the same issue and when she took the vehicle in the DLR stated that it was a security issue. customer took the vehicle back to the DLR after the passenger side started to do the same issues and when she took the vehicle back she was out of warranty. customer informed that rocky Randall from the DLR told he that they will pay out of pocket $370 for the part and Sam from the DLR called her and said that it is a different part and now it is going to cost $800 for both motors to be repair since it is a different part now. * Briefly summarize what the customer is expecting: Customer is seeking to get the vehicle fixed * Agent advised customer that at this time we are unable to assist with the repair because she is out of warranty. * Survey by pass duplicated cair of [redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/18/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/20/2018	**Origin**	Chat	**Reason**	New problem
Mileage	27,000 Miles	**Market**	U	**Language**	English
Contact Email	nobody@external.fcagroup.com	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	WINTER SPRINGS	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	60522	FIELDS CHRYSLER JEEP DODGE RAM		**Dealer Phone**	4078787710
Dealer Address	750 TOWNE CENTER BLVD				
	SANFORD		FL	32771 7493	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	E
Subject	Warranty information				
Synopsis					
Customer Anomaly					
Contact Reason	C106	Warranty Information Request	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Warranty - Warranty - General information				

Case Status History

Create Date	Status
07/18/2018 09:10 PM	Open
07/20/2018 05:56 PM	Closed
09/29/2018 04:45 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0424000000-Corporate,Warranty Coverage,Default,Default,Default,Request for Warranty Coverage Information,Warranty information

Case Comments

Date	Comment
07/18/2018	Hi, my name is Maurice. How may I help you? I will like to know what is cover on my van warranty because one of the sliding door the lock is sounding when you take the lock off Maurice: Hello I can see why this would be important information! Which brand of vehicle do you own? dodge caravan 2016 sxt Maurice: I'd love to look into this for you however today you've reached Mopar Owner Site chat for technical website support. For this I can get you over to a Dodge Advisor. Would you mind holding for the transfer to the correct department for further assistance? Ok thank you Maurice: Thank you for contacting Mopar Owner Site Chat, please standby for the transfer. If the next agent is busy with a customer, please hold your place in line, as the wait will only be brief. Thanks 'Maurice' disconnected ('Transferred to Queue'). Hi, my name is Darryl. How may I help you? Hi Darryl: Hello thank you for taking the time to contact us today, how may I assist you? im trying to find out what is cover on my warranty is because the lock on one of the sliding doors it sound when we we unlock the car Darryl: I'm sorry to hear you are having this issue with your vehicle. I would be happy to have a look into your warranty information for you today Before we proceed we require verification of your account information, is that ok? : yes Darryl: Great, can you provide your VIN, phone number and full address complete with your ZIP code please? Vin # Winter Spring FL Darryl: Thank you for this information. Something like this would be covered under your Basic warranty. how many miles are on your vehicle? 27,000 what is the warranty on my vehicle Darryl: Type of Warranty Original Deductible Expiration Remaining BASIC WARRANTY 36 Months or 36,000 Miles 0 July 22, 2019 12 Months or 9,000 Miles POWERTRAIN WARRANTY 60 Months or 60,000 Miles 0 July 22, 2021 36 Months or 33,000 Miles CORROSION WARRANTY 60 Months or Unlimited Miles 0 July 22, 2021 36 Months or Unlimited Miles FEDERAL EMISSIONS WARRANTY 36 Months or 36,000 Miles 0 July 22, 2019 12 Months or 9,000 Miles ADJUSTMENT WARRANTY 36 Months or 36,000 Miles 0 July 22, 2019 12 Months or 9,000 Miles MAJOR EMISSION COMP WARRANTY 96 Months or 80,000 Miles 0 July 22, 2024 71 Months or 53,000 Miles Darryl: 12 Months or 9,000 Miles left of your Basic warranty. Thank you so much Darryl: Not a problem, Did you have any other questions or concerns for me today? No thank you Darryl: Thank you for contacting Dodge Customer Care. Please chat with us again if you need further assistance or Dodge Customer Care at 1-800-423-6343. You can also look for updates on our website www.dodge.com. Have a great day! You too ' disconnected ('Concluded by End-user').

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2017	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/20/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/21/2018	**Origin**	Chat	**Reason**	New problem
Mileage	48,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	NEWTON	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	X7854	EAN HOLDINGS - ORLANDO		**Dealer Phone**	4073253783
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Power Window Intermittent or Inoperative				
Synopsis					
Customer Anomaly	Electronics				
	Power Windows				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	118	Automatic window function issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/20/2018 02:33 PM	Open
07/21/2018 01:37 PM	Closed
09/29/2018 05:27 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108275700-Product,Electrical,Power Windows,Intermittent or Inoperative,Unknown,Power Window Intermittent or Inoperative,Power Window Intermittent or Inoperative

Case Comments

Date	Comment
07/20/2018	[redacted]0 Hi, my name is Emily with Dodge Customer Care, How may I help you today?10:14:58 AM [00:00:16] Emily says:10:15:22 AM [00:00:24] Thank you for chatting in with Dodge Customer Care, my name is Emily who do I have the pleasure speaking with today? [redacted]says:10:17:18 AM [00:02:20] I bought a used 2017 dodge grand caravan 3 months ago I had to bring it in cause the passenger door lock actuator has already went out it's a year old are things going to start breaking already now that it's over 36000 but the door isn't motor related Emily says:10:19:23 AM [00:04:24] I apologize for the inconvenience this has caused you with needing needing repairs , I will definitely do my best to help you. Emily says:10:19:36 AM [00:04:38] May I please have you confirm the name and address on the vehicle ? [redacted]says:10:20:08 AM [00:05:10] [redacted]newton nc [redacted] Emily says:10:22:19 AM [00:07:21] Thank you, do you currently have the vehicle;lce? Emily says:10:22:31 AM [00:07:32] vehicle? [redacted]says:10:22:52 AM [00:07:53] Yes Emily says:10:23:31 AM [00:08:33] Do you have an appointment setup with the dealership to have a diagnosis completed ? [redacted]says:10:25:04 AM [00:10:05] Just did but I dont think I should have to pay for a door lock actuator for a car with 48000 miles on it and a year old they said there was no reason that part should already be bad Emily says:10:28:15 AM [00:13:17] May I please have the vehicle identification number [redacted]says:10:29:01 AM [00:14:03] [redacted] Emily says:10:30:22 AM [00:15:23] Thank you when do you have an appointment setup with the dealership? [redacted]says:10:31:12 AM [00:16:13] I'm at the dealership now they just diagnosed it have not set up appt to fix it [redacted]ays:10:31:54 AM [00:16:56] I dont have money to fix it Emily says:10:33:28 AM [00:18:30] It would be the door lock actuator that needs to be replaced [redacted]says:10:33:45 AM [00:18:46] Yes 5hats it Emily says:10:34:00 AM [00:19:02] Do you mind holding for a brief moment while I look into this for you? [redacted] says:10:34:26 AM [00:19:27] No that's fine Emily says:10:40:40 AM [00:25:42] Thank you for holding, taking a look over the information on file I am showing no recalls related to the concern you with the door lock actuator . I am showing this would be in basic warranty and this has expired due to the amount of the miles. I would need to recommend holding on to all paperwork if the repair is completed if recall is sent out you would be able to send in for reimbursement. [redacted]says:10:42:02 AM [00:27:04] Well I won't recommend dodge to anyone e when a part that should last about 100000 miles broke in 40000 thanku Emily says:10:42:36 AM [00:27:37] You're welcome I apologize for the inconvenience this has caused you, I will have the everything noted on file for you Emily says:10:42:36 AM [00:27:38] . [redacted]ays:10:43:21 AM [00:28:23] Sorry dont fix my car have a good day [redacted]says:10:44:03 AM [00:29:04] A Emily says:10:44:27 AM [00:29:28] Thank you for contacting Dodge Customer Care. Please chat with us again if you need further assistance. You can also look for updates on our website www.Dodge.com. Have a good day!

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/20/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/20/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	30,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	KENOSHA	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	65062	PALMEN MOTORS INC		**Dealer Phone**	2626973100
Dealer Address	5431-75TH STREET				
	KENOSHA		WI	53142 3601	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	I
Subject	never fix anything that is worng				
Synopsis	Customer called to put a complaint in on the dealer ship and be transferred to our lease department.				
Customer Anomaly					
Contact Reason	C106	Warranty Information Request	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Warranty - Warranty - General information				

Case Status History

Create Date	Status
07/20/2018 03:34 PM	Open
07/20/2018 03:52 PM	Closed
09/29/2018 04:47 PM	Closed

Initial Description

0205020000-Dealer,Service/Body Shop,Personnel,Other,Unknown,Service Personnel Inquiry,never fix anything that is worng

Case Comments

Date	Comment
07/20/2018	Customer states that she has brought her leased vehicle back to the dealership where she leased it with numerous issues that are never addressed or corrected or foxed. Customer has called many times asking for someone to call back and no one calls back. She has a list of issues with her leased vehicle. power doors don't work on and off Tail gate sometimes won't open and when it does it occasionally closes and once on her head.
07/20/2018	Wind shield wipers go on and off even when it's sunny... Rattling sound in DVD player Went in for oil changes and asked for tire rotation and never rotated the tires goes the low pressure in the front was in the same spot. Power doors make such a loud noise sounds like they are going to fall off. Automatic start won't work occasionally. All the above have been asked to be fixed and never have corrected any of the issues. Customer is calling the lease people to see if she can get out of it. She spends more time at the dealership for a new vehicle than she does in the car. Customer has 1 more year left on lease.
07/20/2018	Customer said she would return to the same dealership if she can get anything resolved with the lease department because all the other dealerships are too far away.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTKX53	**Vehicle**	DODGE WAG GRAND CARAVAN R/T ON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/20/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/23/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	60,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	NEW BRAUNFELS	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	X7052	AVIS BUDGET CAR RENTAL-KansasCity		**Dealer Phone**	8162435713
Dealer Address	6 SYLVAN WAY				
	PARSIPPANY		NJ	07054 3826	USA
Dealer Zone		**Sales District**		**Service District**	

Subject	Door emits buzzing sound and will not open
Synopsis	Customer wanted information and support for sliding door issue. CM advised that diagnosis was required for assistance and offered support with DLR. Customer declined support and thanked CM for information. Customer's concerns documented.
Customer Anomaly	Moving Parts
	Door

Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues

Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details

Case Status History

Create Date	Status
07/20/2018 10:44 PM	Open
07/23/2018 09:26 PM	Closed
09/29/2018 05:28 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,no diagnosis
0108029900-Product,Electrical,Power Sliding Door,Complete Failure,Both Sides,Power Sliding Door Both Sides - Complete Failure,Door emits buzzing sound and will not open

Case Comments

Date	Comment
07/20/2018	*****INBOUND CUSTOMER PHONE CONTACT***** [redacted]stomer contacted seeking support for disabled passenger sliding door. Customer stated sliding door had made a buzzing sound for the past few days while refusing to open. Customer stated door was now unresponsive. Customer wanted to know if issue was recall related or if she could receive support for issue. Customer also wanted to know if warranty would
07/20/2018	cover issue. Agent apologized for situation and advised, as per VIP, that warranty had expired due to mileage. Agent advised that there were no recalls on vehicle and that technical support could not be provided by phone. Agent advised that DLR would need to give diagnosis to determine cause of issue and how it might be repaired. Agent offered to contact DLR to help customer scheduled support. Customer declined, stating she would do so herself and thanked agent.
07/20/2018	- Survey bypass requested: Diagnosis needed.
07/25/2018	customer is calling for the same issue I had advice the customer to go on the DLR for the diagnosis

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/23/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/01/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	37,400 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	MANCHESTER	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	65686	HEBERT'S TOWN & COUNTRY CHRYSLER		**Dealer Phone**	3182219000
Dealer Address	1155 EAST BERT KOUNS				
	SHREVEPORT		LA	71105 5628	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	S
Subject	new door latch assemblies needed/sliding doors do not open				
Synopsis					
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/23/2018 05:58 PM	Open
08/01/2018 07:15 PM	Closed
09/29/2018 03:22 PM	Closed

Initial Description

0113000000-Product,Frame,Unknown,Other,Default,Frame Inquiry,new door latch assemblies needed/sliding doors do not open

Case Comments

Date	Comment
07/23/2018	Customer is seeking cost assistance for their new door latch assemblies needed to repair their two sliding doors that will no longer open. Customer's vehicle is at DLR 65686 and has been since 07/20/2018 awaiting repairs. Customer believes this is a manufacturer's defect and is seeking cost assistance due to this. Agent is escalating the case to case management for further assistance (merits goodwill: vehicle is 2016, original owner, has more than once FCA vehicle.) Customer seeking assistance with: [cost assistance for the new door latch assemblies needed]. Customer expecting: [assistance with door repairs]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: anytime Latest call time: anytime Updates via text: Y [redacted] Updates via email: Y [redacted] Vehicle location: [dealer] Date and Time of Appointment: [Insert Date and Time]. Confirmed appointment with: [Dealer and Dealer Contact] Customer in rental: N Authorized by: Rental start date: [Date]
07/23/2018	Customer is stating they plan on doing the repairs on 07/24/18, agent advised the customer that they would just need to have their receipt available to be able to look into reimbursement with their CM. (Repairs are estimated to be $1,100)
07/24/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully.
07/24/2018	*****CUSTOMER SNAP SHOT***** Desc:2016 DODGE GRAND CARAVAN SXT WAGON Current Mileage:37400 ISD: 2.2.16 OOW- by: odometer Warranties Remaining: pt, corrosion, & emissions MVP: n Brand Loyalty: 4hh Original Owner: y Claims: Recalls: n Previous GWA: n Reoccuring Issue: n
07/24/2018	*****DEALER CONTACT***** Agent spoke to SA Colton who stated no DM notes can be accepted at the moment.
07/24/2018	*****CUSTOMER CONTACT***** Agent spoke to customer and agreed upon reimbursement of repair is set for $600.
07/24/2018	Status update provided via email to the following email address [redacted] My number is [redacted] ext:87120. I work Mon-Fri 9am-5:30pm EST. You can also get in contact with me by replying to this email. I look forward to help getting this resolved for you, talk to you soon. Michelle with Dodge End of Status Update
07/26/2018	Vehicle is at the dealership - HEBERT'S TOWN & COUNTRY CHRYSLER (65686) Update triggered by S51632K
07/27/2018	Vehicle is at the dealership - HEBERT'S TOWN & COUNTRY CHRYSLER (65686) Update triggered by S51632K
07/27/2018	Begin Customer Message reviewed: Michelle, I picked my van up and it was good to go, got 20 minutes down the road and the left sliding door broke again. It will not open and I had to take it back to Herbert's town and country and they can't fix it today. They will have to keep it until Monday. I also have the receipt for you at home where I paid for the repair, I will send that to you ASAP. Thank yo[redacted] FCA Update Case# [redacted] End of Reviewed Customer message
07/27/2018	Status update provided via email to the following email address [redacted] Omg! I'm so sorry to hear that [redacted] I will call them Monday for an update as to what they plan to do differently. I'm going to send you a link where you can attach the receipt there. Thank you [redacted] Michelle with Dodge End of Status Update
07/27/2018	****** Below Customer Contacted for Documentation Request ****** [redacted] on 2018-07-27 @ 13:27
07/27/2018	***** Customer Document Received *****
07/30/2018	*****DEALER CONTACT***** Agent attempted to reach SA, didn't know who to leave a VM for. Agent will follow up tomorrow.

Date	Comment
08/01/2018	*****DEALER CONTACT***** Agent spoke to SA Colton who stated they replaced another door latch when it came back in. Customer did pick up vehicle already.
08/01/2018	*****CUTOMER CONTACT**** Agent spoke to customer and verified address for reimbursement check.

Email(s)

Date	10/01/2018	***Subject***	Omg! I'm so sorry to hear tha [redacted] I will call		
From		***To***	***Sent Date/Time***	07/27/2018 17:27 PM	

Omg! I'm so sorry to hear tha [redacted] I will call them Monday for an update as to what they plan to do differently. I'm going to send you a link where you can attach the receipt there.

Thank you [redacted]
Michelle with Dodge

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/24/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/06/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	60,444 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	MYRTLE BEACH	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	44059	ADDY'S HARBOR DODGE RAM FIAT		**Dealer Phone**	8432362277
Dealer Address	4849 HIGHWAY 501				
	MYRTLE BEACH		SC	29579 9446	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	M
Subject	Slide doors on van Lock Mechanism replacement				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/24/2018 09:27 PM	Open
08/06/2018 09:43 PM	Closed
09/29/2018 01:16 PM	Closed

Initial Description

0108250000-Product,Electrical,Power Door Lock / Deck Lid,Other,Unknown,Power Door Lock / Deck Lid - Defective,Slide doors on van Lock Mechanism replacement

Case Comments

Date	Comment
07/24/2018	**********Customer Email Address Updated********** Following email address is added for communication or survey with the customer :
07/24/2018	Customer says he is at the dealership again over the slide doors on the Van, dealership says the problem is with the Lock Mechanism and they cannot do any good will customer is outside the warranty. Customer is seeking Financial Assistance on the repair. Agent informed customer the case will be seen by a specialist. multi vehicles in household, original owner, reoccurring unresolved problem. Customers email address Customers phone number
07/24/2018	****** Below Customer Contacted for Documentation Request ****** n 2018-07-24 @ 17:36
07/30/2018	***** Customer Document Received *****
08/06/2018	Charles looking for an update. Agent has advised that it is int he correct location, verified for contact.
08/06/2018	Status update provided via email to the following email address I have tried to call you and it is busy. please contact us in regards to your case. I am inquiring to verify the amount of times you have had this issue. I believe you did say twice. End of Status Update
08/06/2018	Customer states he has been twice before for this issue. He was at Addy's harbor Dodge in Myrtle Beach SC. Marlena is the SA. Agent will email as three call back attempts have failed. He was advised to call us after three times at dealership Customer seeking assistance with: goodwill reimbursement Customer expecting: reimbursement as per documents and good will matrix Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: Earliest call time: 8am Latest call time: 8pm Updates via text:n Updates via email:n Vehicle location: customer, it is fixed already done [Insert Date and Time]. Confirmed appointment with: [Dealer and Dealer Contact] Customer in rental: Y/N Authorized by: Rental start date: [Date]
08/06/2018	Customer states that this is what was given to him. Agent is calling service to verify the payment as it is not marked on the bill. Steve has taken call and verified that it is paid by credit card.
08/13/2018	Customer called in for update and advised customer that there has been a check cut however up to a 30 business day wait.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/25/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/27/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	39,700 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	MACON	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	43325	FIVE STAR CHRYSLER DODGE JEEP RAM		**Dealer Phone**	4784743700
Dealer Address	3068 RIVERSIDE DRIVE				
	MACON		GA	31210 2512	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	H
Subject	states the sliding door will not unlock				
Synopsis	Closing case vehicle repaired customer confirmed OAD.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/25/2018 11:32 AM	Open
07/27/2018 05:34 PM	Closed
09/29/2018 01:48 PM	Closed

Initial Description

0108029900-Product,Electrical,Power Sliding Door,Complete Failure,Both Sides,Power Sliding Door Both Sides - Complete Failure,states the sliding door will not unlock

Case Comments

Date	Comment
07/25/2018	Briefly summarize why the customer is contacting Chrysler: sliding door is stuck Briefly summarize what the customer is expecting: assistance ***agent advised*** left side passenger door wont open. needs an actuator. the rod is stuck. Has an appointment to get the vehicle repaired. Dealership advised customer that they cant set the vehicle to manual unless they replace the actuator. cost of repair is over $1000 wants assistance as he feels that he shouldn't have to pay for this on a 2yr old vehicle, as well as it is a safety defect, if something happens, he cant get out of vehicle. . Customer seeking assistance with: repair costs and defects Customer expecting: cost assistance and notate the defects Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: Earliest call time: anytime Latest call time: 10pm Updates via text: Yes Updates via email: Yes Vehicle location: at dealership #43325 Date and Time of Appointment: July 24/18 Confirmed appointment with: [Dealer and Dealer Contact] Customer in rental: NO Authorized by: Rental start date: [Date]
07/25/2018	CM called DLR no answer left detailed VM with number and Ext:87525
07/25/2018	CM looked at owner history and GW is not available for this customer, no history no original owners no SC, no repair history. . DLR called back in stating vehicle passenger door actuator burned out and needs to be replaced. Repair cost 955 customer paid 557 as a down payment to get parts. .
07/25/2018	CM called customer and advised vehicle should be repaired by Friday customer asked for GW on cost assistance CM declined and branded the call.
07/26/2018	Vehicle is at the dealership - FIVE STAR CHRYSLER DODGE JEEP RAM (43325) Update triggered by S48090R
07/27/2018	CM called DLR vehicle was picked up yesterday after actuator was replaced.
07/27/2018	CM called customer who advised vehicle is OAD at this time.
08/03/2018	Customer called in stating vehicle was picked up and will return on Monday 8/6/2018 for the same issue. Customer is concerned if there will be any copay. Customer would like some GoodWill towards having the issue resolved.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/25/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/02/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	40,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	TEWKSBURY	**Caller Country**	USA	**Caller Postal Cod**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	26812	ACTON CHRYSLER DODGE JEEP RAM		**Dealer Phone**	9782637300
Dealer Address	196 GREAT RD				
	ACTON		MA	01720 5758	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	B
Subject	lock mechnisim is failing in one side and frozen latch in the other				
Synopsis	No Response / Unable To Reach				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/25/2018 05:30 PM	Open
08/02/2018 12:50 PM	Closed
09/29/2018 01:34 PM	Closed

Initial Description

0464230000-Corporate,Survey By-Pass,No Response / Unable To Reach,Default,Default,No Response / Unable To Reach,No Response / Unable To Reach
0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,lock mechnisim is failing in one side and frozen latch in the other

Case Comments

Date	Comment
07/25/2018	Customer seeking assistance with: Cost assistance with the repair of his vehicle. His two doors are both locked up. Customer feels this is a safety concern. Cost is estimated at $912.00 [Insert Vehicle Concern]. Customer expecting: cost assistance [Insert Request] Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number:[redacted] Earliest call time: any Latest call time: any Updates via text: N [Mobile number] Updates via email: N [Email address] Vehicle location:dealer Date and Time of Appointment: 7/25/1808:30am Confirmed appointment with: [Dealer Customer in rental: N Authorized by: Rental start date: [Date]
07/25/2018	Reassigned to CM
07/26/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully.
07/26/2018	~ ********** ********** In-Service Date: 05/28/2016 Original Owner: YES Mileage: 40000 Vehicle purchase loyalty: 3 used 2 original Multiple Repairs/ Previous related repairs: NO MVP plans: NO Other: ********** ********** ~
07/26/2018	******REPAIR HISTORY******* N/A ********** ******REPAIR HISTORY******* ~
07/27/2018	***NOTE**** CM was unable to make first contact on 07/26/2018 due to systems down. **********
07/27/2018	~ ****OUTBOUND DLR CONTACT***** 26812 I ACTON CHRYSLER DODGE I 978-263-7300 CM contacted DLR and spoke to SA Mike who stated that the customer picked up the vehicle today and the DLR provided a co-pay with $200.00 deductible. ~
07/27/2018	****OUTBOUND CUSTOMER CONTACT**** [redacted] CHRYSLER CM contacted customer to confirm the vehicle was repaired and picked up and that no further assistance is needed. CM was unable to reach customer directly but LVM with CAIR and contact number for callback. ~
07/30/2018	****OUTBOUND CUSTOMER CONTACT*** [redacted] CHRYSLER CM contacted customer to confirm the vehicle was repaired and picked up and that no further assistance is needed. CM was unable to reach customer directly but LVM with CAIR and contact number for callback and advised CAIR will be closed in 2 days should no further assistance be needed. ~
07/30/2018	Status update provided via email to the following email address: [redacted] I followed up with your dealer and was told your vehicle has been repaired and returned to you. I wanted to check to see if everything is okay. If everything is to your satisfaction, there is no need for you to contact me back. However, I will leave your case open for two more days prior to closing it. If you do need to contact me, please contact me at 1-844-827-2006, ext. 471 8501. Thank you Dallas FCA Case Manager End of Status Update

Email(s)

Date	10/01/2018	**Subject**	Hello[redacted] followed up with your dealer and		
From		**To**	**Sent Date/Time**	07/30/2018 20:22 PM	

Hello [redacted]
I followed up with your dealer and was told your vehicle has been repaired and returned to you. I wanted to check to see if everything is okay. If everything is to your satisfaction, there is no need for you to contact me back. However, I will leave your case open for two more days prior to closing it. If you do need to contact me, please contact me at 1-844-827-2006, ext. 471 8501.
Thank you
Dallas
FCA Case Manager

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/25/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/08/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	49,700 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	BETHPAGE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	23171	HUNTINGTON JEEP CHRYSLER DODGE		**Dealer Phone**	6316730270
Dealer Address	1220 E JERICHO TPKE				
	HUNTINGTON		NY	11743 5437	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	H
Subject	customer called about sliding doors				
Synopsis	Customer contact for sliding door issue vehicle repaired issue resolved				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/25/2018 07:54 PM	Open
07/28/2018 06:42 PM	Closed
07/30/2018 02:03 PM	Reopen
08/08/2018 03:05 PM	Closed
09/29/2018 03:29 PM	Closed

Initial Description

0467000000-Corporate,Goodwill Escalation Matrix,Escalated,Default,Default,Goodwill Escalation Matrix - Escalated,Goodwill Escalation Matrix - Escalated
0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,customer called about sliding doors

Case Comments

Date	Comment
07/25/2018	Briefly summarize why the customer is contacting Chrysler: Customer called in saying the side doors on the vehicle do not work they don't work with the key so nobody can get out of the vehicle unless it's they go out the drivers side door customer says he has not taken it to the dealership has he is out of warranty Briefly summarize what the customer is expecting: Customer expecting to get some assistance ***Agent Advised*** Agent Advised customer that he would need to take it to the dealership and get a diagnosis and once that is done to give us a call back so it can be looked in to customer is in dealer goodwill
07/27/2018	Vehicle is at the dealership - HUNTINGTON JEEP CHRYSLER DODGE (23171) Update triggered by S71488L
07/30/2018	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Survey By Pass - No Diagnosis
07/30/2018	Customer has brought this vehicle into Huntington Jeep and they currently have 2 of these vehicles out for the same reason, Rear sliding door will not open from outside or inside, repair cost 1.452 for labor and parts What is the customer requesting from Chrysler? assistance with repair lock actuater How far out of warranty is the vehicle/repair by time and/or mileage? 13,000 miles Service contract (Chrysler) that would cover the repair? Huntington Original owner? (Yes) If no, purchased when? 2/1/2016 Is there any repair history related to the current concern? No Is there a STAR file open for this concern? STAR file [XXXXXXX] Brand loyalty per household? Too many to Count over 15 FCA vehicles Dealer loyalty? yes Is this a commercial vehicle? YES
07/30/2018	Customer seeking assistance with: repairs Customer expecting: financial assistance Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: any 8am Latest call time: 5 pm Updates via text: Y - [redacted] Updates via email: Y [redacted] ehicle location: Huntington Chrysler Date and Time of Appointment: 7/27/18 Confirmed appointment with: Dealer Customer in rental: Y/N Authorized by: Rental start date: [Date]
07/30/2018	Reassigned to CM
07/31/2018	********** In-Service Date: 02/01/2016 Original Owner: yes Mileage: 49700 Vehicle purchase loyalty: 66 new Multiple Repairs/ Previous related repairs: no MVP plans:no Other: ********** ******REPAIR HISTORY******* RO#: RO Details: **********
07/31/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully.
07/31/2018	****OUTBOUND CUSTOMER CONTACT******* [redacted] / DODGE Cm called and informed of repair coverage. Cm stated he would talk to customer if issues with repair arose
07/31/2018	Status update provided via email to the following email address: [redacted] My name Is Sean and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have: • Your case number is [redacted] The Chrysler Case Management telephone number is: 1-844-827-2006 • My direct extension: 4719942 • Our office hours are: 8:00 am - 8:00 pm Eastern Standard Time Monday-Friday. Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation! End of Status Update
08/02/2018	Email sent to SM asking about completion

Date	Comment
08/02/2018	~ EMAIL RECIEVED FROM SM: Good morning Sean, completed yesterday afternoon. Car is not picked up yet
08/06/2018	****OUTBOUND CUSTOMER CONTACT******[redacted] DODGE Cm called and left Vm asking for contact back. Cm to confirm repair satisfaction. CM stated case would be closed 08/08/18 if no contact
08/08/2018	Status update provided via email to the following email address:[redacted] am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future. Your Case Number is:[redacted]The FCA Case Management Telephone Number is: (844) 827-2006 My Direct Extension is: 3020197 Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer. It has been a pleasure working with you, all the best Dependably yours, Sean End of Status Update

Email(s)

Date	10/01/2018	***Subject***	Hello[redacted] I am sending you this email regar		
From	[redacted]	***To***		***Sent Date/Time***	08/08/2018 15:05 PM

Hello[redacted]
I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is[redacted]
The FCA Case Management Telephone Number is: (844) 827-2006
My Direct Extension is: 3020197
Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. WeÂ'd ask that you take the time to complete the survey so weÂ'll know how weÂ're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best
Dependably yours,
Sean

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/25/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/15/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	40,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	MERRICK	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address	[redacted]				
Dealer	65674	EAST HILLS CHRYSLER JEEP DODGE		**Dealer Phone**	5166219191
Dealer Address	2300 NORTHERN BLVD				
	GREENVALE		NY	11548 1210	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	G
Subject	Passenger Inoperative/Driver Intermittent				
Synopsis	CLOSED LOOP- Vehicle is repaired no further assistance is needed.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/25/2018 08:29 PM	Open
08/15/2018 06:25 PM	Closed
09/29/2018 04:24 PM	Closed

Initial Description

0108910000-Product,Electrical,Heated Seat,Other,Unknown,Heated Seat - Inquiry,Heated Seats Inoperative
0108631000-Product,Electrical,uConnect Cellular System,USB Port Functionality,Default,uConnect - USB Port Functiionality,USB Port Inoperative
0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,Passenger Inoperative/Driver Intermittent

Case Comments

Date	Comment
07/25/2018	Briefly summarize why the customer is contacting Chrysler: Customer contacting FCA requesting cost assistance. Customer states multiple vehicle concerns, including inoperative USB ports, intermittent heated seats and intermittent/inoperative power sliding doors. Customer states the USB Ports have been inoperative since the vehicle was purchased. Customer states the heated seats turn off immediately after being turned on. Customer states the passenger sliding door completely inoperative; unable to open electronically or manually. However, the driver sliding door can be opened manually but electronically intermittent. Customer expresses the major safety concern as children riding in the rear seats are unable to exit the vehicle if an emergency were to occur. Customer states vehicle was brought to dealer 65674 on 7/23/2018 regarding concerns. Customer states SA name is Michael Casey. Customer states being without a vehicle for 2 days already. Customer states estimated repair cost is over $1000. Customer unhappy as the vehicle is only 2 years old with 4,000 miles outside of warranty. Briefly summarize what the customer is expecting: Cost Assistance. ***Agent Advised*** Agent attempted to contact dealer 65674 for additional information regarding the diagnosis and estimated repair cost. Agent unable to reach dealer 65674. Agent advised customer case will be escalated for further review. Agent advised customer, if necessary he can rent vehicle out of pocket and submit receipts for possible reimbursement. Customer seeking assistance with: Cost Assistance Repairing Vehicle. Customer expecting: Repair Coverage. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: Any time Latest call time: Any time Updates via text: [redacted] Updates via email: Y Vehicle location: [Dealer] Date and Time of Appointment: [7/23/2018] Confirmed appointment with: [N/A] Customer in rental: N Authorized by: N/A Rental start date: [N/A]
07/26/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully.
07/26/2018	~ ********** ********** In-Service Date: 12/05/2015 Original Owner: YES Mileage: 40000 Vehicle purchase loyalty: 1 original (this vehicle) Multiple Repairs/ Previous related repairs: YES MVP plans: NO Other: ********** ********** ~
07/26/2018	******REPAIR HISTORY******* N/A ********** ******REPAIR HISTORY******* ~
07/26/2018	*****OUTBOUND DLR CONTACT***** 65674 I EAST HILLS CHRYSLER JEEP DODGE I 516-621-9191 CM contacted DLR and spoke to SM Jon who stated that the customer is having issues with the sliding door and heated seats. SM transferred CM to SA Mike for pricing SA Mike stated that the Latch on door is going to be around $847.00 and the Module $235.00. SA Mike explained the customer has only done service with them once and that only one maintenance SA explained that the customer does not live close to them and this is most likely why. ~
07/26/2018	SA Mike will be submitting warranty pricing break down to CM for further review. ~
07/26/2018	****OUTBOUND CUSTOMER CONTACT**** [redacted] CHRYSLER CM contacted customer to advise we are reviewing his request and once we have an update we will follow up customer understood and thanked CM. ~
07/26/2018	Customer stated that she received a VM, and she needs a call back today asap .

Date	Comment
07/27/2018	customer called this date, looking to speak to cm and get an update. agent warm transferred customer to the CM voice mail, where she left a voice message.
07/27/2018	customer is calling in seeking to speak to CM agent transferred customer over to CM.
07/27/2018	~ *****OUTBOUND DLR CONTACT***** 65674 I EAST HILLS CHRYSLER JEEP DODGE I 516-621-9191 CM contacted DLR and spoke to SA Mike who stated that the warranty cost for the sliding door is $742.61 parts and labor and for the seat module is $133.45 total= $876.06. CM advised we will add DM notes for a $150 customer co-pay SA agreed. -
07/27/2018	****OUTBOUND CUSTOMER CONTACT**** [redacted] I CHRYSLER CM contacted customer to advise lines 85-91 customer stated that she accepts offer and thanked CM. Customer stated that she will contact the DLR and advise they authorize repairs. ~
07/27/2018	********** DM NOTES ADDED********** CAIR[redacted] - Based on customers purchase history and DLR input, FCA CM approves this one time out of warranty goodwill sliding door and seat module repair with a customer co-pay of $150.00.
07/27/2018	~
08/01/2018	*****OUTBOUND DLR CONTACT***** 65674 I EAST HILLS CHRYSLER JEEP DODGE I 516-621-9191 CM contacted DLR and spoke to SM Jon who stated that the parts are in they are waiting for customer to bring the vehicle back for repairs. ~
08/01/2018	****OUTBOUND CUSTOMER CONTACT**** [redacted] I CHRYSLER CM contacted customer to advise lines 103-107 customer stated that he will not be able to bring it in until Monday CM advised we will follow up next week customer thanked CM. ~
08/03/2018	CM will follow up next week as advised lines 108-113 ~
08/06/2018	Vehicle is at the dealership - EAST HILLS CHRYSLER JEEP DODGE (65674) Update triggered by S24402P
08/07/2018	~ *****OUTBOUND DLR CONTACT***** 65674 I EAST HILLS CHRYSLER JEEP DODGE I 516-621-9191 CM contacted DLR and spoke to SM Jon who stated that the sliding door was repaired and the heated seat module as well. SM stated that they came across another issue and are working on this. ~
08/07/2018	****OUTBOUND CUSTOMER CONTACT**** [redacted] I CHRYSLER CM contacted customer to advise lines 119-124 customer understood and thanked CM for following up. ~
08/08/2018	Customer very upset with DLR, DLR stating they are waiting to here from CM that they can officially repair vehicle. Vehicle is still buzzing. Customer would like CM to contact DLR to get his vehicle repaired.
08/08/2018	***DLR called requesting to speak with CM** SA Michael wanted to confirm that FCA is paying for left door lock as well ? Writer transfer SA to CM
08/08/2018	~ ****INBOUND DLR CONTACT**** SA Mike called to inquire about repairs SA stated that CM as approved the Right door and module but customer has advised there is also an in issue with the Left and they also have to replace the seat grid as well. SA wanted to know if CM will be assisting with this as well SA stated with the repairs already descused would be around $1860.67 CM advised we will look into this and get back to SA CM requested Quote be sent to CM with Warranty pricing SA agreed. ~
08/08/2018	***NOTE*** CM Reviewed with SM2149. CM to offer customer $300 co-pay if all repairs are to be completed. ~ ****OUTBOUND CUSTOMER CONTACT**** [redacted] I CHRYSLER CM contacted customer to advise offer customer was not happy as he feels there is an electrical issue and the repairs being completed will not help with the issues. Customer inquired if there was anything else FCA Can do. CM explained to customer if he feels the diagnosis is incorrect he can take the vehicle to another DLR for second opinion and at that time would need to be reviewed for cost assistance as it is a different DLR and they may have different processes. ~ CM explained that if he does not want to have repairs completed he can decline the repairs customer requested to speak with his wife and contact CM back. ~
08/09/2018	****EMAIL FROM SA MIKE**** left side door $787.31 seat pad: $243.31 ~
08/09/2018	****VM RECIVED****[redacted] - Customer called and stated that they accept the $300.00 co-pay and requested CM contact DLR to update them with this information. ~
08/09/2018	*****OUTBOUND DLR CONTACT***** 65674 I EAST HILLS CHRYSLER JEEP DODGE I 516-621-9191 CM contacted DLR and spoke to SA Mike who sated that they will order the other parts needed and start repairs. ~
08/09/2018	DM NOTES ADDED
08/09/2018	~ ****OUTBOUND CUSTOMER CONTACT**** [redacted] I CHRYSLER CM contacted customer to advise we have reached out to DLR and they have ordered the parts customer thanked CM. ~
08/15/2018	CALL MADE: SYSTEMS DOWN 08/14/2018 at 1:05PM *****OUTBOUND DLR CONTACT***** 65674 I EAST HILLS CHRYSLER JEEP DODGE I 516-621-9191 CM contacted DLR and spoke to SM Jon who stated that the vehicle is repaired and picked up. -
08/15/2018	****OUTBOUND CUSTOMER CONTACT**** [redacted] I CHRYSLER CM contacted customer to confirm vehicle is repaired and picked up. Customer stated that everything seems to be working customer noted that he could not test the heated seats as it is 95 degrees out side but if there is any future issues customer will call back customer thanked CM for following up. -

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/25/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/01/2018	**Origin**	Email	**Reason**	New problem
Mileage	68,000 Miles	**Market**	U	**Language**	English
Contact Email		**Phone**	4198526464	**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	WAPAKONETA	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer				**Dealer Phone**	
Dealer Address					
Dealer Zone		**Sales District**		**Service District**	
Subject	Door will not open.				
Synopsis	Customer seeking cost coverage. Customer does not merit D-17-18. Writer declined goodwill.				
Customer Anomaly	Body				
	Paintwork				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	3	Vehicle Paint Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/25/2018 10:25 PM	Unworked
08/01/2018 08:27 AM	Open
08/01/2018 08:36 AM	Closed
09/29/2018 02:47 PM	Closed

Initial Description

0123000000-Product,Body / Trim / Paint Finish,Unknown,Other,Unknown,Body / Trim / Paint Finish - Inquiry,Door will not open.

Case Comments

Date	Comment
07/25/2018	***** EMAIL BRIEF DESCRIPTION CONTENT ***** Sliding Door Won't Open ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
08/01/2018	About a week ago, the driver's side sliding door stopped working. It won't o pen manually or automatically with the key or buttons inside the vehicle. Wh en I try pushing a button, I get a message saying "Unlock the door first". I took it to a mechanic today and they said they wouldn't know what was wrong until they opened the door panel, which itself would be $200. That's not in cluding the cost to fix it . We were then told by them that in their honest opinion, we should just contact Chrysler directly because we shouldn't have to pay for something faulty when our vehicle is a 2016 and only has 68k mile s on it. They said there was no reason for a door to break down that quickly , especially when we don't even use them a whole lot. So, taking their advic e, I am contacting you to see what you can do about our door. I look forward to hearing from you. Thank you. *****END OF CUSTOMER EMAIL*****
08/01/2018	Dear Thank you for contacting the FCA Customer Assistance Center. It's unfortunate that you are having a problem with your sliding door. I understand how difficult and frustrating it can be when a vehicle does not live up to the expectations that we have for it. I also certainly recognize the inconvenience of the situation and would like to thank you for taking the time to reach out to us here at Chrysler and allowing us the opportunity to help. I have reviewed over your vehicles history and information to find out what I could about this concern Jennifer to see if there is any form of assistance I could provide from our end. Having looked over my resources numerous times for you, it does appear that due to the mileage on your vehicle, we would not be able to provide any kind of cost assistance because you are about 25,000 miles outside of your basic warranty. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753. Sincerely, Rones Customer Service Representative FCA Customer Assistance Center *****END OF CAC EMAIL*****
08/03/2018	Thank you for your response. I understand the mileage situation, however, I still fail to understand how an issue like this arises from a 2016 vehicle. If I were a well-known corporation such as Chrysler, I would want to take pride in the quality of the vehicles that I produce. Or at least take ownership if a malfunction were to happen (such as my situation). Is this the kind of advertisement you want associated with your company: a vehicle that's good for a year or two before things start to go downhill? If I had caused the damage myself or were in an accident, I would not be writing this complaint at all, but I have done nothing to cause this, yet here I am with a door that does not open. I do not think I am asking for too much when I say I would like to have this taken care of at a Chrysler dealership without spending a fortune. Thank you again for your time and I look forward to your response once more. - *****END OF CUSTOMER EMAIL*****
08/03/2018	Dear I appreciate your response and understand your frustration. I do agree that it is odd for you to having this problem , and agree that you should not be experiencing it. However, because of the situation and the mileage on the vehicle, there is nothing I can do from my end to assist you with cost coverage. Sincerely, Rones Customer Service Representative FCA Customer Assistance Center *****END OF CAC EMAIL*****

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/26/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/13/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	39,200 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	MAINEVILLE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	43664	KINGS DODGE CHRYSLER JEEP		**Dealer Phone**	5136833000
Dealer Address	4486 KINGSWATER DRIVE				
	CINCINNATI		OH	45249 8268	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	G
Subject	When door closes makes a buzzing sound.				
Synopsis	Vehicle had been repaired, closing case.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/26/2018 09:32 PM	Open
08/13/2018 10:14 PM	Closed
09/29/2018 04:48 PM	Closed

Initial Description

0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,When door closes makes a buzzing sound.

Case Comments

Date	Comment
07/26/2018	Briefly summarize why the customer is contacting Chrysler: Right rear door is making a buzzing sound when locking/unlocking the car. Customer knows he is out of warranty by a little bit. Customer thinks it might be the actuator in the door that may be the issue. Briefly summarize what the customer is expecting: To have the repair fixed under warranty. ***Agent Advises*** Agent confirms customers details. Customer seeking assistance with: to have the door fixed. [Vehicle rear door makes a sound unlocking and locking the car.]. Customer expecting: assistance with the repair of the door. [Insert Request]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number [redacted] Earliest call time: Anytime Latest call time: Anytime Updates via text: Y Updates via email: Y [redacted] Vehicle location: [Customer] Date and Time of Appointment: [Aug 8 - 8:45 am]. Confirmed appointment with: [SA Aaron - 43664] Customer in rental: N Authorized by: Rental start date: [Date]
07/26/2018	Reassigned to CM
07/27/2018	In-Service Date: 02/25/2016 Original Owner: Y Mileage: 39,200 Vehicle purchase loyalty: 2 new, 3 used Multiple Repairs/ Previous related repairs: N MVP plans: N Other:
07/27/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully.
07/27/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] ad called the customer and had advised him that I will be working with him and the dealership. I advised him that I will contact him in the afternoon the day of the appointment. Customer preferred contact Email – 2nd Phone - 1st Text –
07/27/2018	Status update provided via email to the following email address: [redacted] My name is Roxanne and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have: Your case number is [redacted] The FCA Case Management telephone number is: 1-844-827-1999 My direct extension for leaving a Voice Mail is: 4718444 FCA Case Management's hours are: 8:00 am - 8:00 pm EST, Monday through Friday My work hours are: 9:00 am – 5:30 pm EST, Monday through Friday. I will contact you in the afternoon the day of the appointment. Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation! End of Status Update
07/30/2018	App scheduled
08/03/2018	Status update provided via email to the following email address: [redacted] am reaching out to you today to provide you with my new contact information that will be effective starting this Monday, August 6th. The phone number to reach me is still 1-844-827-1999, however my extension has changed to 3020203. I will be reaching out to you on August 9th, however if you need to speak with me before that time, please feel free to reach me at the number and extension provided. Thank you have a great day! End of Status Update
08/09/2018	*****OUTBOUND DEALERSHIP CONTACT***** KINGS DODGE CHRYSLER JEEP | 43664 | 513-683-3000 Called the dealership and had spoken with Kaitlin SA and had asked about the customers vehicle. She stated that it was the door actuator and the vehicle should be repaired today.
08/09/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] Called the customer and had advised him that I had spoken with the dealer and the vehicle should be ready today. He stated that he had heard from the dealer and they are going to call him this afternoon to pick the vehicle up. I advised him that I will call him Friday.

Date	Comment
08/10/2018	*****OUTBOUND DEALERSHIP CONTACT***** KINGS DODGE CHRYSLER JEEP | 43664 | 513-683-3000 Had called the dealership and had spoken with Aaron SA. I had asked about the custome4rs vehicle. he stated the ride side door actuator had been replaced and the vehicle is no longer there.
08/13/2018	***** OUTBOUND CUSTOMER CONTACT***** [redacted] CLOSED LOOP UPDATE - contacted customer today to confirm repairs had been completed and if all of the customer's concerns had been addressed as documented in the reason codes. Advised the customer the case will be closed.
08/13/2018	Status update provided via email to the following email address: [redacted], I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future. Your Case Number is: [redacted] The FCA Case Management Telephone Number is: 1-844-827-1999 My Direct Extension is: 3020203 Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer. It has been a pleasure working with you, all the best Roxanne | FCA Case Manager Phone: 1-844-827-1999 | Ext. 3020203 End of Status Update

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTKX53	**Vehicle**	DODGE WAG GRAND CARAVAN R/T ON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/27/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/27/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	36,800 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	TUCKER	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	26960	LANDMARK CHRYSLER DODGE JEEP RAM		**Dealer Phone**	6788253199
Dealer Address	5765 PEACHTREE INDUSTRIAL BLVD.				
	ATLANTA		GA	30341 1907	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	H
Subject	sliding door				
Synopsis	closed referral to dealer				
Customer Anomaly	Body				
	Paintwork				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	3	Vehicle Paint Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/27/2018 06:20 PM	Open
07/27/2018 06:39 PM	Closed
09/29/2018 02:03 PM	Closed

Initial Description

0123001100-Product,Body / Trim / Paint Finish,Unknown,Broken, Cracked,Unknown,Body / Trim / Paint Finish - Broken. Cracked,sliding door

Case Comments

Date	Comment
07/27/2018	Customer called seeking repair assistance. Vehicle has been modified for a wheel chair and ramp. Customer brought vehicle to dealer 26960.
07/27/2018	Agent contacted dealer 26960, talked to Reggie in service. Sa said sliding door needs an actuator. Agent advised SA customer is around 800 miles out of basic warranty and could dealer provide goodwill. SA will check with SM and asked if customer would call dealer back today around 5:00pm

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTKX53	**Vehicle**	DODGE WAG GRAND CARAVAN R/T ON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/29/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/29/2018	**Origin**	Chat	**Reason**	New problem
Mileage	24,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]			**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	HENDERSON	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	44725	TOWBIN DODGE LLC		**Dealer Phone**	7025583800
Dealer Address	275 AUTO MALL DRIVE				
	HENDERSON		NV	89014 6707	USA
Dealer Zone	West	**Sales District**		**Service District**	J
Subject	states they are stuck				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/29/2018 10:08 PM	Open
07/29/2018 11:24 PM	Closed
09/29/2018 01:54 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,states they are stuck

Case Comments

Date	Comment
07/29/2018	[redacted]
07/29/2018	Hi, my name is Brandi with Dodge Customer Care, How may I help you today? Brandi: how are you [redacted] I have a 2016 grand caravan and early this week the driver side sliding door is stuck shut and now today the other door is stuck. Brandi: I am sorry to hear your sliding doors are stuck! have you been to a certified dealer? [redacted] I understand that the electronic opener could stop but it's seems like a major safety issue that you can't unlock the door manually and open it [redacted] called them but they can't get me in for 2 weeks so now my kids are forced to climb out through the front and they won't give me a loaner Brandi: I am sorry to hear that. May i have the last 8 of your VIN? [redacted] Brandi: may i verify your address? also may i have a rough estimate of the mileage? [redacted] I'm just very concerned that this will continue to happen
07/29/2018	and this is a MAJOR SAFETY ISSUE [redacted] henderson nv [redacted] 24,000 Brandi: thank you, What dealer did you call? [redacted] Towbin and desert 215 Brandi: That is the name of the dealer? [redacted] Towbin dodge is where I bought it from. Brandi: and their address is 275 AUTO MALL DRIVE? [redacted] DESERT 215 SUPERSTORE Is the other dealership near me but can't get me in for 2 weeks [redacted] Yes Brandi: okay so Towbin Dodge is where you bought the vehicle, and the dealer you called is DESERT 215 SUPERSTORE and they can not get you in for two weeks correct? [redacted] How is there no recall on this when I look online and a lot of people have this issue [redacted] Correct and towbin won't offer a loaner vehicle which is dumb considering how new this car is and it isn't the only problem we have had with this van [redacted] We wish we never bought it. Brandi: Thank you, I truly am sorry you are having these issues [redacted] Also i have [redacted] on file as an address for you, Is this an old address or is it still good? [redacted] Old address Brandi: okay, i will update it for you. Just a few minutes please while i look into this. [redacted] We have had the ac not work, the navigation broke, the driver side window fell off the track and broke, the back hatch doesn't open with the push button all the time and now the sliding doors broke. I feel like we bought a lemon Brandi: I truly do apologize [redacted] t is up to the dealers if they have Loaner vehicles to provide, Also we can not make them bring the vehicle in any sooner. The dealer would have to diagnose your vehicle, I recommend calling another dealer to see if they can get you in any sooner. If you would like i can give you the number of another dealer near you? Today is Sunday, the dealer would be closed today, They will be open tomorrow morning. If you would like, once you have an appointment with the dealership we can look into escalating a case to our case management team for Technical assistance. They can assist the dealer with the repair while the vehicle is being worked on also they can look into a loaner. [redacted] How about taking this piece of crap back? Brandi: I do apologize [redacted] if you are seeking to no longer own this vehicle, you will have to work with your dealer [redacted] I will definitely NEVER buy a Dodge again. Brandi: I truly am sorry to hear that [redacted] Thank you for chatting into Dodge, When you go to the dealer if you seek further assistance please chat back or call us at 1 800 992 1997. Brandi: I do hope you have a good night [redacted] isconnected ('Concluded by Agent').
07/29/2018	survey bypass-- no diagnosis

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/30/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/30/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	18,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	RICHMOND	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	44990	AUTONATION CHRYSLER DODGE JEEP		**Dealer Phone**	2815993500
Dealer Address	21777 KATY FREEWAY				
	KATY		TX	77450 1800	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	F
Subject	Power Sliding Door Both Sides - Intermittent or Inoperative				
Synopsis	Service apt on 08/01 @ 9AM				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/30/2018 05:44 PM	Open
07/30/2018 06:13 PM	Closed
09/29/2018 01:58 PM	Closed

Initial Description

0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,Power Sliding Door Both Sides - Intermittent or Inoperative

Case Comments

Date	Comment
07/30/2018	Customer called in regarding her sliding door that does not lock. Customer stated the door will not lock & it is a safety issue. Customer also stated she has taken the vehicle to DLR 44990 & was advised it will be 2 weeks before the vehicle can be diagnosed. Agent contacted DLR 44990 who confirmed information & stated they were 2 weeks out, the best they can do is have the vehicle dropped off & looked at within a couple days. Customer was not satisfied. Agent advised Customer she can contact a different DLR to have the vehicle serviced. Agent contacted DLR 45478, they were not able to service Customer until end of August. Customer was not happy again & she doesn't understand why a loaner would not be provided to her. Agent explained to Customer loaners are provided at the DLR's discretion. Customer stated she did not have this issue with Honda. Agent informed Customer she can contact another DLR who is able to schedule her sooner. Agent contacted DLR 27015 who was able to schedule service appt for 08/01 @ 9 AM. Customer was very thankful.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/31/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/23/2018	**Origin**	Fax	**Reason**	New problem
Mileage	52,500 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	DELPHOS	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	43284	GREVE CHRY-JEEP-DODGE OF VAN WERT		**Dealer Phone**	4192383944
Dealer Address	756 W ERVIN				
	VAN WERT		OH	45891 2202	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	H
Subject	Power Sliding Door Both Sides - Other				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/31/2018 12:40 PM	Open
08/23/2018 07:35 PM	Closed
09/29/2018 02:45 PM	Closed

Initial Description

0459000000-Corporate,Reimbursement,Default,Default,Default,Corporate - Reimbursement,Corporate - Reimbursement
0457000000-Corporate,Complaint Contact,Default,Default,Default,Complaint Contact,Response to cair 34576044
0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,Power Sliding Door Both Sides - Other

Case Comments

Date	Comment
07/31/2018	Jennifer, My van is due to go into Greve Chrysler in Van Wert Ohio on Wednesday August 1st at 1pm to get the other sliding door fixed which is making a horrible noise when you lock and unlock it. I also have paint that is bubbling on my hood of my van I am very upset about this I dearly love my van and am very upset that so many things are going wrong with it. Thank you for your help with this **END OF CUSTOMER EMAIL***
07/31/2018	Dear Thank you for confirming your appointment. We have escalated your case to a Chrysler Specialist for further review. They will work between you and the dealer on resolution for the sliding doors on your Town &
07/31/2018	Country, as well as consider possible cost assistance. You will receive follow up from the specialist within one business day to discuss your case and advise you of the next steps. Should you not receive follow up within this time please feel free to contact us by phone to seek assistance with getting in contact with the Jeep Specialist assigned to your case. Your case number is Should you have any further inquiries, we would be happy to address them with you. You may reach us via chat or email through www.chrysler.com or contact by phone at 1-800-247-9753. Thank you, for being part of the Chrysler family. We appreciate your business and have a wonderful day. Sincerely, Jennifer FCA Customer Assistance Center ***END OF AGENT EMAIL***
07/31/2018	Customer seeking assistance with: Sliding doors. Repeat issue. [Insert Vehicle Concern]. Customer expecting: Resolution and possible cost assistance. (within DLR goodwill) [Insert Request]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number Earliest call time: EST Latest call time: EST Updates via text: N Updates via email: Y Vehicle location: [Customer/Dealer Appointment scheduled. Date and Time of Appointment: Wednesday, August 1, 2018 at 1pm. Confirmed appointment with: GREVE CHRY-JEEP-DODGE OF VAN WERT Customer in rental: Y/N Authorized by: Rental start date: [Date]
07/31/2018	Reassigned to CM
07/31/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully.
08/01/2018	Vehicle is at the dealership - GREVE CHRY-JEEP-DODGE OF VAN WERT (43284) Update triggered by S12398Q
08/02/2018	ennifer, We took our van to Greve today they figured out what was wrong with the van and said it was going to cost approximately $500-$600. I do not feel this is fair I already paid $400 to repair the other door and I had it fixed at a college where students learn to fix these things, therefore I did not have to pay labor charges on this. I really hope you can help cover some of these cost, I work very hard to have my van and make the payments on time every month but do not have the extra money to pay for these things I bought a new van so that I did not have to put a lot of money into it I keep up on the maintenance I have the oil changed as it is supposed to be. Please let me know what you can do to help me out to get my door fixed at as minimal charges as possible. Thank you for your time on this matter. ***END OF CUSTOMER EMAIL***

Date	Comment
08/02/2018	Dear [redacted] We certainly regret to hear about this. We would be happy to assist you on this level however we regret this is not within our authorization to review. Your case has been escalated and assigned. At this time we can only encourage to wait to hear from the specialist assigned to your case. Your case number is [redacted]. Should you wish to contact your case manager, please contact us by phone at 1-800-247-9753 and an advisor will be able to transfer you to the specialist assigned to your case. Sincerely, Jennifer FCA Customer Assistance Center ***END OF AGENT EMAIL***
08/03/2018	*****OUTBOUND DEALERSHIP CONTACT***** GREVE CHRY-JEEP-DODGE OF VAN WERT | 43284 | 419-238-3944 | - CM contacted the DLR and spoke with SA Kevin about potential DLR GW and to get an update on Customer's vehicle. SA advised that the Customer brought the vehicle in last year for the right side sliding door. SA fixed it and it was covered under warranty. Earlier this year (March) with 51000 miles the Customer needed a left side sliding door latch. SA states the Customer then took the vehicle to the college to have it repaired. Customer then brought the vehicle back for a right sliding door issue, and the actuator in the door had gone bad. SA states the estimate is $370.10. -
08/03/2018	***Goodwill Qualifier*** In-Service Date: 06/16/2016 Original Owner: Yes Mileage: 52500 Vehicle purchase loyalty: 1 new, 4 used Multiple Repairs/ Previous related repairs: Yes MVP plans: No Other: n/a **********
08/03/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] | - Customer was contacted today at [1:34 PM EST] however, customer was not available, CM Left voicemail for a return call at extension 4719944; CM also provided the case number [redacted] and phone number (1-844-827-1999) in the voicemail as well. -
08/03/2018	Status update provided via email to the following email address [redacted], This is Karleen a case manager from FCA. I am filling in for your case manager, Lisa, while they are out of the office in regards to case number [redacted]. Lisa has been assigned to your Case. We are looking into possible assistance with the issue you are having with your door. Once we have more information we will be in touch. Here is some information that will be helpful for you to have: Your case number is: [redacted] The FCA Case Management telephone number is: 1-844-827-1926 Lisa's direct extension is: 4719944 We look forward to working with you and if you have any questions or concerns regarding your vehicle that we can assist with, please feel free to contact me. Thank you for your patience and co-operation! Regards, Karleen | FCA Case Manager Phone 1-844-827-1999 End of Status Update
08/07/2018	Customer calling to speak to CM
08/07/2018	*****INBOUND CUSTOMER CONTACT***** [redacted] | - Customer called to speak to their CM, however their ext was invalid.
08/07/2018	- Writer advised I would email them their CM's new ext and have them follow up later today. -
08/07/2018	Status update provided via email to the following email address: [redacted], Sorry about the confusion with the extension for your case manager. Lisa's new extension is 3020144. Thank you and have a great day, Karleen | FCA Case Management End of Status Update
08/08/2018	*****OUTBOUND CUSTOMER CONTACT***** GREVE CHRY-JEEP-DODGE OF VAN WERT | 43284 | 419-238-3944 | Cm called the dealership to follow up on the diagnosis. SM Mike advised that he would transfer CM over to the SA who is working with the customer on repairs. SA Kevin advised the CM that the customer is not there currently and they have not heard from the customer at this point. The last time they did was when the customer's wife advised that they called FCA for assistance. Last time they seen the vehicle was to diagnose the issues back in July of 2017 when they diagnosed the other door as having issues. Kevin advised that the tech recalibrated and it was working. Customer brought back in in March and looked at drivers side and it was recommended to replace the door latch. The customer took vehicle to IRF (college) to do repairs instead of paying for the repairs at the dealership. Just brought back in on 1st to have the passenger side door looked at again. Dlr looked at it and advised that actuator had gone bad. They recommended replacing the actuator, but they have not heard from the customer. They were advised that they are working with FCA to see who was going to pay for what. SA Kevin advised that the cost of the repairs parts and labor is $370.10.
08/08/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM emailed the customer to advise that she would be willing to reimburse the customer for the cost of the repairs but they will have to pay the bill and submit for reimbursement.
08/08/2018	Status update provided via email to the following email address: [redacted] This is Lisa from FCA. I wanted to let you know that I spoke with the SM at the dealership. At this time they are not willing to cover this repair as it is outside of the warranty. These repairs would have been covered under basic warranty. The vehicle is over the 36000m basic warranty. But I would still like to offer you some assistance. I can not cover the repairs under warranty because this is a different door than was repaired before but I would be willing to reimburse you the complete cost of $370.10. If you are willing to accept this offer contact the SM and advise, once you have the vehicle repaired and received the bill I will send you out a document request link to submit the receipts for reimbursement. Let me know what you decide so that I can be waiting or the documents. After that it will take 7-10 days to get the check back. End of Status Update
08/08/2018	*****INBOUND CUSTOMER CONTACT***** [redacted] Customer's wife [redacted] emailed the CM to ask further questions.
08/08/2018	Begin Customer Message reviewed: Lisa, this is [redacted] i do have more questions for you. the cost of $370.10 where did that cost come from? is there any way to receive assistance for the amount i am out of pocket for the first door i had repaired where i work? i work for a university where students learn to repair problems like this. i work for the [redacted]. how long do i have to accept this offer i would like to discuss this with my husband? One more question can i purchase the part and have the University fix it again? please let me know as soon as possible. thank you so much!! Kathy End of Reviewed Customer message
08/08/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM emailed the customer back to advise that the cost is parts and labor for the repair. As the repair is not covered under warranty and the dealership is not willing to assist there would be no way to offer any cost assistance which is why CM offered to reimburse the customer. I realize that you paid out of pocket for the repair for the other side of the vehicle but you took the vehicle to the University for the repairs and I can not reimburse you for going to an Independent garage . If you had paid for the repairs at the dealership I may have been able to review for reimbursement. Now as for taking the vehicle to the University this is your vehicle and as it is out of the warranty you can take it where you wish, but since we did not do the repairs we can not guarantee the work that is repaired and it the issue comes back you will have to pay for the repairs again. The offer is on the table for 30 days. Please let me know what you decide.
08/08/2018	Status update provided via email to the following email address: [redacted], I apologize for the inconvenience that this has caused your family. The total of $370.10 can be broken down to parts and labor for the repairs. At this time the vehicle is outside of the basic warranty that would have covered this repair which is why the dealership wanted to charge you for the other side to be repaired. Unfortunately because you went to the University which we would consider and Independent Garage I can not reimburse you for the repairs. If it had been repaired at one of our dealerships I would be able to review for possible reimbursement. Again as the vehicle is outside of warranty for the repair you can certainly take it to any facility you want but there would be no parts warranty for two years if the repairs are completed elsewhere. The offer is open for 30 days. If you decide to accept the offer simply give me a call back. Lisa FCA Case Management 844-827-1999 EXT 3020144 End of Status Update
08/13/2018	*****INBOUND CUSTOMER CONTACT***** [redacted] called to advise the CM that they are going to accept the offer to pay for the repairs and CM would reimburse for the costs. Customer advised that they are going in Next Monday for the repairs to be completed;. Customer advised that they are dropping off Sunday night to be there for Monday morning.
08/20/2018	Vehicle is at the dealership - GREVE CHRY-JEEP-DODGE OF VAN WERT (43284) Update triggered by S92151O
08/20/2018	*****INBOUND CUSTOMER CONTACT***** GREVE CHRY-JEEP-DODGE OF VAN WERT|43284|419-238-3944| CM received a call in from the dealership seeking information. He stated that he wanted to know for the customer if they needed to pay out of pocket for the repairs. CM advised according to the notes the customer is paying out of pocket and being reimbursed. He thanked the CM for the information and disconnected.
08/21/2018	****** Below Customer Contacted for Documentation Request ****** [redacted] on 2018-08-21 @ 07:58
08/21/2018	****** Below Customer Contacted for Documentation Request ****** [redacted] on 2018-08-21 @ 07:58

Date	Comment
08/21/2018	*****INBOUND CUSTOMER CONTACT***** [redacted]
08/21/2018	Begin Customer Message reviewed: my vehicle was fixed today and i paid Greve now what do i have to do to receive the money back to me. i am very disappointed with the dealer they promised us a loaner vehicle and did not give us one my husband had to take off work so i could get to work today because working at a university i can not take the first day of classes off. please reimburse me ASAP we need our money End of Reviewed Customer message
08/21/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM emailed the customer to advise of document request link and how to use to send in paid receipt from customer seeking reimbursement.
08/21/2018	Status update provided via email to the following email address [redacted] I sent you a blank email to attach the receipt from the repairs and once I receive that I will be able to reimburse you for the repairs. Lisa End of Status Update
08/21/2018	Begin Customer Message reviewed: Lisa i sent the copy of the receipt this morning did you not receive it? sorry for the email yesterday i was very frustrated [redacted] End of Reviewed Customer message
08/21/2018	Status update provided via email to the following email address [redacted] I apologize I was not in the office yesterday I was at the DR waiting to be seen. I did not receiver the documents yet that is why I sent them again. I want to be able to get you taken care of ASAP. Lisa End of Status Update
08/21/2018	Begin Customer Message reviewed: [redacted] sorry you had to see a DR that is no fun :) i have sent the document twice this morning on the email you sent to attach it to if you have not received it yet please let me know so i can send it again. hope you are feeling better [redacted] End of Reviewed Customer message
08/22/2018	*****OUTBOUND DEALERSHIP CONTACT***** GREVE CHRY-JEEP-DODGE OF VAN WERT|43284|419-238-3944| CM called over to the dealership to see if they can send in a copy of the customers receipts from paying for repairs. CM spoke with SA in service they are going to fax over the bill to show customer paid for repairs.
08/23/2018	POSTMARK DATE: 082318; DATE RECEIVED: 082318
08/23/2018	(Customer) has submitted request for reimbursement for (repairs) for (sliding door latch). (Customer) has already paid out of pocket. Writer is submitting reimbursement request for (repairs) as a goodwill gesture. Repairing Dealer/IRF:43284 Date of Rental/Repairs:8 /20/2018 RO/Invoice Number:1615 Customer's Proof of Payment: RO from dealer In-Service Date:06/16/2016 Original Owner:yes Loyalty:1 new, 4 used Mileage: 52500m Multiple Repairs:Yes Dealer Opinion:reimburse customer Service Contract/Warranty:NA Other Notes/Justification:NA Total Out-of-Pocket: $370.10 Labor: $171.95 Parts: $148.00 Misc: $25.13 Rental: $0 Start Date:8/20/2018 End Date:8/20/2018 Tax: $25.02 Note: If check or total reimbursement is to exceed $5000, please contact FCA representative for pre-authorization. Once approval(s) noted in CAIR, writer to submit check request.
08/23/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM called customer to advise that check has been submitted in the amount of $370.10 as promised.

Email(s)

Date	10/01/2018	***Subject***	[redacted] sorry you had to see a DR that is no fun :)	
From		***To***	***Sent Date/Time***	08/21/2018 13:24 PM

[redacted] sorry you had to see a DR that is no fun :) i have sent the document twice this morning on the email you sent to attach it to if you have not received it yet please let me know so i can send it again.
hope you are feeling better.
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2016	Brand	DODGE
Body	RTKH53	Vehicle	DODGE GRAND CARAVAN SE		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	08/01/2018	CAIR Type	Regular	Status	Closed
Close Date	09/05/2018	Origin	Telephone	Reason	New problem
Mileage	39,801 Miles	Market	U	Language	English
Contact Email	nobody@external.fcagroup.com	Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	MOUNT MORRIS	Caller Country	USA	Caller Postal Cod	
Customer					
Customer Address					
Dealer	23592	KEN NELSON AUTO PLAZA		Dealer Phone	8152884455
Dealer Address	1000 NORTH GALENA AVENUE				
	DIXON		IL	61021 1523	USA
Dealer Zone	Midwest	Sales District		Service District	E
Subject	customer states the right sliding door is buzzing				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/01/2018 10:56 PM	Open
09/05/2018 03:09 PM	Closed
09/29/2018 03:19 PM	Closed

Initial Description

0459000000-Corporate,Reimbursement,Default,Default,Default,Corporate - Reimbursement,For the repair of the side sliding door
0123039409-Product,Body / Trim / Paint Finish,Body Hardware,Buzz, Squeak, Rattles,Door-Sliding,Sliding Door Hardware - Buzz, Squeak, Rattles,customer states the right sliding door is buzzing

Case Comments

Date	Comment
08/01/2018	customer is calling in due to an issue with her right sliding door making a buzzing sound. the vehicle has fallen out of warranty recently and the dealer stated they could not assist with good will. the dealer advised the customer to contact us to look into possible goodwill assistance. Customer seeking assistance with: right sliding door making buzzing sound [Insert Vehicle Concern]. Customer expecting: potential goodwill [Insert Request]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: Earliest call time: anytime Latest call time: anytime Updates via text: Y/N Updates via email: Y/ Vehicle location: [with customer] Date and Time of Appointment: [08/02/18 at 3:00pm]. Confirmed appointment with: [KEN NELSON AUTO PLAZA 815-288-4455] Customer in rental: Y/N :NO Authorized by: Rental start date: [Date]
08/02/2018	Reassigned to CM
08/02/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully.
08/02/2018	- ********** In-Service Date: 07/23/2016 Original Owner: Yes Mileage: 39801 Vehicle purchase loyalty: only this 1 Multiple Repairs/ Previous related repairs: No MVP plans: No ********** -
08/02/2018	*****OUTBOUND DEALERSHIP CONTACT***** KEN NELSON AUTO PLAZA | 23592| (815)-288-4455| CM contacted the DLR and was told that the vehicle hasn't been looked at as of yet. -
08/02/2018	*****OUTBOUND CUSTOMER CONTACT**** CM contacted the customer and informed the customer that he has to wait until the vehicle is diagnosed before he can say what he can help cover. Customer seems to understand. -
08/06/2018	CM to follow up on return
08/07/2018	-
08/08/2018	Status update provided via email to the following email address: am emailing you to find out if you have taken the vehicle to a dealership as of yet. If you wouldn't mind giving me a call or replying to this email I would really appreciate it. Thank you and have a great day! Tracy Midwest BC I Case Manager 1-(844)-827-2003 EXT: 3020215 Email: tw502@chrysler.com End of Status Update
08/08/2018	- *****INBOUND CUSTOMER EMAIL CONTACT***** I Tracy, I took my van in last Thursday. They stated that the right sliding down needs a new latch assembly. I spoke with someone last week from Chrysler on the phone and was supposed to hear from them on Tuesday since they were on vacation. They said they needed a diagnosis before they could continue. Please let me know what other information you may need Sincerely,
08/10/2018	Status update provided via email to the following email address hank you for replying. Tracy is out of the office until Monday. He will contact the dealership for more details and reach out to you afterwards. If you have any more questions or concerns, please reply to the email so he can address it when he's next in. Have a great weekend! Tracy's contact information is as follows: Tracy Midwest BC I Case Manager 1-(844)-827-2003 EXT: 3020215 Email: tw502@chrysler.com End of Status Update
08/14/2018	CM to follow up 8/15

Date	Comment
08/16/2018	- *****OUTBOUND DEALERSHIP CONTACT***** KEN NELSON AUTO PLAZA | 23592| (815)-288-4455| - SA Josh stated a new latch assembly for passenger sliding door is needed for the repair. Warranty pricing for the part is $179.20, the labor is $128.24. Customer only goes to the dealership for warranty work. She doesn't maintain her vehicle with the dealership. SA Josh was informed that the CM should be back tomorrow to look over the file however, if not, an answer regarding goodwill should be available by Monday. SA Josh was thanked for his time and the call was disconnected.
08/16/2018	Status update provided via email to the following email address: [redacted] hope you are doing well. I've contacted the dealership on behalf of your case manager, Tracy and have gotten all the information needed to proceed with the next steps. Once your case manager reviews the information, he will reach out to you to discuss the options. In the meantime, if you have any questions or concerns, please feel free to reply to this email or reach out to Tracy @ 844-827-2003 ext. 3020215 Have a great day! End of Status Update
08/17/2018	-
08/17/2018	*****OUTBOUND DEALERSHIP CONTACT***** KEN NELSON AUTO PLAZA | 23592| (815)-288-4455| CM contacted the DLR and LVM for SA Josh requesting a call back to go over the co-pay on this repair. CM is looking at a copay of $107.44 with FCA covering the remainder through DM notes. -
08/21/2018	*****OUTBOUND CUSTOMER CONTACT**** [redacted] CM contacted the customer and LVM informing the customer that he does have an offer for her and would like her to call him back. -
08/22/2018	****** Below Customer Contacted for Documentation Request ***** [redacted] on 2018-08-22 @ 08:44
08/22/2018	-
08/22/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] Customer called in to CM. CM informed the customer that he was going to cover the cost of the repair but the customer would have to pay out of pocket and then send in the receipt. CM then sent out the document request email. -
08/23/2018	Waiting for documentation.
08/27/2018	Status update provided via email to the following email address: [redacted] I am still waiting for the documents to arrive. I also wanted to let you know that it does sometimes take a longer time to get to us. As I have said I will let you know when I receive the documents. Thank you and have a great day! Tracy Midwest BC I Case Manager 1-(844)-827-2003 EXT: 3020215 Email: tw502@chrysler.com End of Status Update
08/29/2018	- waiting on documentation. -
08/31/2018	Begin Customer Message reviewed: Can you please send me a new link to attach the files for having my van fixed. It wa just fixed today (8/30) because I had to wait for the part to be in Thanks [redacted] End of Reviewed Customer message
08/31/2018	****** Below Customer Contacted for Documentation Request ***** [redacted] on 2018-08-31 @ 07:58
08/31/2018	Status update provided via email to the following email address: [redacted] I have sent you the link you requested. Thank you and have a great day! Tracy Midwest BC I Case Manager 1-(844)-827-2003 EXT: 3020215 Email: tw502@chrysler.com End of Status Update
08/31/2018	***** Customer Document Received *****
09/05/2018	-
09/05/2018	Status update provided via email to the following email address: [redacted] I have received the documents that you sent in. I looked at the receipt and I can reimburse you $500 as anymore than that is above what I can provide. I hope this is ok. If you wouldn't mind giving me a call or emailing me to let me know if this is ok I would really appreciate it. Thank you and have a great day! Tracy Midwest BC I Case Manager 1-(844)-827-2003 EXT: 3020215 Email: tw502@chrysler.com End of Status Update
09/05/2018	Begin Customer Message reviewed: Thank you for your help. The $500 sounds great [redacted] End of Reviewed Customer message
09/05/2018	Status update provided via email to the following email address: [redacted] I will be cutting the check shortly which will close your file. I will be sending a closure email to you then. Thank you and have a great day! Tracy Midwest BC I Case Manager 1-(844)-827-2003 EXT: 3020215 Email: tw502@chrysler.com End of Status Update
09/05/2018	-
09/05/2018	Status update provided via email to the following email address: [redacted] I am sending you this email to inform you that I have received your documents and also regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future. Your Case Number is [redacted] The FCA Case Management Telephone Number is: 1-844-827-2003 My Direct Extension is: 3020215 Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer. It has been a pleasure working with you, all the best Tracy | FCA Case Manager Phone: 1-844-827-1926| Ext. 3020215l End of Status Update

Email(s)

Date	10/01/2018	***Subject***	Hello [redacted] Â I am sending you this email to		
From		***To***	***Sent Date/Time***	09/05/2018 15:06 PM	

Hello [redacted]
Â
I am sending you this email to inform you that I have received your documents and also regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.
Â
Your Case Number is [redacted]
The FCA Case Management Telephone Number is: 1-844-827-2003
Â
My Direct Extension is: 3020215
Â
Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. WeÂ'd ask that you take the time to complete the survey so weÂ'll know how weÂ're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

Â
It has been a pleasure working with you, all the best
Â
Tracy | FCA Case Manager
Phone: 1-844-827-1926| Ext. 3020215l

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/04/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/04/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	16,500 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	STATEN ISLAND	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60723	CHRYSLER DODGE JEEP RAM FIAT OF		**Dealer Phone**	7188362600
Dealer Address	8825 5TH AVE				
	BROOKLYN		NY	11209 5901	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	E
Subject	power sliding doors locks need to be replaced				
Synopsis	closing				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/04/2018 08:38 PM	Open
08/04/2018 09:00 PM	Closed
09/29/2018 04:08 PM	Closed

Initial Description

0416000000-Corporate,Rental Vehicle,Default,Default,Default,Rental Vehicle,seeking rental while vehicle is at the DLR
0108250200-Product,Electrical,Power Door Lock / Deck Lid,Defective,Unknown,Power Door Lock / Deck Lid - Defective,power sliding doors locks need to be replaced

Case Comments

Date	Comment
08/04/2018	Briefly summarize why the customer is contacting Chrysler: Briefly summarize what the customer is expecting: Customer called to discuss the issue with the vehicle being at the DLR for the door locks. Customer stated that both the power sliding doors locks need to be replaced and the vehicle will be at the DLR until Monday. Agent called the DLR and they adsveid that they don't have any rental and that the SM is not available to approve the DM notes. Agent adsveid the customer that they will need to submit for reimbursement review. Agent adsveid that the maximum amount is $35 per day. Agent provided the CAIR # and customer will call back once the vehicle is repaired.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/06/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/21/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	38,000 Miles	**Market**	U	**Language**	English
Contact Email	nobody@external.fcagroup.com	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	JUNCTION CITY	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	43729	DICK EDWARDS AUTO PLAZA INC		**Dealer Phone**	7852385114
Dealer Address	1825 GOLDEN BELT BLVD				
	JUNCTION CITY		KS	66441 3935	USA
Dealer Zone	Denver	**Sales District**		**Service District**	I
Subject	passenger sliding door needs to have the locks replaced				
Synopsis	Customer having issue with door CM spoke with DLR and offered Customer a co-pay Repaired and confirmed. Case closed.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/06/2018 08:39 PM	Open
08/21/2018 07:58 PM	Closed
09/29/2018 03:30 PM	Closed

Initial Description

0108250200-Product,Electrical,Power Door Lock / Deck Lid,Defective,Unknown,Power Door Lock / Deck Lid - Defective,passenger sliding door needs to have the locks replaced

Case Comments

Date	Comment
08/06/2018	Briefly summarize why the customer is contacting Chrysler: Briefly summarize what the customer is expecting: Custer called to discuss the issue with the passenger sliding door needs to have the locks replaced. Customer stated that the DLR advised that it will $900 for the repair. Customer stated that the DLR advised to call CAC and see if any assistance could be looked into.
08/06/2018	Customer seeking assistance with: passenger sliding door needs to have the locks replaced Customer expecting: GW within D-17-18 of 3/36 Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number:[redacted] Earliest call time: anytime Latest call time: anytime Updates via text: Y/N N Updates via email: Y/N N Vehicle location: DLR 43729 Date and Time of Appointment: DLR 43729 Confirmed appointment with: DLR 43729 Customer in rental: Y/N Authorized by: Rental start date: [Date]
08/07/2018	Reassigned to CM
08/07/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully.
08/07/2018	- In-Service Date: 04/05/2016 Original Owner: No Mileage:38000 Vehicle purchase loyalty: 1 used Chrysler vehicle Multiple Repairs/ Previous related repairs: No MVP plans: No Other:
08/07/2018	- The following email was sent to steve@dickedwardsauto.com: Good Morning Steve, I am just looking for an update on the following customer[redacted] I am just looking to see what the diagnosis is for the customer's vehicle. Customer states that passenger sliding door needs to have the locks replaced at a cost of $900. If it is a manufacturing defect, could warranty bulletin D-17-18 be utilized for cost assistance in the repair? If you could contact us back with your thoughts that would be great.
08/07/2018	- ***** OUTBOUND CUSTOMER CONTACT*****[redacted]Agent contacted customer and advised at this time CM is waiting to hear back from Dealership and she would be contacted with an update after cair has been reviewed. Customer stated she was not happy with Dealership as she thought they put her off and advised her they would not assist with any Goodwill. Agent apologized and stated she would be contacted back when all the information has been gathered. Customer understood.
08/08/2018	customer called in for status update
08/09/2018	- *****OUTBOUND DEALER CONTACT***** 43729 | DICK EDWARDS AUTO PLAZA INC 785-238-5114 CM attempted to contact the DLR and speak with SM Steve; CM was not able to do this and had to leave a VM. CM left the VM with the Denver CM phone number, case number and extension. CM stated that he was calling to see if there would be any assistance available using D-17-18. -
08/09/2018	- ***** OUTBOUND CUSTOMER CONTACT*****[redacted]M contacted customer and advised that the DLR has not responded on the possibility of cost assistance. CM stated that he is hoping to hear something back. CM stated that he will see if he can speak with the SM again tomorrow and if he gets an update then he will call the customer back. CM stated that if there is no update on the file the case will be sent to a new CM and the next follow up would be on 8/13/18. -
08/10/2018	- *****OUTBOUND DEALER CONTACT***** 43729 | DICK EDWARDS AUTO PLAZA INC | 7852385114 CM attempted to contact the DLR and speak with SM Steve; CM was not able to do this and had to leave a VM. CM left the VM with the Denver CM phone number, case number and extension. CM stated that he was calling to see if there would be any assistance available using D-17-18. -

Date	Comment
08/10/2018	- The following email was received from steve@dickedwardsauto.com: Sorry just seen this email. Customer is not the original owner bought used from a GM store. Vehicle need a latch for the sliding door. Vehicle is out of warranty by time and mileage. I believe she works at the GM dealer where she bought it.
08/13/2018	- Cair under review for possible cost assistance.
08/14/2018	*****OUTBOUND DEALER CONTACT***** 43729 | DICK EDWARDS AUTO PLAZA INC | 7852385114 - Email sent to SM for possible DLR GW. -
08/14/2018	*****INBOUND DEALER CONTACT***** 43729 | DICK EDWARDS AUTO PLAZA INC | 7852385114 - SM emailed and advised they will not be giving good will. -
08/14/2018	***** OUTBOUND CUSTOMER CONTACT***** [redacted] - Customer was contacted today at [1:13 PM EST] however, customer was not available, CM Left voicemail for a return call at extension 3020156; CM also provided the case number [redacted] and phone number (1-844-827-1926) in the voicemail. CM requested Customer call back. -
08/14/2018	***** OUTBOUND CUSTOMER CONTACT***** [redacted] - CM followed up with Customer and declined assistance. Customer states that CM JL1880 advised her that we would be able to assist and she would just have to pay a deductible. CM advised that they would speak with JL1880 and we could go from there. - Customer believes that DLR won't assist because she works for GM. -
08/14/2018	***email sent to JL1880***
08/14/2018	*****OUTBOUND DEALER CONTACT***** 43729 | DICK EDWARDS AUTO PLAZA INC | 7852385114 - Email sent to SM about the fact that goodwill may have already been offered. CM requested warranty pricing. -
08/14/2018	*****INBOUND DEALER CONTACT***** 43729 | DICK EDWARDS AUTO PLAZA INC | 7852385114 - SM replied and advised that parts are 467.60 and 83.37 labor is 112.67 total is 663.64. - CM spoke with SM about Customer paying 150 co-pay. -
08/14/2018	*****INBOUND DEALER CONTACT***** 43729 | DICK EDWARDS AUTO PLAZA INC | 7852385114 - SM replied and agreed to 150 co-pay for Customer. -
08/15/2018	As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows: Parts = 550.97 Labor = 112.67 Total = 663.64 Co-pay = 150 ########## DIRECT-TO-DEALER ########## ##### Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care. ##
08/15/2018	***** OUTBOUND CUSTOMER CONTACT***** [redacted] - CM followed up with Customer. CM advised of cost assistance and of 150 co-pay. CM advised that we would follow up in a few days to confirm Customer has an appointment and vehicle is being repaired. -
08/15/2018	*****OUTBOUND DEALER CONTACT***** 43729 | DICK EDWARDS AUTO PLAZA INC | 7852385114 - Email sent to SM to advise that DM notes have been added, and to advise of when Customer's appointment is. -
08/17/2018	*****OUTBOUND DEALER CONTACT***** 43729 | DICK EDWARDS AUTO PLAZA INC | 7852385114 - CM emailed SM and inquired about Customer's appointment. -
08/17/2018	***** OUTBOUND CUSTOMER CONTACT***** [redacted] - CM followed up with Customer. Customer has an appointment on 8/20. CM advised they would follow up on 8/21 to make sure everything went ok. Customer agreed. -
08/21/2018	***** OUTBOUND CUSTOMER CONTACT***** [redacted] - Customer was contacted today at [12:41 PM EST] however, customer was not available, CM Left voicemail for a return call at extension 3020156; CM also provided the case number [redacted] and phone number (1-844-827-1926) in the voicemail. CM requested Customer call back and let us know if the vehicle is repaired and they are happy. CM advised they would follow up 8/24 if no contact made before that by Customer. -
08/21/2018	- ******INBOUND CUSTOMER CONTACT ******** Customer contacted to advise vehicle is repaired she is happy and will contact back if she requires further assistance. Customer doesn't need a follow up
08/21/2018	CLOSED LOOP UPDATE - no need for additional follow-up.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/07/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/17/2018	**Origin**	Email	**Reason**	New problem
Mileage	24,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	BROOKFIELD	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	45449	JACK PHELAN CHRYSLER DODGE JEEP		**Dealer Phone**	7084841200
Dealer Address	5859 S LA GRANGE RD				
	COUNTRYSIDE		IL	60525 4065	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	B
Subject	customer says DLR wants to charge diagnosis fee for warranty repair				
Synopsis					
Customer Anomaly					
Contact Reason	C106	Warranty Information Request	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Warranty - Warranty - General information				

Case Status History

Create Date	Status
08/07/2018 05:48 PM	Unworked
08/14/2018 02:34 AM	Open
08/17/2018 06:45 PM	Closed
09/29/2018 12:56 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0424000000-Corporate,Warranty Coverage,Default,Default,Default,Request for Warranty Coverage Information,customer says DLR wants to charge diagnosis fee for warranty repair

Case Comments

Date	Comment
08/07/2018	***** EMAIL BRIEF DESCRIPTION CONTENT ***** Warranty Repair / Diagnostic Fee ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
08/14/2018	Hi,I am taking my Dodge Caravan in for an issue that will most likely be cov ered under the manufacturers warranty. The dealer wants to charge a diagnost ic fee. Should this fee be waived/reimbursed if the repair is covered under warranty? *****END OF CUSTOMER EMAIL *****
08/14/2018	Dea Thank you for contacting the Dodge Customer Assistance Center. I appreciate you reaching out to us to find out if the diagnosis fee will be waived or reimbursed if the repair is covered under warranty. It looks like there is still full warranty on your Dodge Caravan, What repair are you having done at the dealership? I can have someone reach out to the dealership to find out about the diagnosis fee for you. Thank you again for your emai Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-4A-DODGE (1-800-423-6343). Sincerely, Cara Customer Service Representative Dodge Customer Assistance Center *****END OF CAC EMAIL*****
08/15/2018	I am not sure what repair they will have to do, but one of the automatic locks on the door buzzes very loudly whenever unlocking. Thank you finding out about the fee. I would think that would be covered. *****END OF CUSTOMER EMAIL*****
08/15/2018	Dea You're welcome. We will reach out to the dealership about the diagnosis fee and I will follow up with you August 17th at the latest. Sincerely, Cara Customer Service Representative Dodge Customer Assistance Center *****END OF CAC EMAIL*****
08/15/2018	Reason for Dealer Contact: customer wants to know if diagnosis fee will be waived or if he needs to pay. 24000 miles, under basic warranty still. Dealer Code: 45449 Dealer Personnel Required: service Customer's Preferred Method of Contact: phone/email Customer Phone Number (Morning): Customer Phone Number (Evening): Customer Email address Reason for assigning to Resolution Team: contact DLR about diagnosis fee Assigned to 86T
08/16/2018	Thanks again. The appointment for the repair is on the morning of August 17th, so hopefully we have an answer before then. *****END OF CUSTOMER EMAIL*****
08/16/2018	Dear You're welcome, since the vehicle is under full warranty still there
08/16/2018	should not be a diagnosis fee. If you need assistance or have any questions in the future, don't hesitate to contact us! We're here 24/7! Sincerely, Cara Customer Service Representative Dodge Customer Assistance Center *****END OF CAC EMAIL*****
08/17/2018	reassigned for survey bypass - no diagnosis
08/17/2018	Vehicle is at the dealership - JACK PHELAN CHRYSLER DODGE JEEP (45449) Update triggered by S06596Q

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	Model Year	2016	Brand	DODGE
Body	RTKH53	Vehicle	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	08/08/2018	CAIR Type	Regular	Status	Closed
Close Date	09/07/2018	Origin	Telephone	Reason	New problem
Mileage	65,000 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone		Contact Mobile	
Caller Address	[redacted]			Source	Customer
Caller City	GLENDALE HEIGHTS	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	54982	BETTENHAUSEN MOTOR SALES INC		Dealer Phone	7085322665
Dealer Address	8355 W 159TH ST				
	TINLEY PARK		IL	60477 1220	USA
Dealer Zone	Midwest	Sales District		Service District	C
Subject	Request for Dealer Information				
Synopsis	closed				
Customer Anomaly					
Contact Reason	C109	FCA Contacts Or Dealership	Customer Anomaly		
Reason Code	FCA World - Information & Assistance requests - Network - Contacts & various information - Network				

Case Status History

Create Date	Status
08/08/2018 09:46 PM	Open
08/10/2018 04:31 PM	Closed
08/23/2018 06:12 PM	Reopen
09/07/2018 05:04 PM	Closed
09/29/2018 04:12 PM	Closed

Initial Description

0404000000-Corporate,Dealer Information,Default,Default,Default,Request for Dealer Information,Request for Dealer Information

Case Comments

Date	Comment
08/10/2018	customer wanted to find the nearest
08/23/2018	Briefly summarize why the customer is contacting Chrysler [redacted] calling for customer stating the clips on both sliding doors need to be replaced. Customer has had the issue before and has taken to a dealership and had fixed but still not working the both doors wont open from the inside . Briefly summarize what the customer is expecting: Cost assistance Agent advised would escalate and would be a one business day callback. Customer seeking assistance with: Cost assistance Customer expecting: Cost assistance Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: anytime Latest call time: Updates via text: Y/N [Mobile number] Updates via email: Y/N [Email address] Vehicle location: BETTENHAUSEN MOTOR SALES Date and Time of Appointment: Aug, 23 Confirmed appointment with: [redacted] Customer in rental: in loaner Authorized by: Rental start date: [Date]
08/23/2018	Reassigned to CM
08/24/2018	********** ********** In-Service Date: 05/16/2016 Original Owner: Yes Mileage: 28037 Vehicle purchase loyalty: 1 new Multiple Repairs/ Previous related repairs: No MVP plans: No Other: Vehicle is within basic warranty. ********** *****Repair History***** RO : N/A RO Details : N/A **********
08/24/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully.
08/24/2018	*****OUTBOUND DEALERSHIP CONTACT***** BETTENHAUSEN MOTOR SALES INC | 54982| 708-532-2665 - CM contacted DLR and was unable to speak with SA or SM regarding the customer's concern.
08/24/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM LVM for customer requesting call back.
08/24/2018	The customer seeking call back from his CM, on Monday if possible.
08/27/2018	Customer seeking to speak to CM Agent warm transferred
08/27/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] Customer returning call from CM. Customer states that both sliding doors aren't working. He doesn't haul anything, barely uses the back doors. Took it to the DLR 3 weeks ago and the mechanic managed to get it open and lubed it but its stuck again. Customer states that the DLR has given him an idea of what is causing the doors to stick but hasn't diagnosed it. CM advised customer that he would need to agree to pay for a diagnosis and once the vehicle is diagnosed assistance would be considered. CM updated mileage to 65000 miles.
08/27/2018	********** Update Prep Sheet ********** Prep sheet was updated successfully.
08/28/2018	Jessica - call in to speak with WP132. Jessica direct line for a call back will be 708-864-3957
08/29/2018	customer will like a callback asap at [redacted] from case manger
08/29/2018	*****OUTBOUND DEALERSHIP CONTACT***** BETTENHAUSEN MOTOR SALES INC | 54982| 708-864-3957 SA Jessica - CM called DLR and LVM for SA Jessica requesting call back with information about the customer's vehicle.
08/29/2018	customer called trying to reach his cm. warm transferred customer to cm

Date	Comment
08/29/2018	*****INBOUND CUSTOMER CONTACT***** [redacted] - Customer called in while at the DLR stating that he wants to get this situation resolved as soon as possible. Customer gave the phone to SA Jessica who states that the cost of the repair would be as follows Parts: $475.06 Labor: $335.67 SA states that the isn't something that the customer could have caused/prevented, vehicle is properly maintained.
08/29/2018	Reviewed CAIR, approved for $200 co-pay based on repeat repair, DLR input.
08/29/2018	*****INBOUND CUSTOMER CONTACT***** [redacted] - CM LVM for customer requesting call back.
08/29/2018	Customer called in to speak to CM WP132 Agent warm transfer customer to CM voice mail
08/29/2018	Customer returned your call and he is anxious to get something done today. Please call him[redacted]
08/29/2018	*****INBOUND CUSTOMER CONTACT***** [redacted] - CM contacted customer and offered GW. Customer accepts and understands that he will be responsible for $200 plus the cost of the rental vehicle.
08/29/2018	*****OUTBOUND DEALERSHIP CONTACT***** BETTENHAUSEN MOTOR SALES INC | 54982| 708-864-3957 SA Jessica - CM contacted SA and advised her of the GW offer and that the customer accepted. SA states that she should have the vehicle finished by tomorrow.
08/31/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] - CM contacted customer regarding the repairs to his vehicle. Customer states that the vehicle isn't done, DLR thought they had parts available to repair the vehicle and now they don't. CM advised that he would contact the DLR to assist with parts if possible.
08/31/2018	*****OUTBOUND DEALERSHIP CONTACT***** BETTENHAUSEN MOTOR SALES INC | 54982| 708-864-3957 SA Jessica - CM contacted DLR and spoke with SA Jessica. SA states that the parts they thought were going to be available in 1 day aren't going to come in until Tuesday. SA states that they should have the repair completed the same day.
08/31/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] - CM spoke with customer advising that the parts for the vehicle should be in on Tuesday 9/4 and that the DLR should get the vehicle repaired same day.
09/05/2018	DLR is calling to speak with CM , in regards of the goodwill , agent transferred the call to vm
09/05/2018	*****OUTBOUND DEALERSHIP CONTACT***** ' BETTENHAUSEN MOTOR SALES INC | 60695 | 708-532-2665 SA Andy @ 10:42 - CM received VM from DLR asking how to proceed. SA Andy advised that the total for the repair ended up being $885.06. Requesting a call back regarding how to proceed.
09/05/2018	*****OUTBOUND DEALERSHIP CONTACT***** BETTENHAUSEN MOTOR SALES INC | 60695 | 708-532-2665 - CM contacted DLR and LVM with SA Andy at DLR regarding how to proceed. Advised SA that he should be able to claim the repair under warranty and that he can call with any questions.
09/05/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] - CM contacted customer to check on the state of his vehicle. Customer states that he has the vehicle back and that it is working fine. Customer states that he does have complaints about the DLR service department due to the delay in repairing the vehicle, but that he is satisfied with the repair. CM advised that the case would remain open until 9/7 to ensure he has no further issues but if there is no contact from him by that date the case would be closed.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/10/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/11/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	52,182 Miles	**Market**	U	**Language**	English
Contact Email	nobody@external.fcagroup.com	**Contact Phone**		**Contact Mobile**	2132576481
Caller Address	[redacted]			**Source**	Customer
Caller City	CULVER CITY	**Caller Country**	USA	**Caller Postal Cod**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	27034	Nissani Bros. Chrysler Dodge Jeep		**Dealer Phone**	3103900000
Dealer Address	5750 Mesmer Ave suite B				
	Culver City		CA	90230 6317	USA
Dealer Zone	California	**Sales District**		**Service District**	Y
Subject	Driver side middle seat belt now working				
Synopsis	Customer looking for assistance. Customer does not qualify under the guideline for goodwill.				
Customer Anomaly	Interior				
	Seats				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	80	Vehicle seats issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/10/2018 11:39 PM	Open
08/11/2018 12:21 AM	Closed
09/29/2018 02:00 PM	Closed

Initial Description

0427000000-Corporate,CNA Change,Default,Default,Default,Request for CNA Change,CNA
0108600000-Product,Electrical,Radio/Spkrs/Clock/Antenna,Other,Default,Radio/Spkrs/Clock/Antenna - Inquiry,Speakers not working on one side
0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,Passenger side sliding door does not lock
0123550000-Product,Body / Trim / Paint Finish,Seat Belts,Other,Default,Seat Belts Inquiry,Driver side middle seat belt now working

Case Comments

Date	Comment
08/11/2018	Customer stated that he has several issues with vehicle and wants assistance with repairing. Customer stated that vehicle has a seatbelt malfunctioning, passenger sliding door does not lock and only can hear music on one side of the vehicle. Customer is looking for assistance with repairs to vehicle. Advisor informed customer that he does not qualify under the guidelines of goodwill.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2016	Brand	DODGE
Body	RTKH53	Vehicle	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	08/13/2018	CAIR Type	Regular	Status	Closed
Close Date	08/13/2018	Origin	Telephone	Reason	New problem
Mileage	92,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	LAWRENCEVILLE	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
Dealer	44443	ATHENS DODGE CHRYSLER JEEP		Dealer Phone	7065497555
Dealer Address	4145 ATLANTA HWY				
	ATHENS		GA	30606 0809	USA
Dealer Zone	Southeast	Sales District		Service District	H
Subject	passenger sliding door is jamming				
Synopsis	Customer seeking recall information for the sliding doors Agent provided recall and warranty information and provided decline for cost assistance Customer's concern was not resolved				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/13/2018 01:42 PM	Open
08/13/2018 02:05 PM	Closed
09/29/2018 06:00 PM	Closed

Initial Description

0121000400-Product,Transmission / Transaxle,Unknown,Slips,Default,Transmission / Transaxle - Slips,showing in park but rolled forward
0108255700-Product,Electrical,Power Door Lock / Deck Lid,Intermittent or Inoperative,Unknown,Power Door Lock / Deck Lid - Intermittent or Inoperative,passenger sliding door is jamming

Case Comments

Date	Comment
08/13/2018	Briefly summarize why the customer is contacting Chrysler: Customer stated that she has had issues with the driver's side sliding door getting jammed and the key fob not working. Customer stated that she had it replaced at an IRF. Customer stated that the same thing has happened on the passenger side and the DLR wants to charge her a diagnostic fee. Customer inquired if there are any recalls. Briefly summarize what the customer is expecting: Recall information Agent advised customer that there are no recalls or warranties extended for the van. Agent advised customer that with the information available, not cost assistance is available due to being OOW by 56000 miles. Customer stated that her van also showed that it was in park and it rolled forward last week but has happened once. Agent recommended that she have a diagnosis done on the van for the park issue.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/13/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/10/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	52,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	NITRO	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	26872	DUTCH MILLER CHRYSLER DODGE JEEP		**Dealer Phone**	3043437700
Dealer Address	339 MACCORKLE AVE SW				
	SOUTH CHARLESTON		WV	25303 1263	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	K
Subject	Power Sliding Door Both Sides - Other				
Synopsis	door issue no diagnosis				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/13/2018 07:23 PM	Open
09/10/2018 02:37 PM	Closed
09/29/2018 04:42 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,Power Sliding Door Both Sides - Other

Case Comments

Date	Comment
08/13/2018	Customer seeking assistance with: [Customer states he ahs had the sliding doors fixed on the vehicle at least 3 times. Customer states this is a huge safety issue, as he does have children. Customer states when the doors lock up you cannot get in or out of the vehicle. customer states if a fire or any type of danger was to occur, they will not be able to get out of the vehicle due to this reoccurring problem. Customer states he has had the doors repaired numerous times and something needs to be done about it because it is reoccurring again. Customer states there is something wrong with the electronic mechanism on the doors and Dodge will not stand by their products that they know starts to go bad after a number of miles.]. Customer expecting: [Customer is seeking cost assistance.]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone numbe[redacted]earliest call time: Anytime Latest call time: Anytime Updates via text[redacted]Updates via email[redacted]Vehicle location: [Customer] Date and Time of Appointment: [Tuesday, August 21st at 9:30 AM]. Confirmed appointment with: [Dealer 26872] Customer in rental: N Authorized by: N/A Rental start date: [N/A]
08/13/2018	Reassigned to CM
08/14/2018	- ********** In-Service Date: 05/14/2016 Original Owner: yes Mileage: 52000 Vehicle purchase loyalty: 1 original Multiple Repairs/ Previous related repairs: yes (7 R.O's) MVP plans: No Basic warranty: May 14, 2019 Expired (Odometer) Powertrain Warranty: May 14, 2021 33 Months or 8,000 Miles ********** -
08/14/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully.
08/14/2018	- *****OUTBOUND CUSTOMER CONTACT****[redacted] CM reached out to customer for initial contact. CM advised that once the vehicle is diagnosed. CM advised once vehicle is diagnosed CM will look into some possible cost assistance. Customer just upset that the issue keeps happening with the doors. Customer is going to email CM to verify appointment. Cm was advised will follow up after appointment. ********** Customer preferred contact Email- Phone[redacted]ext- ********** -
08/14/2018	Status update provided via email to the following email address:[redacted]My name is Amy and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have: · Your case number is[redacted] · The Chrysler Case Management telephone number is: 1-(866)-932-3873 · My direct extension: 3020178 · My work hours are: 9:00am - 5:30pm EST Monday-Friday. Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation! Thank you and have a great day! Amy Mid-Atlantic I Case Manager 1-(866)-932-3873 EXT: 3020178 End of Status Update
08/14/2018	Begin Customer Message reviewed: Yes there is an appointment for the 21st at 9:30am Thanks[redacted]End of Reviewed Customer message
08/14/2018	- *****INBOUND CUSTOMER CONTACT****[redacted]Customer calling back to ensure that CM received his email. Agent advised we received his email and we will follow-up with himself and the DLR on 8/21/2018
08/14/2018	- ****VOICEMAIL**** 8/14/2018 AT 5:22 PM: Customer left VM advising his appointment is 8/21/2018 at 9:30am
08/15/2018	- ****OUTBOUND CUSTOMER CONTACT***[redacted]CM reached out to customer to return call. Customer questioned whether there would be another diagnosis fee. CM advised customer that if customer has to pay another fee, CM will have customer submit receipt to be reviewed for possible reimbursement.

Date	Comment
08/17/2018	- ****Hold for customer's appointment on 8/21/2018****
08/20/2018	- ****VOICEMAIL**** 8/20/2018 AT 3:51PM: Customer contacted CM and advised that customer does not have the diagnosis fee for tomorrow's appointment. - *****OUTBOUND CUSTOMER CONTACT**** [redacted] CM returned customer's call. Customer states that he is unsure whether he will be able to make the appointment tomorrow. CM advised customer to update CM in the morning and let Cm know whether he was able to attend.
08/21/2018	- *****INBOUND CUSTOMER CONTACT*** [redacted] Customer called advising that customer can not make appointment this morning. Customer states he will rebook his appointment and then update CM. CM advised customer that Cm will place the file on hold until 8/2/2018. CM advised would contact customer back on 8/28/2018 to see if an appointment has been booked.
08/24/2018	- ****CM holding file as customer needs to book appointment . CM to call customer on 8/28/2018 to see if customer was able to reschedule *****
08/28/2018	*****INBOUND CUSTOMER CONTACT**** [redacted] specialist called the customer to confirm if appointment has been scheduled. Customer was unavailable and VM was left to contact CM with scheduled appointment time.
08/30/2018	- *****OUTBOUND CUSTOMER CONTACT*** [redacted] CM reached out to customer to review file. CM spoke with customer who advised they have not had time to reschedule appointment as of yet. CM will follow up on 9/7/2018.
08/31/2018	- ****CM will follow up on 9/7/2018.****
09/04/2018	****CM will follow up on 9/7/2018.****
09/06/2018	****CM will follow up on 9/7/2018.****
09/07/2018	*****OUTBOUND CUSTOMER CONTACT** [redacted] CM reached out to the customer and left a message advising him that we need an appointment to be rescheduled or we will have to close the file. Provided the number and the ext to reach out to his CM.
09/10/2018	Vehicle was not diagnosed while CM AM3665 was working cair. Bypass Added

Email(s)

Date	10/01/2018	***Subject***	Yes there is an appointment for the 21st at 9:30am		
From		***To***		***Sent Date/Time***	08/14/2018 21:25 PM

Yes there is an appointment for the 21st at 9:30am
Thanks
[redacted]

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	Model Year	2016	Brand	DODGE
Body	RTKH53	Vehicle	DODGE GRAND CARAVAN SE		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	08/14/2018	CAIR Type	Regular	Status	Closed
Close Date	08/15/2018	Origin	Telephone	Reason	New problem
Mileage	10,000 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone		Contact Mobile	
Caller Address	[redacted]			Source	Customer
Caller City	WILLIAMSVILLE	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	44179	TRANSITOWNE DODGE CHRYSLER JEEP		Dealer Phone	7166348000
Dealer Address	7408 TRANSIT RD				
	WILLIAMSVILLE		NY	14221 6019	USA
Dealer Zone	Northeast	Sales District		Service District	L
Subject	doesnt unlock all the time				
Synopsis	Issue with sliding door and DLR compliant				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/14/2018 05:29 PM	Open
08/15/2018 10:48 AM	Closed
09/29/2018 02:07 PM	Closed

Initial Description

0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,doesnt unlock all the time

Case Comments

Date	Comment
08/14/2018	Customer is calling FCA today in regard to the issue he had with Service Director Ted Czwodak who made his experiencing the worst Customer took his vehicle into the DLR for further assistance he noticed that his passenger sliding door that will not open from being lock and or will not lock when attempting to lock Agent apologized about his time at the DLR
08/15/2018	Customer contacted in as they are having issues with the back passager door no unlocking and to the customer this a safety issue and the DLR was very rude to the customer and wants the issue with the DLR documented

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/14/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/27/2018	**Origin**	Email	**Reason**	New problem
Mileage	51,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	HERNDON	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	60136	FAIR OAKS CHRYSLER JEEP DODGE		**Dealer Phone**	7039619900
Dealer Address	4170 AUTO PARK CIRCLE				
	CHANTILLY		VA	20151 1225	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	P
Subject	issues with power sliding doors				
Synopsis	complaint: - customer has issue with both sliding doors - agent advised to get a diagnosis - no diagnosis within possible goodwill				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/14/2018 06:01 PM	Unworked
08/20/2018 01:30 AM	Open
08/20/2018 04:36 AM	Closed
08/24/2018 12:11 AM	Reopen
08/27/2018 07:37 PM	Closed
09/29/2018 01:12 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,issues with power sliding doors

Case Comments

Date	Comment
08/14/2018	***** EMAIL BRIEF DESCRIPTION CONTENT ***** Issues with side sliding doors ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
08/20/2018	For over 1 year I have had a horrible grinding sound in my side sliding door when I press my key fob to lock the doors and yesterday the sliding door n the other side of my Grand Caravan is also now doing this. This is a 2016 v ehicle and should not have this many issues. Please advise. *******END OF CUSTOMER EMAIL******
08/20/2018	Dear , Thank you for contacting the Dodge Customer Assistance Center. Thank you for all the information that you have provided me with. I can definitely understand your frustration as you keep having the same issue with the sliding power doors not being corrected. As we value our customers, we would like to take the opportunity to have this file reviewed by our case management department to get the best possible resolution for your vehicle concern. In order for me to get you a case manager involved for possible cost assistance that would require you to book an appointment with an authorized dealership. Once you have an appointment made or your vehicle is at the dealership, give us a call and we can then escalate. A case manager will be available to contact you within one business day after your scheduled appointment to discuss the concerns with your vehicle and to ascertain the best possible resolution to this matter. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-4A-DODGE (1-800-423-6343). Sincerely, Jody Customer Service Representative Dodge Customer Assistance Center ******END OF CAC EMAIL******
08/20/2018	reassign 861 no diagnosis
08/24/2018	I made an appt on Thursday August 30, 2018 at 08:45 am with Fair Oaks Chrysler Jeep Dodge 4170 Auto Park Circle Chantilly Virginia 20151 (703) 961-9900 REFERENCE NUMBER: EMAIL CASE NUMBER: ******END OF CUSTOMERS EMAIL******
08/24/2018	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Survey By Pass - No Diagnosis
08/24/2018	Customer seeking assistance with: [getting sliding doors fixed]. Customer expecting: [goodwill assistance for sliding doors]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: Earliest call time: anytime Latest call time: anytime Updates via text: Y [Updates via email: Y Vehicle location: [Customer] Date and Time of Appointment: [Thursday August 30, 2018 at 08:45 am]. Confirmed appointment with: [Dealer closed] Customer in rental: n/a Authorized by: n/a Rental start date: n/a

Date	Comment
08/24/2018	Dear [redacted]so, Thank you for contacting us back. Your concerns, particularly in view of the inconvenience involved in this issue, are understandable and I appreciate the time and effort you took to bring this matter to my attention. A case has been opened for you and the number is at the bottom of this page. To best serve you, I am going to move your case to the group that handles this type of situation. They will be in the best position to evaluate the circumstances of your case and determine the right course of action. You will be contacted by a Case Manager the day of the appointment. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-4A-DODGE (1-800-423-6343). Sincerely, Jody Customer Service Representative Dodge Customer Assistance Center *******END OF CAC EMAIL******
08/24/2018	Reassigned to CM
08/24/2018	- ********** In-Service Date: 01/26/2016 Original Owner: No (2nd owner) Mileage: 51000 Vehicle purchase loyalty: 1 original, 1 used Multiple Repairs/ Previous related repairs: No MVP plans: No Basic Warranty: January 26, 2019 Expired (Odometer) Powertrain Warranty: January 26, 2021 29 Months or 9,000 Miles ********** -
08/24/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully.
08/24/2018	Good afternoon, I notified you yesterday that I had made the appt but I forgot to ask you about the charge for the diagnostics. I am [redacted] and need to know if you will be paying the diagnostic fee. Thanks! [redacted] *****END OF CUSTOMERS EMAIL******
08/24/2018	Dear [redacted], Thank you for contacting me back. You will have to pay for the diagnosis to the dealership. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753. Sincerely, Jody Customer Service Representative FCA Customer Assistance Center ******END OF CAC EMAIL*******
08/24/2018	- ******OUTBOUND CUSTOMER CONTACT*** [redacted] CM reached out to customer for initial contact. CM advised customer that the diagnostic fee is the responsibility of the customer. Customer states she is on a [redacted] and not sure if she will be able to afford the diagnostic fee. CM advised customer to update customer once she know. CM advised customer that if customer can not make the appointment and can not afford the diagnostic fee, we could temporarily close the file until the customer could afford the diagnostic fee. Customer agreed and states that she will email customer update once she talks it over with her husband. ********** Customer preferred contact Email- ptamom20190@aol.com Phone- Text- ********** -
08/24/2018	Status update provided via email to the following email address: [redacted], My name is Amy and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have: · Your case number is [redacted] The Chrysler Case Management telephone number is: 1-(866)-932-3873 · My direct extension: 3020178 · My work hours are: 9:00am - 5:30pm EST Monday-Friday. Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation! Thank you and have a great day! Amy Mid-Atlantic I Case Manager 1-(866)-932-3873 EXT: 3020178 End of Status Update
08/24/2018	Ok...I will have to cancel my appt as I am [redacted] and cannot afford that at this time [redacted] *****END OF CUSTOMERS EMAIL******
08/24/2018	Status update provided via email to the following email address: [redacted] Thank you for the update. I am sorry to hear that. I will temporarily close your file. Once you are able to work the amount into your budget, please give me a call and we can reopen your file. Have a great weekend End of Status Update
08/27/2018	Reassign to LS1521 for survey bypass: no diagnosis

Email(s)

Date	10/01/2018	***Subject***	Thank you for the update. I am sorry to hear th		
From		***To***	***Sent Date/Time***	08/24/2018 19:32 PM	

Thank you for the update.
I am sorry to hear that. I will temporarily close your file. Once you are able to work the amount into your budget, please give me a call and we can reopen your file.
Have a great weekend

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/16/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/14/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	53,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	SALIDA	**Caller Country**	USA	**Caller Postal Co**	[redacted]
Customer	T[redacted]				
Customer Address					
Dealer	60591	PREMIER CHRYSLER DODGE JEEP RAM		**Dealer Phone**	2098201800
Dealer Address	3460 NAGLEE RD				
	TRACY		CA	95304 7304	USA
Dealer Zone	California	**Sales District**		**Service District**	G
Subject	Door trim broken by DLRS				
Synopsis	Customer is Stephanie, repaired and picked up, no issues at this time. closed.				
Customer Anomaly	Body				
	Paintwork				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	3	Vehicle Paint Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/16/2018 08:23 PM	Open
09/14/2018 05:14 PM	Closed
09/29/2018 05:20 PM	Closed

Initial Description

0123000000-Product,Body / Trim / Paint Finish,Unknown,Other,Unknown,Body / Trim / Paint Finish - Inquiry,Door trim broken by DLRS

Case Comments

Date	Comment
08/16/2018	Customer called about trim that was broken when car was in shop.
08/16/2018	driver side door wouldn't open so they brought in to repair that service department broke trim and now they want him to pay for it customer says it's about $260-280 customer doesn't think he shouldn't have to pay for it customer seeking trim to be fixed for free seeing as the dealership broke it agent called dealership Cesar in the service department direct line is 2095572434 he says in order to fix the door and get to the door latch he had to break the trim. the clips that come off usually break when they remove them agent documented case and escalated to 97x
08/17/2018	Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension XXXXX
08/20/2018	Contacted DLR, spoke to SM Khalid at Clovis Chrysler. SM informed repairs were not done at DLR. Writer confirmed repairs were done at Central Valley, DLR code, 64302.
08/20/2018	Contacted DLR, spoke to SA Kale. Was informed last name on vehicle is Wilson. SA stated vehicle was at DLR on 8/17 for rear hatch. SA informed repairs were completed and vehicle was picked up.
08/20/2018	Contacted customer, spoke to [redacted] and informed line was being recorded. Customer confirmed issues with vehicle and also informed issue seat belt that doesn't buckle. Writer informed in regards to broken trim, it is DLR responsibility to fix issues, writer will contact DLR to address issues. Customer stated she already had seatbelt diagnosed and SA was Caesar. Customer has vehicle now, writer informed DLR will be contacted to get details and writer will follow up. Thanked and branded.
08/20/2018	Contacted DLR, spoke to SM Adam. SM informed repair was done under a third party. SM stated DLR is not responsible for broken piece. SM stated in order to fix the door and get to the door latch, DLR had to break trim.
08/21/2018	Contacted DLR, spoke to SM Adam. CM informed customer will be contacted to bring the vehicle to have issues diagnosed so FCA can assist with repairs where possible. SM agreed.
08/21/2018	Contacted customer and informed line was bring recorded. Informed customer DLR SM stated DLR is not responsible for parts because they had to break trim to perform repair. Informed customer FCA is more than happy to assist with broken trim as well as issue with seatbelt. Informed for FCA to assist the vehicle will need to be at DLR. Customer stated she will call DLR to make an appointment. Writer will follow up.
08/22/2018	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension XXXXX.
08/24/2018	Contacted customer and informed line was being recorded. Customer stated she did not get the chance to schedule the appointment yet. Customer stated Central Valley is 2-3 weeks out. Writer informed she can take vehicle at any FCA certified DLR, contacted Premier CDJR of Tracy. Unable to reach SA to schedule appointment. Provided customer with general line, informed we have agents that can help schedule the appointment. Customer stated she will call, writer will follow up. Thanked and branded.
08/27/2018	Customer calling for assistance with scheduling. Transferred to Premier CDJR for further assistance.
08/27/2018	Contacted customer and informed line was being recorded. Customer confirmed appointment is tomorrow at 10:00 AM with Premier CDJR. Customer stated DLR will charge her for diagnosis, informed customer DLR will charge for diagnosis for them to look at vehicle and FCA is more than happy to assist with repairs where possible. Customer understood, thanked and branded.

Date	Comment
08/28/2018	DLR called, spoke to SA Sarah. SA seeking to know how to proceed with vehicle's concerns. Informed SA customer was told to bring vehicle for diagnosis and FCA is more than happy to assist with repairs needed wherever possible. SA informed vehicle has not been looked at yet. SA stated she will follow up once diagnosis is complete. SA provided email smonge@premierautomotive.com
08/28/2018	Customer called, customer stated husband dropped car off today was told DLR they will not fix issue that was caused by Central Valley and they have to pay for the repair so customer did not leave vehicle at DLR. Informed customer contact has already been made with SA, SA wanted to clarify concerns. Informed customer DLR will still need to diagnose issues and Writer will review case for assistance on repair. Informed DLR should only charge diagnosis fee. Customer stated she will contact husband to drop off vehicle while at work because DLR is only 15 mins away. Advised customer to inform once vehicle is dropped off. Customer stated she will, thanked and branded.
08/28/2018	Customer returned call, customer stated DLR provided estimates for repair. Contacted DLR, spoke to SA Sarah, SA informed $757.00 for both repairs. Writer informed as GOODWILL FCA will assist with $500.00 and customer pays the difference. SA informed parts will be in Thursday if ordered today and repairs should be done by Thursday. Informed customer of GW, customer accepted offer. Customer stated she needs her vehicle by Friday because she will be out of town. Customer does not want to take the chance and have to wait on vehicle and will bring it back Tuesday instead. Advised customer to let DLR know, Writer will follow up with SA as well. Thanked and branded.
08/29/2018	**********Customer Email Address Updated********** Following email address is added for communication or survey with the customer [redacted]
08/29/2018	**********Customer Email Address Updated********** Customer has updated the email address from [redacted] to goapple[redacted] for further communication or for surverys.
08/29/2018	Contacted customer and informed line was being recorded. Customer confirmed vehicle was picked up at DLR but SA was not present. Customer stated she will have to bring vehicle back on Tuesday, not sure if SA is aware. Informed customer DLR will be contacted, will email SA to inform and writer will confirm with customer by email. Customer asked for copay to be even $150.00. CM informed DLR will be contacted to inform. Thanked and branded.
08/29/2018	Unable to reach SA, Left detailed voicemail and contact info for a return call.
08/30/2018	Contacted DLR, spoke to SA Sarah. Writer informed customer will be bringing vehicle on Tuesday instead for repairs. Informed FCA will assist with repair, customer copay $150.00 and FCA cover the rest. SA agree on appointment and confirmed parts will be in by then. Wwriter will follow up.
08/30/2018	Status update provided via email to the following email address: [redacted] t's Pierre with DODGE. I was just on the phone with the dealer. The dealership is aware you are coming in on Tuesday and they should have the parts by then. Let me know when you get this. Call me if you have any questions, Office hours are from 11:00 AM to 7:30 PM Eastern Standard Time. My contact information is 844-378-0575 Ext. 4060124. Thank you End of Status Update
08/30/2018	Begin Customer Message reviewed: Hi Pierre, I got your message. I appreciate all tour help with this. [redacted] i Pierre, I got your message. I appreciate all tour help with this. [redacted] End of Reviewed Customer message
09/04/2018	Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension XXXXX
09/05/2018	Contacted customer and informed line was being recorded. Customer confirmed vehicle was repaired and picked up. Customer stated there are no issues so far. Writer will follow up on after repair to make sure customer has some time to drive the vehicle, Customer agreed. Advised to call in the meantime if needed, thanked and branded.
09/11/2018	contacted customer, line rang with no response. Scheduling callback 1-2 business days.
09/12/2018	Status update provided via email to the following email address: [redacted] Good morning, It's Pierre from DODGE, I was unable to reach you. I am just following up to make sure the repairs were done successfully and there are no more issues. I am also following up in regards to the reimbursement request. The case will be closed due to no contact and no documents for review. Feel free to give me a callback when you get a chance or shoot me an email. My office hours are from 11:00 AM to 7:30 PM Eastern Standard Time. My contact information is 844-378-0575 Ext. 4060124. Thank you End of Status Update
09/14/2018	Contacted customer and informed line was being recorded. Customer confirmed vehicle is driving fine, no issues at this time. Informed case is closed, customer thanked agent. Advised customer to call back if needed, thanked and branded.

Email(s)

Date	10/01/2018	***Subject***	Good morning, It's Pierre from DODGE, I was un		
From		***To***	***Sent Date/Time***	09/12/2018 17:41 PM	

Good morning,
It's Pierre from DODGE, I was unable to reach you. I am just following up to make sure the repairs were done successfully and there are no more issues. I am also following up in regards to the reimbursement request. The case will be closed due to no contact and no documents for review. Feel free to give me a callback when you get a chance or shoot me an email. My office hours are from 11:00 AM to 7:30 PM Eastern Standard Time. My contact information is 844-378-0575 Ext. 4060124.
Thank you

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/18/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/06/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	80,830 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	EDWARDSVILLE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	68149	MCGINLEY INC		**Dealer Phone**	6186544566
Dealer Address	7 SHAMROCK BLVD				
	HIGHLAND		IL	62249 1174	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	N
Subject	cylinder head				
Synopsis					
Customer Anomaly	Engine				
	Cylinder Head				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	23	Engine cylinder head / block issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/18/2018 12:24 AM	Open
08/20/2018 03:04 PM	Closed
08/24/2018 08:16 PM	Reopen
09/29/2018 03:31 PM	Open
10/01/2018 01:05 PM	Closed
10/06/2018 08:44 AM	Closed

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code
0424000000-Corporate,Warranty Coverage,Default,Default,Default,Request for Warranty Coverage Information,Customer inquiry/powertrain warranty
0109351100-Product,Engine,Cylinder Head / Gskt,Broken/Cracked,Default,Cylinder Head - Broken/Cracked,cylinder head

Case Comments

Date	Comment
08/18/2018	Customer inquiry/powertrain warranty, customer states has heard that all FCA vehicles from 2010 on have 60 mos/100,000 mile powertrain unless they are Cummins engine, agent advised customer it is VIN specific to model and year how factory set warranties are written, customer states has taken vehicle for outside diagnosis, agent advised customer vehicle does meet criteria for consideration but only thru a diagnosis made thru one of our FCA dlrs, customer thanked agent for info.
08/18/2018	check engine light is on vehicle has not been diagnosed. Customer wants cost assistance. Advised vehicle has not been diagnosed an there is no guarantee for cost assistance. Agent attempted to contact the dealership for customer, however is closed. customer will call the dealership on Monday to make the appointment
08/24/2018	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Survey By Pass - No Diagnosis
08/24/2018	Customer seeking assistance with: [CYLINDER HEAD REPAIR]. Customer expecting: [goodwill]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: any Latest call time: any Updates via text: Y [redacted] Updates via email: N Vehicle location: [Customer] Date and Time of Appointment: [8/23/2018]. Confirmed appointment with: [MCGINLEY INC Dealer Phone : 618-654-4566 DLR Code 68149] Customer in rental: N Authorized by: Rental start date: [NA]
08/24/2018	Reassigned to CM
08/24/2018	********** In-Service Date: 3/23/2016 Original Owner: No Mileage: 80830 Vehicle purchase loyalty: 2 used Multiple Repairs/ Previous related repairs: No MVP plans: No Basic Warranty Expires: Expired by mileage @36,000 miles Powertrain Warranty Expires: Expired by mileage @60,000 miles **********
08/27/2018	***** OUTBOUND CUSTOMER CONTACT***** [redacted] CM called customer to discuss case, customer stated the CEL had come on in the vehicle so they brought it to an IRF. Customer stated the tech told them the engine was misfiring and needed a tune up. Customer stated they also had an issue with the driverÃ's side sliding door locking up and would not unlock. Customer stated after the tune up the CEL came back on. Customer stated they returned to the IRF and was advised cylinder 2 was having low compression. Customer stated they called and was referred by customer care to have a diagnosis done so we could review for assistance. Customer stated they had the diagnosis done last week with MCGINLEY INC. Customer stated they were advised a gap on a sparkplug was causing the misfire. Customer stated they confirmed the low compression in cylinder 2 and that the heads on that cylinder would need to be redone.

Date	Comment
08/27/2018	***** OUTBOUND DEALER CONTACT***** MCGINLEY INC | 68149|618-654-4566| CM spoke to SM Chad confirmed the recommended repair is replacing the cylinder head. CM inquired if this could have been customer caused or due to lack of maintenance. SM confirmed no to both. CM inquired about warranty pricing for the repair. SM advised he would work on that today for CM to follow up. CM provided his contact information for SM.
08/28/2018	***** OUTBOUND DEALER CONTACT***** MCGINLEY INC | 68149|618-654-4566| CM spoke to SM Chad. SM Chad advised the warranty pricing for the repair will be. CM advised he would review and follow up. Parts Â– $403.36 Labor - $1265.00 Shop supplies $40.00 Tax $33.68 Total $1742.04
08/28/2018	CM reviewed case with TL. CM will be offering customer assistance with the repair with customer copay $500
08/28/2018	***** OUTBOUND DEALER CONTACT***** MCGINLEY INC | 68149|618-654-4566| CM called SM Chad to advise of offer that will be presented to the customer. CM advised he would provide the offer to the customer and follow up with SM to advise if customer accepted
08/28/2018	***** OUTBOUND CUSTOMER CONTACT***** [redacted] CM called customer to follow up, CM advised of GW offer with $500 customer copay. Customer accepted offer, CM advised he would follow up with SM to have parts ordered. CM advised he would attempt to assist dealer if any required parts are backordered.
08/28/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully.
08/28/2018	***** OUTBOUND DEALER CONTACT***** MCGINLEY INC | 68149|618-654-4566| CM called SM Chad to advise customer accepted offer and parts can be ordered. CM asked if SM is aware of the required parts being backordered, SM stated he believes so however will check with his parts department. CM was transferred to speak with PM Rob. PM Rob confirmed the part is backordered and will be placing the order for this customer tonight. CM gathered part information Part: 68141353AC Order #: S0828W Order Type: Special ETA: n/a
08/29/2018	****** Following Corporate Resource has been contacted ****** PARTS EXPEDITING for Part#68141353AC,Order#[redacted],OMC#75571491 on 2018-08-29 @ 12:16
08/29/2018	**********GPOP PART UPDATE********** DEALER : 68149 - PART NUMBER : 68141353AC - ORDER NUMBER :[redacted] NO CURR PROM DATE - B/O **********END OF UPDATE********** - **** OUTBOUND EMAIL TO FIELD SUPPORT **** Email sent seeking assistance
08/30/2018	****** START OF SUPPORT ESCALATION by T2032YB****** **** Update from Expediting Team for **** Part#68141353AC,Order#[redacted],OMC#75571491 Forced order from PDC with stock 03169...ETA 3-5 business days. ****** END OF SUPPORT ESCALATION ****** by T2032YB
08/30/2018	[redacted] has been activated for text message communication.
08/30/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T0410JG******[redacted] We received an update from our parts team, the ETA for the part to arrive at the dealer is 3-5 business days. I will follow up with any updates. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
08/30/2018	Text message received from[redacted]
08/30/2018	********** Start SMS Reply From Customer ********** Phone Number:[redacted] Recieved Date: Thu Aug 30 14:22:59 EDT 2018 Text: Thank u ********** End SMS Reply From Customer **********
09/01/2018	Text message received from[redacted]
09/04/2018	********** Start SMS Reply From Customer ********** Phone Number: 1[redacted] Recieved Date: Fri Aug 31 20:37:15 EDT 2018 Text: Does the 170$ I already payed come out of the 500$ that I have to pay for this to be done? ********** End SMS Reply From Customer **********
09/04/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T0410JG****** Was the $170 for the diagnosis? *****END OF TEXT MESSAGE SENT TO CUSTOMER******
09/04/2018	Text message received from[redacted]
09/04/2018	********** Start SMS Reply From Customer ********** Phone Number:[redacted]Recieved Date: Tue Sep 04 09:11:01 EDT 2018 Text: 80-120 for the diagnosis I think ********** End SMS Reply From Customer **********
09/04/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T0410JG****** Any cost for diagnosis would not be part of the copay for the repair. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
09/04/2018	Text message received from[redacted]2
09/04/2018	********** Start SMS Reply From Customer ********** Phone Number:[redacted] Recieved Date: Tue Sep 04 09:18:41 EDT 2018 Text: What about the the rest of the cost then That we paid before does that get subtracted? Between 60 and $90 I think ********** End SMS Reply From Customer **********
09/04/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T0410JG****** What was that cost paid towards? *****END OF TEXT MESSAGE SENT TO CUSTOMER******
09/04/2018	- **********PART UPDATE********** DEALER : 68149 - PART NUMBER : 68141353AC - ORDER NUMBER :[redacted] REL TO PDC on 8/30 **********END OF UPDATE**********
09/05/2018	- **** OUTBOUND EMAIL TO FIELD SUPPORT **** Email sent seeking assistance
09/05/2018	Text message received from[redacted]
09/05/2018	********** Start SMS Reply From Customer ********** Phone Number: 1[redacted] Recieved Date: Wed Sep 05 16:21:40 EDT 2018 Text: The driver side rear sliding door is stuck closed the door lock mechanism will not operate is there anyway we can get them to fix it on this ticket alsoA nd I was seeing if the parts I have came in yet ********** End SMS Reply From Customer **********
09/05/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T0410JG****** Hi[redacted] the parts have not yet arrived at the dealership for the cylinder head. As long as the repair order is open they should be able to diagnose that. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
09/05/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T0410JG****** Just to confirm is the vehicle still at the dealer or do you have it? *****END OF TEXT MESSAGE SENT TO CUSTOMER******
09/05/2018	Text message received from[redacted]
09/05/2018	********** Start SMS Reply From Customer ********** Phone Number:[redacted] Recieved Date: Wed Sep 05 16:39:44 EDT 2018 Text: The lock mechanism needs replaced I don't need it diagnosed I need it fixed LOL ********** End SMS Reply From Customer **********
09/05/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T0410JG****** Is the vehicle still at the dealer? The diagnosis is more to determine exactly what needs to be done to fix it. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
09/05/2018	Text message received from[redacted]
09/05/2018	********** Start SMS Reply From Customer ********** Phone Number:[redacted] Recieved Date: Wed Sep 05 16:42:37 EDT 2018 Text: Ok got you no we're driving it till parts come in I would jus like to try an get the door fixed while they got it's a pain not being able to use the door f or the kids ********** End SMS Reply From Customer **********
09/05/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T0410JG****** I gave Service Manager Chad a quick call, no problem with addressing the door lock with them when you bring the vehicle in. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
09/05/2018	Text message received from[redacted] *****START OF TEXT MESSAGE SENT TO CUSTOMER by T0410JG****** I would recommend reminding whichever service advisor you speak with about it once your going in for the cylinder head repairs *****END OF TEXT MESSAGE SENT TO CUSTOMER******
09/05/2018	Text message received from[redacted]

Date	Comment
09/05/2018	***** OUTBOUND DEALER CONTACT***** MCGINLEY INC | 68149|618-654-4566| CM called to speak with SM Chad to advise of customers concern with the sliding door lock being inoperable as customer is seeking this to be diagnosed when the vehicle comes in for repairs. SM Chad confirmed the customer is welcome to address that concern when the vehicle is coming in for the cylinder head repairs. CM advised SM Chad we are working with our resources regarding getting the cylinder head to the dealer.
09/05/2018	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Wed Sep 05 16:49:01 EDT 2018 Text: Ok thanks a lot Phone Number: [redacted] Recieved Date: Wed Sep 05 16:49:25 EDT 2018 Text: Ok ********** End SMS Reply From Customer **********
09/07/2018	CM to continue working with PE
09/07/2018	**** OUTBOUND EMAIL TO FIELD SUPPORT **** Email sent seeking assistance
09/10/2018	****** START OF SUPPORT ESCALATION by T2032YB******
09/10/2018	**** Update from Expediting Team for **** Part#68141353AC,Order# [redacted] ,OMC#75670512 Order has been upgraded to ensure priority. MESSAGE 09/04/18 TRENTON PRODUCED 1240 HEADS OVER LABOR DAY HOLIDAY TO SUPPORT SSEP, ENTERED RELEASE. ****** END OF SUPPORT ESCALATION ****** by T2032YB
09/10/2018	Text message received from [redacted]
09/10/2018	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Mon Sep 10 00:25:38 EDT 2018 Text: Any word on parts yet it's been 5 Business days ********** End SMS Reply From Customer **********
09/10/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T0410JG****** Hi [redacted] My parts team has been able to confirm our order was upgraded to ensure priority. However at this time there isn't a specific eta for the parts. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
09/11/2018	CM to continue working with PE
09/11/2018	**********GPOP PART UPDATE********** DEALER : 68149 - PART NUMBER : 68141353AC - ORDER NUMBER : [redacted] VOR CURR PROM DATE 09/12/18 - ETA SUBJECT TO CHANGE - REL TO PDC **********END OF UPDATE**********
09/12/2018	**********GPOP PART UPDATE********** DEALER : 68149 - PART NUMBER : 68141353AC - ORDER NUMBER : [redacted] VOR RECEIVED - DLVD-DLR-DDS on 9/12/2018 **********END OF UPDATE********** - Reassigned to CAIR CM JG1781 to follow up with DLR to confirm delivery. If further assistance needed, support escalate new part/order number and reassign to 86L
09/12/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T0410JG****** Hi [redacted] good news out latest update shows the part should have arrived at the dealership today. I will be calling them to confirm and then I will let you know *****END OF TEXT MESSAGE SENT TO CUSTOMER******
09/12/2018	Text message received from [redacted]
09/12/2018	***** OUTBOUND DEALER CONTACT***** MCGINLEY INC | 68149|618-654-4566| CM called to confirm the part arrived and repair completion eta. CM spoke to SA Steve, SM Chad was assisting another customer. CM advised he was calling to confirm the part arrived and gather eta on repairs being completed. SA Steve the cylinder head arrived, just waiting for a few small parts to arrive tomorrow.
09/13/2018	***** OUTBOUND DEALER CONTACT***** MCGINLEY INC | 68149|618-654-4566| CM called to follow up with SM Chad to confirm if remaining parts arrived, SM Chad confirmed all parts have arrived. CM advised he would reach out to the customer regarding scheduling an appointment and reminding customer to address the sliding door concern.
09/13/2018	***** OUTBOUND CUSTOMER CONTACT***** [redacted] CM called customer to follow up, CM advised customer all parts have arrived so he is able to schedule an appointment for the repair and the sliding door to be addressed. Customer asked if a rental vehicle would be available, CM advised customer we if one is needed we can address that with SM Chad.
09/14/2018	Text message received from 618-604-7002
09/14/2018	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Fri Sep 14 13:42:55 EDT 2018 Text: The appointment has been set up for next Wednesday I am going to have to drop it off Tuesday evening is there anyway I can get a car Tuesday evening They said they would be done with it Wednesday evening ********** End SMS Reply From Customer **********
09/14/2018	***** OUTBOUND DEALER CONTACT***** MCGINLEY INC | 68149|618-654-4566| CM called to speak with SM Chad. SM Chad advised that he will update the customers appointment to include a loaner vehicle. CM confirmed customer is able to pick up the loaner when he drops off his vehicle.
09/14/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T0410JG****** Hi [redacted], I spoke to Service Manager Chad and confirmed they will have a car available for you when you drop yours off. Your also welcome to call Chad anytime. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
09/14/2018	**********Rental Value Updated********** Estimated Rental Amount: $45 Provided By: Dealer Days Authorized: 1
09/14/2018	**********Rental Value Updated********** Estimated Rental Amount updated from $45.00 to $0 by Agent for Provided By: Dealer
09/14/2018	CM to follow up with customer on 9/19
09/17/2018	CM to follow up with customer on 9/19
09/19/2018	Text message received from [redacted]
09/21/2018	CM in training, will follow up 9/24
09/24/2018	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Wed Sep 19 17:58:10 EDT 2018 Text: Can someone give me a call tonight? About the van ********** End SMS Reply From Customer **********
09/24/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T0410JG****** H[redacted] I apologize as I was away from Wednesday to Friday of last week, are you available today for me to call you? *****END OF TEXT MESSAGE SENT TO CUSTOMER******
09/24/2018	Text message received from [redacted]
09/24/2018	********** Start SMS Reply From Customer ********** Phone Number: [redacted]2 Recieved Date: Mon Sep 24 00:42:08 EDT 2018 Text: Ya ********** End SMS Reply From Customer **********
09/24/2018	***** OUTBOUND CUSTOMER CONTACT***** [redacted] CM called customer to follow up, CM lvm
09/25/2018	***** OUTBOUND DEALER CONTACT***** MCGINLEY INC | 68149|618-654-4566| CM called to gather update from SM Chad. SM Chad customer stated when the customer arrived for the repair he told the dealer that the door was to be repaired as well without cost. CM advised that CM had advised customer to have the concern diagnosed however there could have been a misunderstanding with the customer which was interpreted as the concern being covered. SM Chad confirmed the cylinder head repairs were completed and the vehicle was returned to the customer.
09/25/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T0410JG****** Hi [redacted] I called but didn't reach you, I spoke to Chad and I think there was a misunderstanding regarding the door. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
09/25/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T0410JG****** What I was referring to in previous texts was for you to have the dealer look at the concern while it was being repaired for the cylinder head *****END OF TEXT MESSAGE SENT TO CUSTOMER******
09/25/2018	Text message received from [redacted]
09/25/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T0410JG****** It was not my intention to give you the impression that repair would also be covered, are you having any concerns with the engine since picking up the vehicle? *****END OF TEXT MESSAGE SENT TO CUSTOMER******
09/25/2018	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Tue Sep 25 14:26:03 EDT 2018 Text: Ya that's all I wanted to clear up ********** End SMS Reply From Customer **********

Date	Comment
09/25/2018	Text message received from [redacted] *****START OF TEXT MESSAGE SENT TO CUSTOMER by T0410JG****** It was not my intention to give you the impression that repair would also be covered, are you having any concerns with the engine since picking up the vehicle? *****END OF TEXT MESSAGE SENT TO CUSTOMER******
09/25/2018	********** Start SMS Reply From Customer ********** Phone Number[redacted] Recieved Date: Tue Sep 25 14:27:43 EDT 2018 Text: Idk haven't talked to the wife I'll let u know on that one ********** End SMS Reply From Customer **********
09/25/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T0410JG****** Sorry If I send double texts its not always clear in this program if the text was delivered *****END OF TEXT MESSAGE SENT TO CUSTOMER******
09/25/2018	Text message received from[redacted]2
09/25/2018	********** Start SMS Reply From Customer ********** Phone Number:[redacted] Recieved Date: Tue Sep 25 14:31:56 EDT 2018 Text: Lol no biggie an I didn't think u would cover door jus hoping since the van is two years old and we're having so much issues with it and we've only had i t six months I didn't know if it would be included on the ticket we already had going. Ill drive around with one door before I pay $500 to fix something so new we'll probably goin to trade it off next month an get a Chevy like I told her to in the first place ********** End SMS Reply From Customer **********
09/26/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T0410JG****** Hi[redacted] I wanted to follow up with you to see if your having any concerns with the vehicle since picking it up? *****END OF TEXT MESSAGE SENT TO CUSTOMER******
09/26/2018	Text message received from[redacted]
09/26/2018	********** Start SMS Reply From Customer ********** Phone Number:[redacted] Recieved Date: Wed Sep 26 13:08:40 EDT 2018 Text: The door don't work ********** End SMS Reply From Customer **********
09/26/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T0410JG****** Hi[redacted] I understand that hasn't been addressed yet, that can be done however would be an out of pocket expense. I was referring to the cylinder head repair *****END OF TEXT MESSAGE SENT TO CUSTOMER******
09/26/2018	Text message received from[redacted]
09/26/2018	********** Start SMS Reply From Customer ********** Phone Number:[redacted] Recieved Date: Wed Sep 26 13:22:43 EDT 2018 Text: No no problem with it yet ********** End SMS Reply From Customer **********
09/28/2018	***** OUTBOUND CUSTOMER CONTACT*****[redacted] CM called customer to follow up, CM lvm. CM advised customer if no concerns, no response and if customer elects to not have the door repair done at this time CM would be closing the case on 10/1
10/01/2018	Status update provided via email to the following email address:[redacted], Â I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future. Â Your Case Number is[redacted] Â The FCA Case Management Telephone Number is: 1-844-827-2003 Â My Direct Extension is: 3020720 Â Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. WeÂ'd ask that you take the time to complete the survey so weÂ'll know how weÂ're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer. Â It has been a pleasure working with you, all the best Â Joe | FCA Case Manager Â Phone:1-844-827-2003 | Ext. 3020720 End of Status Update

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/20/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/06/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	41,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	STERLING HEIGHTS	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	26016	JIM RIEHL'S FRIENDLY CHRY JEEP INC		**Dealer Phone**	8775590811
Dealer Address	32899 VAN DYKE AVE				
	WARREN		MI	48093 8139	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	A
Subject	power sliding door, noisy, not locking				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/20/2018 02:20 PM	Open
09/29/2018 03:25 PM	Open
10/04/2018 06:05 PM	Closed
10/06/2018 08:44 AM	Closed

Initial Description

0459000000-Corporate,Reimbursement,Default,Default,Default,Corporate - Reimbursement,Corporate - Reimbursement
0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,power sliding door, noisy, not locking

Case Comments

Date	Comment
08/20/2018	Customer seeking assistance with: Customer stated that vehicle has recurring issue with power sliding doors on vehicle, and is only 2 years old. Customer stated that driver's side door was repaired at DLR in September last year under warranty, and now passenger's side door requires repair, but vehicle just outside of basic warranty by mileage. Agent confirmed appointment with SA Tim at DLR 26016 for 09/06 @ 4:15 PM. Customer expecting: assistance with cost of repair. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: any Latest call time: any Updates via text: Y [redacted] Updates via email: N Vehicle location: Customer Date and Time of Appointment: 09/06 4:15 PM Confirmed appointment with: DLR 26016, SA Tim, Phone: 877-559-0811 Customer in rental: N Authorized by: n/a Rental start date: n/a Reassigned to 86x
08/21/2018	********** ********** In-Service Date: 08/11/2016 Original Owner: Yes Mileage: 41,000 Vehicle Purchase Loyalty: (4) New, (2) Used Multiple Repairs/ Previous Related Repairs: No related repairs to the Passenger side door MVP Plans: OC3336 - OWNER CARE CONVENIENCE PKG - 3 YRS / 36 - "CANCELLED" Other: ********** **********
08/21/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully.
08/21/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] ~ CM contacted over to the customer to introduce himself as the CM on the case and to inquire about the concerns further. The CM spoke with the customer and introduced himself to the customer as the CM on the case. The CM inquired with the customer about the concerns. The customer advised the agent that at this time they have been having a concern with the passenger side sliding door where it use to not lock automatically but they could push the lock down but now it makes a horrible sound. The customer stated that they brought the vehicle in and they advised it could be $800.00 for the repair. The customer stated that they cannot afford this and are looking for cost assistance. The CM advised the customer that at this the first thing would need to have the appointment completed. The CM advised the customer that once the appointment is completed the CM can look into cost assistance for the customer. The customer stated that this was fine and inquired about the diagnosis fee. The CM advised the customer that the diagnostic fee is at cost to the customer. The customer stated that she will have the diagnosis completed and thanked the agent for the time and assistance.
08/21/2018	********** **********PREFERD CONTACT********** Phone: [redacted] Email: No email TXT: ********** **********
08/24/2018	Waiting for appointment at the DLR
09/04/2018	*****OUTBOUND DEALERSHIP CONTACT***** JIM RIEHL'S FRIENDLY CHRY JEEP INC | 26016 | 586-979-8700 SM informed that the vehicle will be in on September 6th.
09/04/2018	Status update provided via email to the following email address: [redacted] My name is Sarah and I am assisting Rob with his cases, while he is out of office. I just spoke to the dealer and they informed you will be bringing the vehicle into the dealer on Thursday September 6th. As the dealer will need time to diagnose the vehicle, I will make sure that a Case Manager reaches out to you on September 7th. So that the repairs can be discussed further. End of Status Update

Date	Comment
09/10/2018	*****OUTBOUND DEALERSHIP CONTACT***** JIM RIEHL'S FRIENDLY CHRY JEEP INC | 26016 | 586-979-8700 ~ CM contacted over to the DLR to speak with the Service department. The CM spoke with Tim in the service bay and inquired about the repair of the vehicle. Tim advised the CM that the vehicle had concerns with the right sliding door latch which they replaced for solenoid buzzing sound, the left sliding door had an open circuit in the harness; and the harness was replaced. Tim advised that the customerÂ's vehicle is fully repaired and at this time was returned to the customer. The CM thanked Tim for the time and assistance.
09/17/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] ~ CM contacted the customer to provide an update on the case and to check on the repair satisfaction of the vehicle. The CM spoke with the customer and inquired about the repair satisfaction of the vehicle. The customer stated that at this time the vehicle is great and is working fine. The CM advised the customer that he will give the customer a couple of days to test drive the vehicle and will be in touch in 1-2 business days. The customer thanked the CM for the time and assistance.
09/17/2018	CLOSE LOOP UPDATE - Customer contacted today to confirm repairs. All the customer's concerns as documented in the reason codes have been addressed with the customer.
09/19/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] ~ CM contacted the customer to follow up on the repair satisfaction of the vehicle. The CM got the customer's VM. The CM LVM advising the customer that at this time the CM was calling to follow up on the repair satisfaction on the vehicle. The CM left the contact information requesting a call back on this concerns.
09/21/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] ~ CM contacted the customer to follow up on the repair satisfaction of the vehicle. The CM got the customer's VM. The CM LVM advising the customer that at this time the CM is calling to follow up on the repair satisfaction of the vehicle and to inquire if the concern with the vehicle have come back. The CM left contact information requesting a call back.
09/25/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM contacted the customer to follow up on the repair. The CM got the customer's VM. The CM LVM advising the customer that at this time the CM was calling the customer to follow up on the repair satisfaction of the vehicle. The CM left the customer with the CM new schedule and contact information requesting a call back.
09/27/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] ~ CM contacted the customer to follow up on the repair satisfaction of the vehicle. The CM spoke with the customer and inquired about the repair satisfaction of the vehicle. The customer stated that at this time the concerns are resolved and there are no further concerns. The CM advised the customer that at this time he will reach out to the customer in 1-2 business days to confirm the repair and will provide some compensation for the time down. The customer thanked the CM for the time and assistance.
10/01/2018	****** Below Customer Contacted for Documentation Request ***** [redacted] on 2018-10-01 @ 17:03
10/01/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM contacted the customer to follow up on the repair satisfaction of the vehicle. The CM spoke with the customer and followed up on the repair satisfaction of the vehicle. The customer stated that at this time the vehicle is functioning just fine and there are no further concerns. The CM advised the customer that at this time the CM would like to offer the customer a one time goodwill offer of a vehicle payment. The customer accepted the offer. The CM advised the customer that at this time the CM will need a copy of the customer's vehicle payment per month. The customer stated that she will send it over and thanked the CM for the time and assistance.
10/02/2018	***** Customer Document Received *****
10/04/2018	Customer Document Reviewed.
10/04/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] ~ CM contacted the customer to provide an update on the case. The CM spoke with the customer and inquired with the customer about the vehicle. The customer stated that the vehicle is fine and working great. The CM advised the customer that at this time the CM would like to offer the customer a one time goodwill offer in the form of a reimbursement of $427.62. The customer accepted the offer and verified the mailing address is: Mr. Kevin Susalla 33958 CURCIO DR , STERLING HEIGHTS , MI- 48310 The CM advised the customer that at this time the CM will cut the check and it takes about 7-10 business days to get to the customer. The CM advised that the case will be closed and if further assistance is ever needed to no hesitate to contact into FCA. The customer thanked the CM for the time and assistance.
10/04/2018	Customer has submitted request for reimbursement of a vehicle payment for the time the vehicle was down for repair. Customer has already paid out of pocket. Writer is submitting reimbursement request for vehicle payment as a goodwill gesture. CustomerÂ's Proof of Payment: Credit statement for leasing company Misc: $427.62
10/04/2018	Status update provided via email to the following email address: [redacted] I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future. Â Your Case Number is: [redacted] The FCA Case Management telephone number is: 1-844-827-1999 My direct extension is:Â 3031237 Â Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and we hope we were able to resolve your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a Case; therefore, you could potentially receive an email or telephone survey. WeÂ'd ask that you take the time to complete the survey so weÂ'll know how weÂ're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer. Â It has been a pleasure working with you, all the best! Robert | FCA Case Specialist Phone: 1-844-827-1999 ext. 3031237 End of Status Update

Email(s)

Date	10/01/2018	***Subject***	Hello [redacted] My name is Sarah and I am assisting		
From [redacted]		***To***		***Sent Date/Time***	09/04/2018 18:46 PM

Hello [redacted]
My name is Sarah and I am assisting Rob with his cases, while he is out of office.
I just spoke to the dealer and they informed you will be bringing the vehicle into the dealer on Thursday September 6th.
As the dealer will need time to diagnose the vehicle, I will make sure that a Case Manager reaches out to you on September 7th. So that the repairs can be discussed further.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/20/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/21/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	35,000 Miles	**Market**	U	**Language**	English
Contact Email	nobody@external.fcagroup.com	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	MOUNTAIN VIEW	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60435	PUTNAM CHRYSLER JEEP DODGE		**Dealer Phone**	6503474800
Dealer Address	3 CALIFORNIA DR				
	BURLINGAME	CA	94010 4410	USA	
Dealer Zone	California	**Sales District**		**Service District**	F
Subject	leak in transmission and issues with compressor				
Synopsis	Customer inquiring on issues with vehicle				
Customer Anomaly	Gears & Transmission				
	Automatic Gearbox				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	45	Automatic Gearbox issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/20/2018 04:58 PM	Open
08/21/2018 08:54 PM	Closed
09/29/2018 04:37 PM	Closed

Initial Description

0121086500-Product,Transmission / Transaxle,Automatic Trans / Transaxle,Leaks,Default,Automatic Trans / Transaxle - Leaks,leak in transmission and issues with compressor

Case Comments

Date	Comment
08/20/2018	**********Customer Email Address Updated********** Customer has updated the email address from [redacted] to [redacted] for further communication or for surverys.
08/20/2018	Customer called states that she is very disappointed with Chrysler and the Chrysler dealerships. States they have been having issues with vehicle since June. Customer called two dealerships stated too them that car had a couple of issues and wanted vehicle inspected and diagnosed because Basic Warranty was coming to an end soon. Customer called DL 45358 Stephens Creek and they never called customer back also called DL 60559 and they stated that they would need the car for at least one week and that they had no vehicle loaner to give customer. Customer has a [redacted] that suffers from [redacted] and customer needs a loaner / rental while personal vehicle is being repaired. Wants compressor fully diagnosed and why it went bad in less than 2 years. Also transmission is leaking and wants new transmission. Also driver's side second door row making noise, tire pressure sensor going on and off, auto remote on back gate sometimes does not go up, hvac panel button that does not function, snag in leather in driver side door, button that operates windows in third row the housing is shifting and sometimes its difficult to shift out of park position.
08/20/2018	Customer afraid that she will be over her 36,000 and Basic Warranty will be expired and when she goes into dealership they will not honor the warranty.
08/20/2018	Agent called 4 different dealership to schedule an appointment for customer called Steven's Creek Crysler, no appointments available until Sept 12,2018 Called Boardwalk Chrysler and no appointments available until Sept 12, 2018 Called Freemont Chrysler no appointments available until Oct 10, 2018 Agent also called Normandin Chrysler and next available appointment is in Sept as well.
08/20/2018	Agent also called Putnam Chrysler Jeep that is 20 miles away from Customer spoke to Marcella and she was able to talk to SM and make appointment available is August 23rd 8:30 am Customer to drop off vehicle. Agent called back and left voice message for SM Jeffrey if ok to provide the customer with rental and we would authorize cost of rental through DM notes and up the rental 45-55 dollars a day. Agent waiting on call back from DL 60435 with ok on rental.
08/21/2018	Agent called DL 60435 again spoke to Paulina to confirm if DM notes will be accepted on rental. Dealer states they will accept the DM notes.
08/21/2018	Agent called customer informed her that we were able to find an appointment for this Thursday 8/23/2018 at DL 60435. Customer states not happy that it is an hour away and if she takes appointment she would like everything ready included rental when dropping off vehicle because she has a two hour window where she has to be home for her son.
08/21/2018	Customer being difficult wanting everything done for her before she arrives.
08/21/2018	Agent called customer left voice mail reminder them of the date and time of appointment with name and phone number and address of dealership. Stated that rental will be available and once they drop off vehicle at 11am a shuttle will be provided for them to be taken to Enterprise to obtain rental vehicle.
08/25/2018	DM Notes Added

Date	Comment
09/05/2018	8/28/18 picked up the vehicle from Putnam that completed the warranty repairs . she is not fully satisfied with the work they did. Then customer planned on calling the next day to discuss her concern but her son came down with [redacted] . will like a call back from Melissa only .

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	Model Year	2016	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	08/23/2018	CAIR Type	Regular	Status	Closed
Close Date	09/11/2018	Origin	Letter	Reason	New problem
Mileage	45,600 Miles	Market	U	Language	English
Contact Email	nobody@external.fcagroup.com	Contact Phone	5029645588	Contact Mobile	
Caller Address	[redacted]			Source	Customer
Caller City	LOUISVILLE	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer				Dealer Phone	
Dealer Address					
Dealer Zone		Sales District		Service District	
Subject	Power Door Lock / Deck Lid - Defective				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/23/2018 04:38 PM	Unworked
08/28/2018 06:50 PM	Open
08/29/2018 05:12 PM	Closed
09/04/2018 04:31 PM	Reopen
09/11/2018 05:34 PM	Closed
09/29/2018 03:12 PM	Closed

Initial Description

0464230000-Corporate,Survey By-Pass,No Response / Unable To Reach,Default,Default,No Response / Unable To Reach,No Response / Unable To Reach
0108250200-Product,Electrical,Power Door Lock / Deck Lid,Defective,Unknown,Power Door Lock / Deck Lid - Defective,Power Door Lock / Deck Lid - Defective

Case Comments

Date	Comment
08/23/2018	***** EMAIL BRIEF DESCRIPTION CONTENT ***** Disappointed ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
08/28/2018	Purchased this vehicle in August 2017. It had 39000+ miles. Now has 45,700 . Took to dealer because passenger sliding door wouldn't lock. They advise d it was going to cost over $1100 to fix. I was in shock. I still owe $16, 000 on it and it's already having electrical problems . Said it will be sev eral days before they can fix. I am so disappointed in this product. Since there is already electrical probems starting I think seriously about trading this vehicle off for fear of future outrageous repair cost. *****END OF CUSTOMER EMAIL*****
08/28/2018	Dear [redacted] Thank you for contacting the FCA Customer Assistance Center. I'm sorry to hear you're having issues with your Town & Country. We can look into covering the costs if you'd like to let me know which dealership your van is at. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753. Sincerely, Areti Customer Service Representative FCA Customer Assistance Center *****END OF CAC EMAIL****
08/28/2018	Survey by-pass - No Diagnosis
09/04/2018	Ref#[redacted]Thank you for responding to my previous email. We received your reply after we got the van back from Oxmoor. I tried 3 times to email you a copy of the invoice but it kept being rejected. If you will tell me how to send it to you I will. Again I appreciate any help you can do since we both live on [redacted]nd owe so much on this vehicle.[redacted]****END OF CUSTOMER EMAIL*****
09/04/2018	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Email Referral
09/04/2018	****** Below Customer Contacted for Documentation Request *****[redacted]n 2018-09-04 @ 12:32
09/04/2018	Dear [redacted] thank you for contacting the FCA Customer Assistance Center. I just sent you a documentation request link to send us your invoice and proof of payment. You can also submit your invoice and proof of payment to Fax--877 768 5076, Mail--FCA US Customer Care, PO Box 21-8007, Auburn Hills MI 48321-8007. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753. Sincerely, Areti Customer Service Representative FCA Customer Assistance Center *****END OF CAC EMAIL*****
09/07/2018	Status update provided via email to the following email address[redacted]We are waiting on your documentation to proceed with your case. Please attach your invoice and proof of payment to the link I provided you Tuesday as the link expires after a week. Chrysler Customer Care 1-800-992-1997 End of Status Update
09/10/2018	Status update provided via email to the following email address:[redacted]We are still waiting for your documents. Chrysler Customer Care 1-800-992-1997 End of Status Update
09/11/2018	Survey by-pass - No Response
09/11/2018	Bypass added. Please close.
09/18/2018	Hi Areti, I just wondered if you received my fax a couple of weeks ago? Thanks,[redacted]****END OF CUSTOMER EMAIL*****

Date	Comment
09/18/2018	Dear [redacted] received your invoice. I am just waiting for your receipt of payment to escalate your case for reimbursement consideration. Sincerely, Areti Customer Service Representative FCA Customer Assistance Center *****END OF CAC EMAIL*****
09/20/2018	POSTMARK DATE: 092018; DATE RECEIVED: 092018

Email(s)

Date	10/01/2018	***Subject***	[redacted] We are still waiting for your documents. C		
From		***To***		***Sent Date/Time***	09/10/2018 21:58 PM

[redacted]
We are still waiting for your documents.
Chrysler Customer Care
1-800-992-1997

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/23/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/23/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	36,058 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**ntact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	PHOENIX	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60023	AIRPARK DODGE CHRYSLER JEEP		**Dealer Phone**	4805567400
Dealer Address	7801 E FRANK LLOYD WRIGHT BLVD				
	SCOTTSDALE		AZ	85260 1002	USA
Dealer Zone	West	**Sales District**		**Service District**	M
Subject	sliding door				
Synopsis	closed				
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/23/2018 05:48 PM	Open
08/23/2018 05:55 PM	Closed
09/29/2018 12:55 PM	Closed

Initial Description

0123035609-Product,Body / Trim / Paint Finish,Body Hardware,Misaligned / Poor Fit,Door-Sliding,Sliding Door Hardware - Misaligned / Poor Fit,sliding door

Case Comments

Date	Comment
08/23/2018	sliding door on right side will not open on the right side intermittently with key fob or manually. Customer called a service writer who stated that it may be a failing locking latch. Customer is inquiring about warranty coverage regarding the part. Customer states that an extended warranty was purchased and Agent advised that they would need to contact the third party warranty company.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**odel Year**	2016	**Brand**	CHRYSLER
Body	RTYH53	**Vehicle**	CHRYSLER TOWN & COUNTRY LX WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/23/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/11/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	36,097 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	POTTSTOWN	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address	[redacted]				
Dealer	45540	SPITZER AUTOWORLD HOMESTEAD, INC.		**Dealer Phone**	3052485880
Dealer Address	30101 S DIXIE HWY				
	HOMESTEAD		FL	33033 3205	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	A
Subject	Customer states that the passenger door lock needs to be replaced.				
Synopsis	Closing CAIR. Vehicle repaired and customer is satisfied.				
Customer Anomaly	Body				
	Paintwork				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	3	Vehicle Paint Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/23/2018 07:34 PM	Open
09/11/2018 04:39 PM	Closed
09/29/2018 01:05 PM	Closed

Initial Description

0123001100-Product,Body / Trim / Paint Finish,Unknown,Broken, Cracked,Unknown,Body / Trim / Paint Finish - Broken. Cracked,Customer states that the passenger door lock needs to be replaced.

Case Comments

Date	Comment
08/23/2018	Customer states that she has a broken door lock for the passenger sliding door. Customer states that she initially had the vehicle in for service at a dealer in Pennsylvannia, Quigley Motors 610-367-2191 and they did an oil change and they were going to fix the door lock which was under 36K warranty threshold at the time. Customer states that the dealer 57325 Quigley tried to get the door lock repaired but could not get the repair done in time before the customer had to leave PA for FL. Customer states that while in FL she took vehicle to Spitzer Autoworld and they informed her that the cost of repair is around 1300 to fix the doorlock for the passenger sliding door. Customer is seeking cost assistance for the repair Customer took vehicle back once the dealer quoted her $1300 Customer seeking assistance with: Cost assistance for repair Customer expecting: cost assistance for repair to passenger door lock Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: Latest call time: Updates via text: Y/N [Mobile number] Updates via email: Y/N [Email address] Vehicle location: Customer Date and Time of Appointment: 8/21/18 Confirmed appointment with: SPITZER AUTOWORLD HOMESTEAD, INC Customer in rental: No Authorized by: Rental start date: [Date]
08/23/2018	Agent checked for goodwill consideration-original owner, and the customer traveled 1300 miles from PA to FL which brought her just outside of warranty. While vehicle was at the dealer Quigley 57325 estimated mileage would have been 34,797miles if the dealer would have repaired the doorlock
08/24/2018	******CUSTOMER SNAPSHOT****** MVP CONTRACTS: 0 MILEAGE: 36097 IN SERVICE DATE: 05/30/2016 ORIGINAL OWNER: Yes PERSONAL OWNED: 6 Previous 1 Current HOUSEHOLD VEHICLES: 6 Previous 1 Current DEALER LOYALTY : No REPEAT ISSUE: No STAR TICKETS OPEN: No OOW or IN WARRANTY: OOW *****END OF SNAPSHOT*****
08/24/2018	Contacted dealership spoke with service stated the vehicle was there on 8/20/2018. Customer declined repair at the time. SA was able to provide cost for parts and labor $1242.91, that price does not include taxes and shop supplies. Inquired if CAC was to assist with repair would dealer accept DM notes. Stated he doesn't see why they wouldn't but that would be a question to ask the SA that assisted the customer (wasn't available).
08/24/2018	Spoke with customer stated she was unable to get it repaired before coming to Florida and due to the drive here she was out of her warranty by mileage (97miles). Informed customer did contact the dealership will have to reach out to them to make sure DM notes are accepted. Informed will contact by the end of business on 8/27/2018. Informed customer if repair is covered by CAC customer will have a $200.00 deductible.
08/24/2018	Spoke with SM Marco stated DM notes will be fine.
08/24/2018	Status update provided via email to the following email address [redacted] Hello, my name is Onnie and I have been assigned as your Case Manager. This email is confirmation that your case [redacted] was successfully escalated to me. After I review the details of your case, I will be calling you at your preferred number, [redacted] My office hours are Monday through Friday from 8:00 AM to 4:30 PM Eastern Standard Time. My contact information is 844-378-0573 Ext. 4060120. If your preferred telephone number mentioned above isn't correct, please reply with the correction. End of Status Update
08/24/2018	Contacted customer informed the SM stated covering under warranty is fine. Will call on Monday 8/27/2018 to inquire about ordering the part and setting up an appointment.

Date	Comment
08/30/2018	Contacted dealership stated the part is being open. The SA is Jose. Customer is dropping vehicle off on September 4th to have the work completed on the 5th.
09/05/2018	Following up on 9/6/2018.
09/11/2018	Contacted customer stated the vehicle was repaired and she is very satisfied. Informed will be closing the CAIR. Customer requested a survey, informed once the CAIR is closed one possibly will come out.
09/11/2018	DM notes updated.

Email(s)

Date	10/01/2018	***Subject***	Hello, my name is Onnie and I have been assigned a		
From		***To***	***Sent Date/Time***	08/24/2018 17:50 PM	

Hello, my name is Onnie and I have been assigned as your Case Manager. This email is confirmation that your case [redacted] was successfully escalated to me. After I review the details of your case, I will be calling you at your preferred number, [redacted] My office hours are Monday through Friday from 8:00 AM to 4:30 PM Eastern Standard Time. My contact information is 844-378-0573 Ext. 4060120. If your preferred telephone number mentioned above isnÂ't correct, please reply with the correction.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/23/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/06/2018	**Origin**	Email	**Reason**	New problem
Mileage	41,409 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	8476091106	**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	STURGEON BAY	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45560	JIM OLSON CHRYSLER DODGE JEEP RAM		**Dealer Phone**	9207436271
Dealer Address	812 GREEN BAY RD				
	STURGEON BAY		WI	54235 3060	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	J
Subject	left side sliding door making electrical noises while closed				
Synopsis	Passenger sliding door making electrical noise. Passenger sliding door was repaired, vehicle was returned to customer and DRL GW was provided. File closed due to no further contact from customer.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/23/2018 09:26 PM	Unworked
08/28/2018 10:20 PM	Open
09/27/2018 02:24 PM	Closed
09/29/2018 02:43 PM	Open
10/06/2018 08:45 AM	Closed

Initial Description

0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,left side sliding door making electrical noises while closed

Case Comments

Date	Comment
08/23/2018	***** EMAIL BRIEF DESCRIPTION CONTENT ***** Warranty Request ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
08/28/2018	REFERENCE NUMBER: [redacted] EMAIL CASE NUMBER: [redacted] My left side sliding door has started to make an electrical noise even when the door is closed. I was just told the repair is $953.19. This vehicle is l ess than 3 yrs old and only has 41,000 miles. I also have had both sliding d oors worked on during the warranty period. Is there anything you can do to a ssist? *****END OF CUSTOMER EMAIL *****
08/28/2018	Dea[redacted] Thank you for contacting the Dodge Customer Assistance Center. I can certainly understand your frustration with the situation especially because you require a costly repair and your vehicle is outside of its basic warranty. it is very disappointing that you are having this concern with your sliding door. I would be happy to look into this situation further for you. Did you have the repairs completed based on the dealership's diagnosis? If not, I would be happy to escalate your case to our case management team where we can look into providing assistance based on the circumstances. While no assistance is guaranteed, case management escalation is the best method to receive the help you are requesting. Please let me know the current status of your vehicle so that I may take the appropriate action. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-4A-DODGE (1-800-423-6343). Sincerely, Ian Customer Service Representative Dodge Customer Assistance Center *****END OF CAC EMAIL*****
08/29/2018	Thank you for getting back to me. Due to the costs, I have not yet had the repair. The diagnosis was from the dealer, Jim Olson Motors in Sturgeon Bay, Wisconsin. I would appreciate having this issue escalated to the case management team. I also must add, the door that has the problems is used the least since we have no kids and I rarely use the passenger side sliding door. Thank you so much in advance for any assistance you can provide. I've been a dodge owner for many years and love the vehicle. [redacted] *****END OF CUSTOMER EMAIL*****
08/29/2018	Dear [redacted] Thank you for the update. I will escalate your case as previously mentioned, and a case manager will make contact with you within one business day. I look forward to having a case manager investigate your concern and look into assistance possibilities. Sincerely, Ian *****END OF CAC EMAIL*****
08/29/2018	Customer seeking assistance with: [repair of sliding door, cost assistance]. Customer expecting: [cost assistance with repair]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone numbe[redacted] Earliest call time: anytime Latest call time: anytime Updates via text: N Updates via email: Y [redacted] /ehicle location: [Customer/Dealer] Date and Time of Appointment: [as per GWA, vehicle last @ DLR on 08/23]. Confirmed appointment with: Customer in rental: N Authorized by: Rental start date: n/a

Date	Comment
08/29/2018	reassigned to 86x
08/29/2018	Reassigned to CM
08/30/2018	***** ********** In-Service Date: 06/16/2016 Original Owner: No Mileage: 41409 Vehicle purchase loyalty: (2) new, (2) used Multiple Repairs/ Previous related repairs: Yes MVP plans: (1) CERTIFIED PRE-OWNED LIMITED WARRANTY, status: Active Other: **********
08/30/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully.
08/30/2018	***** *****OUTBOUND DEALERSHIP CONTACT***** JIM OLSON CHRYSLER DODGE JEEP RAM I 51-45560 I 920-743-6271 CS contacted dealership was advised SM Ladeana is now the WA and SM is now Brad. CS spoke with SM Brad who looked through customerÂ's vehicle history about current concern with the driverÂ's side sliding door and would like customer to bring vehicle back to his dealership to have Master Tech look at the sliding door. Brad advised that he would like to provide customer with assistance at no more than a $100 deductible at this point in time maybe less. Brad advised that customer is local to their dealership, advised can have someone pick up their vehicle when time for the appointment and provide a loaner vehicle if needed. Brad advised that he would like to meet his new customer and that customer may schedule an appointment by either Adam or Alex.
08/30/2018	***** *****OUTBOUND CUSTOMER CONTACT***** [redacted] CS attempted to contact customer, however, customer was not available. CS left VM for a return call at 1-844-827-2003 extension 3020198.
08/31/2018	***** *****OUTBOUND CUSTOMER CONTACT***** [redacted] CS attempted to contact customer, however, customer was not available. CS left VM advised have update and left contact information for a return call at 1-844-827-2003 extension 3020198.
09/04/2018	***** *****INBOUND CUSTOMER CONTACT***** [redacted] Customer left VM on 08/31 at 6:16pm asked for callback.
09/04/2018	***** *****OUTBOUND CUSTOMER CONTACT***** [redacted] Customer was contacted who apologized concern with sliding door is with the passenger side and that the driver side sliding door has no issues or concerns. Customer advised the vehicle has new concern with the passenger sliding door in that there is a noise heard and was advised repair would be around $1000. Customer advised he contacted Chrysler as vehicle had only 44000 miles on it when looked at the by the JIM OLSON CHRYSLER dealership. Customer reconfirmed email address on file and advised CS could email contact information. Customer was advised his file will be reviewed to see what can be done for him.
09/04/2018	********** Update Prep Sheet ********** Prep sheet was updated successfully.
09/04/2018	***** ********** In-Service Date: 06/16/2016 Original Owner: No Mileage: 41409 Vehicle purchase loyalty: (2) new, (2) used Multiple Repairs/ Previous related repairs: No (not with passenger sliding door) MVP plans: (1) CERTIFIED PRE-OWNED LIMITED WARRANTY, status: Active Other: **********
09/04/2018	Status update provided via email to the following email address: [redacted] My name is Maxine and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have: Â• Your case number is [redacted] Â• The Chrysler Case Management telephone number is: 1-844-827-2003 Â• My extension is: 3020198 Â• My work hours are: 8:00am-4:30pm Eastern Standard Time Monday-Friday. Please don't hesitate to make contact by email or phone if you have any questions or concerns. Thank you for your patience and co-operation! Sincerely, Maxine Dodge Case Management End of Status Update
09/05/2018	***** *****OUTBOUND DEALERSHIP CONTACT***** JIM OLSON CHRYSLER DODGE JEEP RAM I 51-45560 I 920-743-6271 SM Brad was advised customer was contacted who advised that concern was with the passenger sliding door and not the driver sliding door. Brad advised that customer has maintenance done with his dealership and would like to look into some sort of assistance for customer through his dealership and will contact him today or tomorrow.
09/06/2018	***** *****OUTBOUND CUSTOMER CONTACT***** [redacted] Customer advised the dealership had contacted him and has an appointment scheduled to Tuesday, Sept. 11. Customer thanked for the assistance regarding his sliding doors. Customer was advised CS will follow up with him when repairs come to a completion. Customer thanked.
09/06/2018	***** *****Hold. Appointment scheduled for Tuesday, Sept. 11.
09/10/2018	***** *****Hold. Appointment scheduled for Tuesday, Sept. 11.
09/12/2018	***** *****OUTBOUND DEALERSHIP CONTACT***** JIM OLSON CHRYSLER DODGE JEEP RAM I 51-45560 I 920-743-6271 SA Adam advised customerÂ's passenger sliding door was repaired and has possession of his vehicle.
09/12/2018	***** *****OUTBOUND CUSTOMER CONTACT***** [redacted] CS attempted to contact customer, however, customer was not available. CS left VM advised JIM OLSON CHRYSLER was contacted who advised the passenger sliding door was repaired and wanted to see how repairs went at this time. CS advised will contact customer back Wednesday or Thursday next week to check on his vehicle giving him time to use the door. CS left contact information for a return call at 1-844-827-2003 extension 3020198 if needed.
09/12/2018	***** *****Hold. Contact customer on Sept. 19 or 20 to follow up on passenger sliding door repair.
09/14/2018	***** *****Hold. Contact customer on Sept. 19 or 20 to follow up on passenger sliding door repair.
09/18/2018	***** *****Hold. Contact customer on Sept. 19 or 20 to follow up on passenger sliding door repair.
09/20/2018	***** *****OUTBOUND CUSTOMER CONTACT***** [redacted] CS attempted to contact customer, however, customer was not available. CS left VM for a return call at 1-844-827-2003 extension 3020198.
09/24/2018	***** *****OUTBOUND CUSTOMER CONTACT***** [redacted] CS attempted to contact customer, however, customer was not available. CS left VM similar to the following: Hello [redacted] this is Maxine with Dodge Case Management calling in regard to case # [redacted] IÂ'm calling to check on repair of sliding door and I wanted to find out if everything is okay. If everything is to your satisfaction, there is no need for you to call me back. However, I will leave your case open for two days prior to closing it. If you do need to contact me, please contact me at 1-844-827-2003 ext. 3020198. I will be sending you an email regarding the closure of your case which will contain your case number and my contact information. You may also get a potential survey which will be for customer satisfaction purposes to see how we are doing and what improvements we can make.
09/24/2018	Status update provided via email to the following email address: [redacted] I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future. Your Case Number is: [redacted] The FCA Case Management Telephone Number is: 1-844-827-2003 My Direct Extension is: 3020198 Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. WeÂ'd ask that you take the time to complete the survey so weÂ'll know how weÂ're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer. It has been a pleasure working with you, all the best. Maxine | Dodge Case Manager Phone: 1-844-827-2003 Ext. 3020198 End of Status Update

Email(s)

Date	10/01/2018	***Subject***	Hello [redacted] I am sending you this email regardi		
From		***To***		***Sent Date/Time***	09/24/2018 21:51 PM

Hello [redacted]

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is: [redacted]

The FCA Case Management Telephone Number is: 1-844-827-2003

My Direct Extension is: 3020198

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. WeÂ'd ask that you take the time to complete the survey so weÂ'll know how weÂ're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best.

Maxine | Dodge Case Manager

Phone: 1-844-827-2003 Ext. 3020198

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/24/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/24/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	65,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	ELLSWORTH	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	24280	HASTINGS CHRYSLER CENTER INC		**Dealer Phone**	6514375200
Dealer Address	2980 HIGHWAY 61 SOUTH				
	HASTINGS		MN	55033 4022	USA
Dealer Zone	Denver	**Sales District**		**Service District**	N
Subject	Doors does not work properly				
Synopsis	fca goodwill denied,				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/24/2018 03:49 PM	Open
08/24/2018 07:09 PM	Closed
09/29/2018 04:33 PM	Closed

Initial Description

0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,Doors does not work properly

Case Comments

Date	Comment
08/24/2018	customer called in regarding that he is having issues with his vehicle doors (both) one door does not work at all, and the other door does not lock. Customer called in regarding to see if he can get some help with the repair (cost assistance repair), customer mention that the dealer informed him that the repair would be about 1,000 dollars.
08/24/2018	reach out to dealer HASTINGS CHRYSLER CENTER INC spoke with John from service department he informed that the vehicle has not come in regarding the doors issue, customer mention maybe they did not note it down when he bring the vehicle in for other services, customer mention that the repair would be a 1,000 per door. customer meets 2 out of the 6 Brand loyalty, and has a service contract (active) customer seeking any type of help towards his vehicle doors. Customer seeking assistance with: [Both sliding doors]. Customer expecting: [cost repair assistance]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] earliest call time: anytime Latest call time: anytime Updates via text: n [Mobile number] Updates via email: Y/N [redacted] vehicle location: [Customer] Date and Time of Appointment: [HASTINGS CHRYSLER CENTER INC]. Confirmed appointment with: [Dealer diagnosis in last 14 days] Customer in rental: no Authorized by: Rental start date: [Date]
08/24/2018	informed customer of the denial for cost repair assistance, customer was not to please about the decision.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2016	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	08/26/2018	CAIR Type	Regular	Status	Closed
Close Date	08/30/2018	Origin	Email	Reason	New problem
Mileage	57,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	ELIZABETH CITY	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
Dealer	49983	CHAMPION CJD/EAN HOLDINGS LLC		Dealer Phone	3178726200
Dealer Address	4505 W 96TH ST				
	INDIANAPOLIS		IN	46268 3107	USA
Dealer Zone	Great Lakes	Sales District		Service District	9
Subject	issue with sliding doors				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/26/2018 06:23 PM	Unworked
08/30/2018 12:07 AM	Open
08/30/2018 01:50 PM	Closed
09/29/2018 03:40 PM	Closed

Initial Description

0464100000-Corporate,Survey By-Pass,Duplicate CAIR,Default,Default,Survey By Pass - Duplicate CAIR,Survey By Pass - Duplicate CAIR
0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,issue with sliding doors

Case Comments

Date	Comment
08/26/2018	***** EMAIL BRIEF DESCRIPTION CONTENT ***** Both sliding doors broke ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
08/30/2018	I have a 2016 Chrysler town and country. Only two years old and both of the sliding doors are broken. My warranty has run out. Chrysler wants $2200 to repair the issue. If you Google this issue Chrysler has a major problem with these sliding doors and it should be covered under warranty but it is not. It€™s not fair ******END OF CUSTOMERS EMAIL*****
08/30/2018	REFERENCE NUMBER EMAIL CASE NUMBER: **********
08/30/2018	Dear Thank you for contacting the FCA Customer Assistance Center. Our records show that you have contacted us previously by telephone and we have addressed your concern and advised that you would have to pay for repairs out of pocket. We have updated your file to reflect the latest information you provided in the email message. We thank you for your recent email, although it does not contain any information that would cause a change in the previous decision. After thoroughly reviewing your request and the files on this matter, we respectfully concur with the decision rendered by our Customer Service Representative. Any future communication related to this issue will be retained in corporate records. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753. Sincerely, Jody Customer Service Representative FCA Customer Assistance Center ******END OF CAC EMAIL******
08/30/2018	reassign 861 duplicate of
08/30/2018	I think it's ridiculous that the doors stop functioning after 2 yrs. with a repair cost of $2100.00. One door will not open manually or with remote. Very dangerous ******END OF CUSTOMERS EMAIL*****
09/06/2018	Customer called and wanted to know if there was anything Chrysler could do to pay for cost of issue. Agent advised the customer that it is pay out of pocket since the warranty has expired. Agent advised the customer to reach out the DLR where she purchased the vehicle and see if they can help.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	Model Year	2016	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	08/27/2018	CAIR Type	Regular	Status	Closed
Close Date	09/01/2018	Origin	Email	Reason	New problem
Mileage	27,500 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	5632211615	Contact Mobile	
Caller Address				Source	Customer
Caller City	DEWITT	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer				Dealer Phone	
Dealer Address					
Dealer Zone		Sales District		Service District	
Subject	Warranty Question				
Synopsis	Windshield washer pump not giving full pressure referred to dealer				
Customer Anomaly					
Contact Reason	C106	Warranty Information Request	Customer Anomaly		
Reason Code	After Sales - Information & Assistance requests - Warranty - Warranty - General information				

Case Status History

Create Date	Status
08/27/2018 12:50 PM	Unworked
08/30/2018 02:43 AM	Open
09/01/2018 03:47 AM	Closed
09/29/2018 05:44 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0424000000-Corporate,Warranty Coverage,Default,Default,Default,Request for Warranty Coverage Information, Warranty Question

Case Comments

Date	Comment
08/27/2018	***** EMAIL BRIEF DESCRIPTION CONTENT ***** Warranty Question ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
08/30/2018	Windshield washer pump not giving full pressure, and solenoid noise for pass enger sliding door when unlocking. Are these repairs covere under warranty ***END OF CUSTOMER EMAIL***
08/30/2018	Dear [redacted] Thank you for contacting the FCA Customer Assistance Center. These repairs can be covered under warranty pending dealership diagnosis. Once you have an appointment at the dealership you can call us at 1800-992-1997 and we can look into getting a case manager involved. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753. Sincerely, Ethan
08/30/2018	Reassigning to 861, requesting survey bypass no diagnosis
08/30/2018	Bypass added, please add reason codes for customer's concern and close case.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/27/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/27/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	79,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	LENOIR CITY	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	X7745	EAN HOLDINGS - NASHVILLE		**Dealer Phone**	6153612686
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	both rear doors				
Synopsis	power sliding doors not working				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/27/2018 02:18 PM	Open
08/27/2018 02:23 PM	Closed
09/29/2018 02:07 PM	Closed

Initial Description

0108029900-Product,Electrical,Power Sliding Door,Complete Failure,Both Sides,Power Sliding Door Both Sides - Complete Failure,both rear doors

Case Comments

Date	Comment
08/27/2018	customer called seeking information on his warranty for the vehicle customer states that the two back doors wont unlock, tried the key fob and the center console to get it opened but was unable to customer said that a previous agent connected him with two dealerships and he is working with a service advisor now to see when he can get scheduled in for an appointment

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2016	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	08/27/2018	CAIR Type	Regular	Status	Closed
Close Date	08/27/2018	Origin	Telephone	Reason	New problem
Mileage	69,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	LENOIR CITY	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
Dealer	61820	BOB PFORTE MTRS INC		Dealer Phone	8504824601
Dealer Address	4214 WEST LAFAYETTE ST				
	MARIANNA		FL	32446 8234	USA
Dealer Zone	Southeast	Sales District		Service District	G
Subject	Defective back doors				
Synopsis	Warm transferred to dealer for defective back doors.				
Customer Anomaly	Interior				
	Panels/Moldings				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	82	Interior panels or moldings issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/27/2018 02:19 PM	Open
08/27/2018 02:21 PM	Closed
09/29/2018 02:07 PM	Closed

Initial Description

0123951200-Product,Body / Trim / Paint Finish,Exterior Styling/Appearance,Unsatisfactory / Dislikes,Unknown,Dislikes Exterior Styling / Appearance,Defective back doors

Case Comments

Date	Comment
08/27/2018	Customer seeking to advise of defective back doors on vehicle. Doors will not open. Agent warm transferred customer to dealer Bob Pforte to schedule appt for service.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/28/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/29/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	48,750 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	BILLINGS	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	45099	LITHIA CHRYSLER JEEP DODGE OF		**Dealer Phone**	4066522200
Dealer Address	2229 KING AVENUE WEST				
	BILLINGS		MT	59102 6421	USA
Dealer Zone	Denver	**Sales District**		**Service District**	C
Subject	Power Sliding Door Both Sides - Intermittent or Inoperative				
Synopsis	Goodwill decline				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/28/2018 03:06 PM	Open
08/29/2018 12:55 PM	Closed
09/29/2018 02:09 PM	Closed

Initial Description

0424000000-Corporate,Warranty Coverage,Default,Default,Default,Request for Warranty Coverage Information,Request for Warranty Coverage Information
0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,Power Sliding Door Both Sides - Intermittent or Inoperative

Case Comments

Date	Comment
08/28/2018	Customer states she is upset she is having a lot of electrical problems and the dlr is not helping Customer states her sliding door does not open, cruise control will not come on Customer states dlr said they will have to diagnose and she will have to pay out of pocket. Customer seeking to cover under warranty. Agent advised of expired basic warranty and active basic warranty Customer did not merit goodwill Agent advised customer it could not be covered under the powertrain. Customer disconnected
08/28/2018	active powertrain warranty *****

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/28/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/28/2018	**Origin**	Chat	**Reason**	New problem
Mileage	15,500 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	WEST JORDAN	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	42539	BILL BRYAN CHRYSLER DODGE JEEP INC		**Dealer Phone**	3527872223
Dealer Address	3401 U.S. HIGHWAY 441/27				
	FRUITLAND PARK		FL	34731 4479	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	U
Subject	Power Door Lock / Deck Lid - Defective				
Synopsis	safety lock issues				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/28/2018 04:58 PM	Open
08/28/2018 05:01 PM	Closed
09/29/2018 01:42 PM	Closed

Initial Description

0108250000-Product,Electrical,Power Door Lock / Deck Lid,Other,Unknown,Power Door Lock / Deck Lid - Defective,Power Door Lock / Deck Lid - Defective

Case Comments

Date	Comment
08/28/2018	INCIDENT Hi, my name is Diana with Chrysler Customer Care, How may I help you today? Hey Diana. I have a Grand Caravan, 2016 minivan. I've been trying to figure out how to disable the read door child safe lock. Diana: I can look in the manual and get the instructions for you. One moment please There is a release on the door handle, inside, that I was told would disable, but all it does is disable the outside open, not allow a passenger to open it. I currently looking at the owner's manual, without much success. This is an SE model. Diana: Open the sliding side door. 2. Slide the Child Protection Door Lock control outward (away from the vehicle) to disengage the Child Protection Door Lock. 3. Repeat Steps 1 and 2 on the opposite sliding door. I've already tried this, and all it does is lock the door from the outside, not release the door from the inside. Is there some other switch or release on board that is block this function? Diana: i will check : Ok BTW, these are manual doors, not power assisted. Diana: I am providing some information out of manual that may or may not assist One moment. Ok I will be back Diana: I apologize there is nothing in the manual. You will need to speak to or visit a dealership I will do that, as I just tried it again myself and can find no solution to release the child proof locks on these doors. Thanks anyway. disconnected ('Concluded by End-user').

New Customer Assistance Inquiry Record (CAIR)# [redacted]					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTKX53	**Vehicle**	DODGE WAG GRAND CARAVAN R/T ON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/28/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/28/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	30,000 Miles	**Market**	U	**Language**	English
Contact Email	nobody@external.fcagroup.com	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	GREER	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	24100	HUNTINGTON BEACH CHRYSLER DODGE		**Dealer Phone**	7148413999
Dealer Address	16555 BEACH BLVD				
	HUNTINGTON BEACH		CA	92647 4801	USA
Dealer Zone	California	**Sales District**		**Service District**	M
Subject	door doesn't open				
Synopsis	Reassigned case to 97x. Closed				
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/28/2018 07:46 PM	Open
08/28/2018 08:01 PM	Closed
09/29/2018 09:45 AM	Closed

Initial Description

0123031110-Product,Body / Trim / Paint Finish,Body Hardware,Broken, Cracked,F. Door-Driver,Left Front Door Hardware - Broken, Cracked,door doesn't open

Case Comments

Date	Comment
08/28/2018	Customer is calling Chrysler because: They need a motor replaced in sliding door, however, 4 plastic pieces have to be removed to fix it and once removed you can not use these pieces again. The dealership she took the car too told her it would cost 100 dollars per piece and there is 4 of them. Customer is expecting from Chrysler: Customer would like to know is there anywhere else she can go to get these plastic parts. She would like help from FCA. Agent: Went on the Mopar website and gave customer a number to Mopar parts to see if they had these pieces in stock.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/28/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/29/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	32,069 Miles	**Market**	U	**Language**	English
Contact Email	nobody@external.fcagroup.com	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	SAN ANTONIO	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45448	NORTH STAR DCJRF		**Dealer Phone**	2102497500
Dealer Address	7242 SAN PEDRO				
	SAN ANTONIO		TX	78216 6204	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	J
Subject	Power sliding doors				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/28/2018 08:22 PM	Open
08/29/2018 11:03 PM	Closed
09/29/2018 06:13 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108029900-Product,Electrical,Power Sliding Door,Complete Failure,Both Sides,Power Sliding Door Both Sides - Complete Failure,Power sliding doors

Case Comments

Date	Comment
08/28/2018	Customer states right and left sliding doors are not opening with key FOB or door handle. Customer informed agent the driver's seat feels like it is not bolted correctly. Agent reached out to SD and spoke with Frank. Agent warm transferred customer to SD to schedule appointment.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTKX53	**Vehicle**	DODGE WAG GRAND CARAVAN R/T ON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/29/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/29/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	63,000 Miles	**Market**	U	**Language**	English
Contact Email	nobody@external.fcagroup.com	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	LAKEWOOD	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	43012	CERRITOS DODGE INC		**Dealer Phone**	5624025335
Dealer Address	18803 STUDEBAKER RD				
	CERRITOS		CA	90703 5332	USA
Dealer Zone	California	**Sales District**		**Service District**	M
Subject	Actuators requiring to be replaced on both doors				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/29/2018 01:36 AM	Open
08/29/2018 07:10 PM	Closed
09/29/2018 09:45 AM	Closed

Initial Description

0464100000-Corporate,Survey By-Pass,Duplicate CAIR,Default,Default,Survey By Pass - Duplicate CAIR,Survey By Pass - Duplicate CAIR
0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,Actuators requiring to be replaced on both doors

Case Comments

Date	Comment
08/29/2018	Briefly summarize why the customer is contacting Chrysler: The driver side door stopped opening. The actuator is what the concern is. The passenger one is going as well so they will replace that one as well. They want $800.00 to replace the trim and the clips as apparently they cannot use them more than once. The actuator is covered under warranty but they say they will charge us if they damage the trim. Briefly summarize what the customer is expecting: Assistance with the cost of the repair as it is not their fault that the trim needs to be replaced due to the repair. Agent states: We cannot assist with your request as the part will be damaged during another repair. We can only look into assistance with warrantable claims and defects. Customer has requested Supervisor callback Preferred daytime number: Preferred evening numbe eason for request: Customer does not agree with decision that we cannot assist with covering trim that a dlr will damage while repairing his door actuators CAIR assigned to: (EE174) s informed customer a Supervisor callback request has been made, and the customer will receive a callback within one (1) business day.
08/29/2018	*****OUTBOUND SUPERVISOR CALL***** Writer contacted customer a Customer stated that their third party service contract is covering the actuator parts and labor. They advised that the dealer had just contacted him and advised that he needs to pick up their vehicle as they do not wish to work on the vehicle or with the customer anymore. Customer stated that their third party contract provider advised that the panels do not need to be removed for this repair. Customer wants the repairs completed without removing the panels. Writer advised that the dealer is able to refuse service if they choose and offered to locate another dealer for the customer. Writer located and contacted dealer 43012 CERRITOS DODGE INC and spoke with receptionist Crystal who was unable to reach an SA or SM for repair details. Writer advised customer that we were unable to reach anyone that we could speak with that would have technical knowledge of the repair required. Writer advised customer. Customer stated that they would have their wife contact dealer 43012 to set up the appointment as they were unaware of their wife's work schedule. Writer provided dealer phone number.
08/30/2018	Briefly summarize why the customer is contacting Chrysler: Customer States the dealer was very rude, and incompetent due to the mechanic. Customer states they refuse service because they said we was off to a bad relationship. Customer states they wouldn't get another mechanic to look at vehicle also they over quoted him $400 for parts that they said they would break. Customer states this is Huntington Beach Jeep dodge ram dealership.
08/30/2018	Customer stated they broke parts when they was suppose to be working on vehicle and returned the vehicle with more broken parts and no work was done

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/29/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/29/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	36,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	LUDOWICI	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	68091	LIBERTY CHRYSLER DODGE JEEP, INC.		**Dealer Phone**	9128765129
Dealer Address	750 WEST OGLETHORPE HIGHWAY				
	HINESVILLE		GA	31313 4417	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	K
Subject	Issue with sliding door.				
Synopsis	Case closed.				
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/29/2018 02:49 PM	Open
08/29/2018 03:11 PM	Closed
09/29/2018 03:09 PM	Closed

Initial Description

0123031110-Product,Body / Trim / Paint Finish,Body Hardware,Broken, Cracked,F. Door-Driver,Left Front Door Hardware - Broken, Cracked,Issue with sliding door.

Case Comments

Date	Comment
08/29/2018	Briefly summarize why the customer is contacting Chrysler: Customer called due to issues with driver/passenger sliding door. Customer stated that driver sliding door has been repaired twice while still in warranty. Briefly summarize what the customer is expecting: Customer requesting that door be repaired by dealer. Agent contacted DLR - 68091 and spoke with ED. ED stated that customer is more than welcome to come in and have the driver door repaired, but customer will have to pay out pocket for the passenger door.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/29/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/18/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	57,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	3476872686	**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	BROOKLYN	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60698	Brooklyn Chrysler Jeep Dodge Ram		**Dealer Phone**	7187133000
Dealer Address	2286 FLATBUSH AVE				
	BROOKLYN		NY	11234 4518	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	G
Subject	Customer requesting GW for cost of repairs				
Synopsis	repaired and picked up				
Customer Anomaly					
Contact Reason	C83	Request For Goodwill Reimbursement	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Product - Reimbursement request - Compensation/Goodwill				

Case Status History

Create Date	Status
08/29/2018 08:39 PM	Open
09/18/2018 08:48 PM	Closed
09/29/2018 06:09 PM	Closed

Initial Description

0467000000-Corporate,Goodwill Escalation Matrix,Escalated,Default,Default,Goodwill Escalation Matrix - Escalated,Customer requesting GW for cost of repairs

Case Comments

Date	Comment
08/29/2018	****** Below Customer Contacted for Documentation Request ****** [redacted]n 2018-08-29 @ 16:41
08/29/2018	Customer states he brought vehicle in to DLR sliding door locked up, the dual actuator gone bad Customer states it is $1300 to fix vehicle and cannot afford that Customer seeking GW for cost of repairs Agent called DLR 60698 SA Carla who stated it is the passenger sliding door latch assembly they lowered the price to just the cost of parts and labor Customer seeking assistance with: [cost assistance for repairs on door]. Customer expecting: [GW for cost of repair]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: Anytime Latest call time: Anytime Updates via text: Y [redacted] pdates via email: N [] Vehicle location: [Dealer 60698] Date and Time of Appointment: [Currently at DLR]. Confirmed appointment with: [Dealer 60698 SA Carla] Customer in rental: N Authorized by: N/A Rental start date: [N/A]
08/29/2018	Reassigned to CM
08/30/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully.
08/30/2018	- ********** ********** In-Service Date: 01/11/2016 Original Owner: No Mileage: 57000 Vehicle purchase loyalty: NA Multiple Repairs/ Previous related repairs: NO MVP plans: NO Other: ********** ********** -
08/30/2018	******REPAIR HISTORY******* N/A ********** ******REPAIR HISTORY******* -
08/30/2018	****OUTBOUND DLR CONTACT***** 60698 I Brooklyn Chrysler I 718-713-3000 CM contacted DLR and spoke to SA Carla who stated that they have to replace the sliding door latch on the passenger side. CM inquired about warranty pricing CM was advised we would need to speak with SM Dan who was not available. -
08/30/2018	- ****OUTBOUND DLR CONTACT***** [redacted] CHRYSLER CM contacted customer to advise we are reviewing his case and once we have more information CM will follow up customer understood and thanked CM. -
09/04/2018	****OUTBOUND DLR CONTACT***** 60698 I Brooklyn Chrysler I 718-713-3000 CM contacted DLR to speak with SM for pricing and to inquire if they may take DM notes. CM was advised he has is not in yet he will be in this afternoon. -
09/04/2018	****OUTBOUND DLR CONTACT***** 60698 I Brooklyn Chrysler I 718-713-3000 CM contacted DLR and spoke to SA Derrick who stated that SM is not in yet and may not be in until 2-3 if he comes in at all. -
09/04/2018	****OUTBOUND DLR CONTACT***** [redacted] CHRYSLER CM contacted Customer to advise the SM is supposed to be in around 2-3 and CM will follow up should once we have an update CM will follow up. CM was unable to reach customer directly but LVM with CAIR and contact number for callback. -
09/06/2018	Customer called in requesting callback from CM: DC1444
09/06/2018	****OUTBOUND DLR CONTACT***** [redacted] CHRYSLER CM contacted DLR and spoke to SM Dan who stated that this is the first time customer has taken the vehicle to the DLR. SM stated that he does not want to assist. - CM inquired about warranty pricing SM stated that he will get the information and get back to CM. -
09/06/2018	Correction to lines 82-90 OUT BOUND DLR CONTACT. - ****OUTBOUND DLR CONTACT**** [redacted] I CHRYSLER CM contacted customer to advise we are waiting for an email from the SM and once we have an update CM will follow up. CM was unable to reach customer but LVM advising this information and that we will contact him once we have an update. -

Date	Comment
09/07/2018	****OUTBOUND DLR CONTACT***** 60698 I Brooklyn Chrysler I 718-713-3000 CM contacted DLR and spoke to SM Dan who stated that he has not had a chance to get the warranty pricing for the repairs yet and will email CM. -
09/07/2018	EMAIL SENT TO SM & AM. -
09/07/2018	****OUTBOUND DLR CONTACT***** [redacted] CHRYSLER CM contacted customer to review CAIR and advise we are waiting for warranty pricing from the DLR to review cost assistance. CM also to advise we have reached out to the AM seeking update as soon as we can CM will try and get update for customer today but made no guarantee. CM also to advise the DLR will be closed (SEP-10-11) for the holiday. - CM was unable to reach customer as customer could not hear CM. CM tried calling customer back and received VM CM LVM advising information above. -
09/07/2018	***INBOUND AM CONTACT*** AM Ray called seeking update on CAIR CM explained case and that CM was waiting on warranty pricing CM advised customer was quoted $1300 to repair. AM suggested customer assist with deductible. -
09/07/2018	****OUTBOUND DLR CONTACT***** 60698 I Brooklyn Chrysler I 718-713-3000 CM contacted DLR and was advised SM was not available CM LVM for SM advising we will be assisting with the repair with a $200 deductible for the customer. CM will add DM notes if customer accepts CM will have customer follow up with approval to start repairs if he accepts. -
09/07/2018	****OUTBOUND DLR CONTACT**** [redacted] CHRYSLER CM contacted customer to advise offer of a $200 co-pay for the door repair. Customer stated that he accepts the offer and thanked CM. - Customer stated that he will contact the DLR and authorize the repairs. CM advised the DLR is closed (SEP-10-11) for the holiday and that CM will follow up 09/12/2013 customer thanked CM. -
09/07/2018	********DM NOTES ADDED********** ********** CAIR [redacted] Based on customers history and DLR input, FCA CM approves this one time out of warranty goodwill Sliding door repair with a customer co-pay of $200.00. ********** ********** -
09/10/2018	PER LINES 136-139 -> DLR IS CLOSED (SEP 10-11) DUE TO THE HOLIDAY CM TO FOLLOW UP 09/12/2013.
09/12/2018	****OUTBOUND DLR CONTACT**** 60698 I Brooklyn Chrysler I 718-713-3000 CM contacted DLR and spoke to SA Eric who stated that SA Carla was with a customer at the time of call. -
09/12/2018	****OUTBOUND DLR CONTACT**** 60698 I Brooklyn Chrysler I 718-713-3000 CM contacted DLR and spoke to SA Derrick who stated that SA Carla is not available. -
09/12/2018	****OUTBOUND DLR CONTACT**** [redacted] CHRYSLER CM contacted customer to review CAIR customer stated that he spoke to SA Carla earlier and she said she would call CM as she is unsure as to how they will be getting paid for the repairs. - CM advised we will contact the DLR again to try and get through so we can clarify what CM will be covered. -
09/12/2018	****OUTBOUND DLR CONTACT**** 60698 I Brooklyn Chrysler I 718-713-3000 CM contacted DLR and spoke to SA Carla and advised we will be assisting with a co-pay and that the customer is responsible for paying $200 SA understood and thanked CM. -
09/12/2018	****OUTBOUND DLR CONTACT***** [redacted] I CHRYSLER CM advised customer of lines 169-174 customer thanked CM. -
09/14/2018	****OUTBOUND DLR CONTACT**** 60698 I Brooklyn Chrysler I 718-713-3000 CM contacted DLR and was advised SA Carla was on lunch. -
09/14/2018	****OUTBOUND DLR CONTACT***** [redacted] CHRYSLER CM contacted customer to inquire if he has heard anything back customer stated the last text he received was that the vehicle would be completed today but has not heard from her today. CM advised we will follow up next week to see if everything was completed and ensure no further assistance is needed customer thanked CM. -
09/18/2018	****OUTBOUND CUSTOMER CONTACT***** [redacted] I CHRYSLER CM contacted customer to confirm the vehicle is repaired and picked up and that no further assistance is needed. Customer stated that everything is fine and thanked CM customer stated that no further assistance is needed. -
09/18/2018	Status update provided via email to the following email address [redacted] I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future. Your Case Number is: [redacted] The FCA Case Management Telephone Number is: 1-844-827-2006 My Direct Extension is: 3020141 Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer. It has been a pleasure working with you, all the best Dallas | FCA Case Manager Phone: 1-844-827-2006 | Ext. 3020141 End of Status Update

Email(s)

Date	10/01/2018	***Subject***	Hello [redacted] Â I am sending you this email regar		
From		***To***		***Sent Date/Time***	09/18/2018 20:43 PM

Hello [redacted]
Â
I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.
Â
Your Case Number i [redacted]
Â
The FCA Case Management Telephone Number is:
1-844-827-2006
Â
My Direct Extension is: 3020141
Â
Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. WeÂ'd ask that you take the time to complete the survey so weÂ'll know how weÂ're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.
Â
It has been a pleasure working with you, all the best
Â
Dallas | FCA Case Manager
Â
Phone: 1-844-827-2006 | Ext. 3020141

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/04/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/13/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	34,983 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	GRAPEVINE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45470	GRAPEVINE DODGE CHRYSLER JEEP		**Dealer Phone**	8174107500
Dealer Address	2601 WILLIAM D TATE AVE				
	GRAPEVINE		TX	76051 3984	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	A
Subject	Product Hesitates or Has No Power				
Synopsis	Customer's vehicle is repaired and completed.				
Customer Anomaly	Drivability				
	No Start				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	103	Vehicle No Start
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/04/2018 01:24 PM	Open
09/13/2018 01:48 PM	Closed
09/29/2018 06:59 PM	Closed

Initial Description

0100002800-Product,Unknown,Unknown,Hesitation/No Power,Default,Product Hesitates or Has No Power,Product Hesitates or Has No Power

Case Comments

Date	Comment
09/04/2018	Customer is bringing vehicle into DLR45470 due to the vehicle not operating. CM to follow up.
09/04/2018	Customer seeking assistance with: [Vehicle is hesitating]. Customer expecting: [Assistance]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: Any Latest call time: Any Updates via text: Yes- [redacted] Updates via email: No Vehicle location: [Dealer 45470] Date and Time of Appointment: [Being towed in today]. Confirmed appointment with: [Grapevine] Customer in rental: Not right now
09/05/2018	**********Dealer Contact********** CM contacted SA Keith L. and Keith stated that the customer's vehicle needs a battery, an actuator for the passenger side door, and the vehicle has a transmission leak. Also, the customer had a complaint about the passenger front door not unlocking which was not able to be duplicated but will be looked into more. Customer previously had transmission replaced at Classic Dodge but now Grapevine sees that the transmission is low on fluids and has a leak that the technician is looking into. ********** **********Customer Contact********** Customer was contacted and informed of the update. Customer stated he was put into a rental immediately and that the customer service was amazing. Customer thanked for update and expects updates daily. **********
09/05/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully.
09/05/2018	********** Update Prep Sheet ********** Prep sheet was updated successfully.
09/06/2018	**********Dealer Contact********** SA Keith was contacted and he stated that as of right now, the technician is working on the passenger side sliding door and waiting on the parts to come in, one being the start stop battery. Also, for the transmission, the technician is cleaning it up really good to test drive it and see if he needs to pull out the transmission to reseal it on the pump side or if there is a leak elsewhere possibly in the pan/gasket. **********
09/06/2018	**********Customer Contact********** CM attempted to reach customer at 11:49AM, no answer, left VM **********
09/07/2018	**********Dealer Contact********** CM attempted to reach SA Keith, SA Keith stated that the technician has ordered SA to order the front pump for the fluid leak in the transmission. SA stated he spoke with customer yesterday and informed him. ********** **********Customer Contact********** CM attempted to contact customer at 10:34AM, no answer, left VM **********
09/10/2018	**********Dealer Contact********** CM attempted to contact SA Keith. SA David answered and transferred CM. SA David assisted CM since SA Keith was unavailable. SA David informed CM that the customer's vehicle is completed and shows as pre-invoiced. The sliding door latch and front passenger door latch was replaced as well as the start stop battery and transmission pump. SA David also informed CM that the customer's vehicle was picked up. **********
09/10/2018	**********Customer Contact********** CM attempted to contact customer at 10:45AM, no answer, left VM **********
09/12/2018	**********Dealer Contact********** CM attempted to contact SA Keith. SA Keith did not answer, unable to leave VM. **********
09/12/2018	**********Customer Contact********** CM attempted to contact customer at 11:13AM, no answer, left VM. **********

Date	Comment
09/13/2018	**********Customer Contact********** Customer was contacted and stated that everything with the van is great but he is unsatisfied due to not getting any check engine lights or DTC's. Customer's wife went to turn left and the vehicle died without any warning. Customer was aware his concern would be documented and case would be closed. **********
09/13/2018	**********Customer Email Address Updated********** Customer has updated the email address from [redacted] to [redacted] for further communication or for surverys.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/04/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/04/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	37,100 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**ntact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	PRINCE FREDERICK	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60350	PRINCE FREDERICK CHRYSLER JEEP		**Dealer Phone**	4105351200
Dealer Address	265 SOLOMONS ISLAND ROAD				
	PRINCE FREDERICK		MD	20678 5311	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	O
Subject	Power Sliding Door Both Sides - Other				
Synopsis	Repairs will be OOP no GW will be provided				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/04/2018 02:48 PM	Open
09/04/2018 03:00 PM	Closed
09/29/2018 03:14 PM	Closed

Initial Description

0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,Power Sliding Door Both Sides - Other

Case Comments

Date	Comment
09/04/2018	Customer is calling stating that the power sliding door axel is broken, and the vehicle no longer falls under the basic warranty (36,000 miles or 36 months). Customer would like CAC to cover the repair cost on the vehicle, agent informed the customer that the repairs will be an OOP expense due the fact the vehicle is OOW basic warranty and there is no service contract on the vehicle.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/04/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/15/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	38,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	LAKE ELSINORE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45189	DCH CHRYSLER DODGE JEEP RAM FIAT		**Dealer Phone**	9516760010
Dealer Address	26845 YNEZ RD				
	TEMECULA		CA	92591 4695	USA
Dealer Zone	California	**Sales District**		**Service District**	N
Subject	rear passenger side door does not lock				
Synopsis	The reimbursement check has been sent.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/04/2018 03:06 PM	Open
09/29/2018 01:06 PM	Open
10/03/2018 12:02 AM	Closed
10/05/2018 07:39 PM	Reopen
10/15/2018 03:57 PM	Closed

Initial Description

0124000000-Product,Air Conditioning / Heater,Unknown,Other,Default,Air Conditioning / Heater Inquiry,customer seeking cost assistance
0108250000-Product,Electrical,Power Door Lock / Deck Lid,Other,Unknown,Power Door Lock / Deck Lid - Defective,rear passenger side door does not lock

Case Comments

Date	Comment
09/04/2018	Briefly summarize why the customer is contacting Chrysler: Customer calling in about vehicle concern. She states last year the same thing was happening and they replaced the compression valve. She states they are saying itÂ's not a leak but the Freon is low and they donÂ't know why. She states that they are also saying they are unable to duplicate. She states for the door concern the DLR is saying it needs an actuator. She states the door concern will cost $750 and AC will cost $156. Briefly summarize what the customer is expecting: cost assistance *DLR contact** Agent contacted DLR and asked for SA Marcella. Agent was on hold for 2 minutes and had to disconnect. ***Agent Advised** Agent referred to AC 22330 Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] arliest call time: 8 am Latest call time: 8 pm Updates via text: Y[redacted] Updates via email: Y[redacted] Vehicle location: customer Date and Time of Appointment: 9/4/18 Confirmed appointment with: N/A Customer in rental: N/A Authorized by: N/A Rental start date: N/A Reassign to 97X
09/05/2018	Status update provided via email to the following email address: [redacted] Hello there, I'm Tyrone, your case manager. I just wanted to reach out to you and inform you that your case has been properly escalated. I will gather some information about your issue from my resources, and the dealership. I will be in contact with you again after I have gathered all necessary information. End of Status Update
09/06/2018	Begin Customer Message reviewed: Thank you for reaching out so quickly Tyronne. I appreciate any and all assistance you can offer in order to resolve this situation. The service writer was great and kind and I don't want to ruffle any feathers, I'd just like to get my practically new van fixed. I look forward to hearing from you soon[redacted] End of Reviewed Customer message
09/10/2018	- CM dialed [redacted] CM contacted the customer to give the customer options on what we can do moving forward. CM confirmed her that she can take the vehicle back to lake Elsinore, and CM can reach out to some of the corp. resources for assistance, or she can get a second opinion from a DL that she is more comfortable with. She asked what happens if she takes that vehicle back to the Elsinore and they say that it may not be the compressor. CM stated that would back up the DL in whatever they decide because they are not technicians. She stated that she would take the vehicle to another DL. CM stated that they would text so she can let them know when she has made an appointment. End of Update.
09/10/2018	[redacted] has been activated for text message communication.
09/10/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4030TW****** Hi there Tyrone here. Sorry for the delay. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
09/14/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4030TW****** Hello there I just wanted to reach out and see if you were able to get the vehicle into a different dealership? *****END OF TEXT MESSAGE SENT TO CUSTOMER******
09/14/2018	Text message received from [redacted]
09/18/2018	Agent contacting , Customer to see if he has taken vehicle to a different DL, Customer stated that she has not been able to take vehicle to a different DL, Customer made an apt with . Temecula dodge ,phone number (851-225-4541) SA rudy .
09/19/2018	Text message received from [redacted]

Date	Comment
09/19/2018	********** Start SMS Reply From Customer ********** Phone Number [redacted] ecieved Date: Fri Sep 14 14:37:10 EDT 2018 Text: Hi Tyrone, I haven't yet. I plan on taking it Temecula Dodge tomorrow am Phone Number: [redacted] Recieved Date: Wed Sep 19 00:39:46 EDT 2018 Text: I have an appt Tuesday at 8:30 at DCH Temecula ********** End SMS Reply From Customer **********
09/19/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4030TW****** Okay great! Thanks for the update, sorry for the delay I was out of the office on Monday. Let me know when the vehicle is at the dealership. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
09/19/2018	Text message received from [redacted]
09/19/2018	CM will wait for customer to inform them that their vehicle is at the DL.
09/19/2018	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Wed Sep 19 13:10:40 EDT 2018 Text: Ã°ÂŸÂ'Â? ********** End SMS Reply From Customer **********
09/20/2018	Waiting for the customer to bring the vehicle into the DL.
09/25/2018	Text message received from [redacted] ext message received from [redacted]
09/25/2018	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Tue Sep 25 11:42:09 EDT 2018 Text: Hello Tyrone, I'm here at DCH Dodge and Jordan Groff is taking care of me. Can you give me a call please? He stated he needs my vehicle all day and I hav Phone Number: [redacted] Recieved Date: Tue Sep 25 11:42:10 EDT 2018 Text: e[redacted]o pick up from school and take to practice. I was wondering if I can get a loaner vehicle for the day ********** End SMS Reply From Customer **********
09/25/2018	- CM dialed [redacted] CM contacted the customer to inform her of how they can assist with the loaner vehicle. CM stated that they will reimburse her for one day of rental so she is able to continue her day. She stated that the her SA Jordan informed her that they should have it completed by the end of the day. CM stated that they would give her a call once they have an update. End of Update.
09/26/2018	Text message received from [redacted]
09/26/2018	Text message received from [redacted]
09/26/2018	********** Start SMS Reply From Customer ********** Phone Number: [redacted] ecieved Date: Tue Sep 25 20:51:37 EDT 2018 Text: Hi Tyrone, the service advisor Jordan Groff would like to talk to you at your earliest convenience 951-491-2161 is his direct number Phone Number: [redacted] Recieved Date: Wed Sep 26 00:33:48 EDT 2018 Text: Good Morning Tyrone, have you gotten a chance to call Jordan at DCH Dodge ********** End SMS Reply From Customer **********
09/26/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4030TW****** I am giving him a call now. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
09/26/2018	Text message received from [redacted]
09/26/2018	********** Start SMS Reply From Customer ********** Phone Number: [redacted] Recieved Date: Wed Sep 26 15:11:37 EDT 2018 Text: You're the best, thank you ********** End SMS Reply From Customer **********
09/26/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4030TW****** No problem. *****END OF TEXT MESSAGE SENT TO CUSTOMER******
09/26/2018	- CM contacted the DL. CM was not able to speak with the customer's SA. CM LVM for them stating that they are looking for an update on the customer's vehicle. CM provided their contact information. End of update.
09/26/2018	- CM received a call from SA Jordan. He stated that they will be assisting with the repairs with a $100 deductible for the customer. He stated that the customer is still within the DL goodwill so they will be assisting. He stated that they will add the loaner vehicle on with the repairs. He stated that the AC is completed but the door part is coming in tomorrow so the vehicle should be by Friday. CM Thanked him for assisting, and for the update on the vehicle. CM stated that they would follow up with him about the repairs on Friday. End of Update.
09/28/2018	- CM contacted the DL. CM was not able to speak with the customer's SA. CM LVM for them stating that they are looking for an update on the customer's vehicle. CM provided their contact information. End of update.
09/28/2018	- CM dialed [redacted] contacted the customer to inform her that they did try and get in contact with SA Jordan. She stated that they has been in contact with him. He stated that she can pick up her vehicle 3pm or 4 pm. CM stated that that is great. She stated that this experience has been amazing that this DL. She stated that the DL restored her faith in the brand. She stated between the her CM and SA this has been great! CM thanked her and stated that they would give her a call in Tuesday for an update on the repairs. End of Update.
10/05/2018	Text message received from [redacted] Text message received from [redacted] fter CAIR was closed
10/05/2018	****** Below Customer Contacted for Documentation Request ***** [redacted] n 2018-10-05 @ 15:39
10/05/2018	- CM dialed [redacted] CM provide the customer with next step directions. End of Update.
10/09/2018	CM dialed [redacted] Cm contacted the customer to inform her that they have sent her a new Document request link for the rental reimbursement.

Email(s)

Date	10/01/2018	***Subject***	Thank you for reaching out so quickly Tyronne. I a		
From		***To***		***Sent Date/Time***	09/05/2018 22:07 PM

Thank you for reaching out so quickly Tyronne. I appreciate any and all assistance you can offer in order to resolve this situation. The service writer was great and kind and I don't want to ruffle any feathers, I'd just like to get my practically new van fixed. I look forward to hearing from you soon.

[redacted]

Date	10/09/2018	***Subject***	Case Acknowledgemer[redacted]		
From	chryslercustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/09/2018 16:45 PM

Dear [redacted]

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

You may reply to this email with a copy of the receipt and proof of payment to submit for reimbursement.
Your case number is [redacted]

Thank you

Tyrone
Fiat Chrysler Automobiles Customer Care Specialist

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

Date	10/09/2018	***Subject***	Re: Case Acknowledgement [redacted]		
From	[redacted]	***To***	chryslercustomercare@fcagroup.com	***Sent Date/Time***	10/09/2018 17:42 PM

Attached please find the rental receipt for case number [redacted]

On Tue, Oct 9, 2018 at 9:45 AM Chrysler Customer Care <
chryslercustomercare@fcagroup.com> wrote:

>
> [image: Header]
> Dear [redacted]
>
> Thank you for allowing Chrysler Customer Care an opportunity to address
> your concern. Our primary focus is your satisfaction.
>
> You may reply to this email with a copy of the receipt and proof of
> payment to submit for reimbursement.
> Your case number is [redacted]
>
>
>
>
> Thank you
>
> Tyrone
> Fiat Chrysler Automobiles Customer Care Specialist
> [image: Footer]
> The content of this message is confidential. If you have received it by
> mistake, please inform us by an email reply and then delete the message.
> The integrity and security of this email cannot be guaranteed over the
> Internet. Therefore, the sender will not be held liable for any damages
> caused by the message. Finally, the opinions disclosed by the sender do not
> necessarily reflect those of FCA US, therefore FCA US refuses to take any
> liability for any damages caused by the content of this email.
>
[redacted]

Date	10/12/2018	***Subject***	Re: Case Acknowledgement [redacted]		
From	chryslercustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/12/2018 19:35 PM

Hi there,

I just wanted to reach out and let you know that I did receive the document for the rental. I will get the check processed today. I will take about 15 days before it gets to you.

---------- Original Message ----------
From: [redacted]
Sent: 10/9/2018 1:42 PM
To: chryslercustomercare@fcagroup.com
Subject: Re: Case Acknowledgemen[redacted]

Attached please find the rental receipt for case numbe[redacted]

On Tue, Oct 9, 2018 at 9:45 AM Chrysler Customer Care <
chryslercustomercare@fcagroup.com> wrote:

>
> [image: Header]
> Dear[redacted]
>
> Thank you for allowing Chrysler Customer Care an opportunity to address
> your concern. Our primary focus is your satisfaction.
>
> You may reply to this email with a copy of the receipt and proof of
> payment to submit for reimbursement.
> Your case number is [redacted]
> .
>
>
>
> Thank you
>
> Tyrone
> Fiat Chrysler Automobiles Customer Care Specialist
> [image: Footer]
> The content of this message is confidential. If you have received it by
> mistake, please inform us by an email reply and then delete the message.
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[redacted]

Date	10/12/2018	***Subject***	Re: Case Acknowledgement[redacted]		
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From: [redacted]]
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To: chryslercustomercare@fcagroup.com
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> necessarily reflect those of FCA US, therefore FCA US refuses to take any
> liability for any damages caused by the content of this email.
>
>
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/04/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/04/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	32,707 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	EAST PALESTINE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45189	DCH CHRYSLER DODGE JEEP RAM FIAT		**Dealer Phone**	9516760010
Dealer Address	26845 YNEZ RD				
	TEMECULA		CA	92591 4695	USA
Dealer Zone	California	**Sales District**		**Service District**	N
Subject	Sliding door not working				
Synopsis	Sliding door issue. Customer seeking coverage. Referred to DLR for diagnosis. survey bypass applied - no diagnosis				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/04/2018 04:07 PM	Open
09/04/2018 05:57 PM	Closed
09/29/2018 04:59 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,survey bypass applied - no diagnosis
0108029900-Product,Electrical,Power Sliding Door,Complete Failure,Both Sides,Power Sliding Door Both Sides - Complete Failure,Sliding door not working

Case Comments

Date	Comment
09/04/2018	Briefly summarize why the customer is contacting Chrysler: Customer states sliding door was making buzzing sound before and now will not open at all. Briefly summarize what the customer is expecting: Customer seeking coverage for repair. ***Agent Advised*** Advised customer basic and PT coverage. Advised customer would have to get vehicle diagnosed to determine coverage. Advised customer DLR# 45189
09/04/2018	based on zip provided. Customer states will have vehicle diagnosed.
09/05/2018	Customer stated she would like it known that these vehicles are having issues with the sliding doors becoming stuck and not opening. Advised customer a case has been made and the issue has been documented. Customer already has appointment with local dealer to have issue fixed.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/04/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/05/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	74,130 Miles	**Market**	U	**Language**	English
Contact Email	nobody@external.fcagroup.com	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	HAINES CITY	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60524	POSNER PARK CHRYSLER DODGE JEEP RA		**Dealer Phone**	8634383333
Dealer Address	42650 HIGHWAY 27				
	DAVENPORT		FL	33837 6850	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	C
Subject	Electrical Inquiry				
Synopsis					
Customer Anomaly	Electronics				
	Gear Electronics				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	13	Vehicle transmission shifting issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/04/2018 06:29 PM	Open
09/05/2018 04:29 PM	Closed
09/29/2018 04:53 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108000000-Product,Electrical,Unknown,Other,Default,Electrical Inquiry,Electrical Inquiry

Case Comments

Date	Comment
09/04/2018	Customer called in he was inquiring about warranty information. He stated that his passenger side inside door is not locking manually and it's an electrical issue. I did inform him that things like that would be covered under basic warranty, but it all depends on dealer diagnoses. He did also state that a brake light comes on, but his brakes are fine. I informed him that it could be an sensor issue which is also covered under basic warranty, but it also depends on dealer diagnoses as to what is covered. Customer was also was inquiring about where to put the transmission fluid at. I informed him that he would need to take his vehicle into the dealer since I didn't want to tell him the wrong information.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/06/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/21/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	38,964 Miles	**Market**	U	**Language**	English
Contact Emai	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	PLEASANT PRAIRIE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	65062	PALMEN MOTORS INC		**Dealer Phone**	2626973100
Dealer Address	5431-75TH STREET				
	KENOSHA		WI	53142 3601	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	I
Subject	door handle inquiry				
Synopsis	Seeking GW on rear door latch repair. 9/07/18 2 cc's made; EM'd SD at DLR - business case and sent T2 Funnel Questions. Sent TTD'S/Task to DLR - D-17-18. S/PD Jay granted DGW w/$150 deductible. Cust. accepted offer. Appt. 9/19/18 early am dropoff. 9/20/1				
Customer Anomaly					
Contact Reason	C157	Launch Of New Vehicle Information	**Customer Anomaly**		
Reason Code	Sales - Information & Assistance requests - Marketing - Vehicle commercial info - Product launch				

Case Status History

Create Date	Status
09/06/2018 02:30 PM	Open
09/21/2018 05:01 PM	Closed
09/29/2018 06:06 PM	Closed

Initial Description

0467000000-Corporate,Goodwill Escalation Matrix,Escalated,Default,Default,Goodwill Escalation Matrix - Escalated,Dealer cost assistance
0426000000-Corporate,Product Information,Default,Default,Default,Request for Product Information,door handle inquiry

Case Comments

Date	Comment
09/06/2018	customer called in stating vehicle door handle needs to be replaced.. customer states she took vehicle to dlr 65062 and they advised her they have to take the whole door apart and the cost is 1500.00. expense is out of pocket due to vehicle not being under basic warranty. customer would like to have assistance with getting vehicle repaired. agent contacted dlr 65062 and spoke to SA Paul and he advised customer brought vehicle in with the rear door not working properly. Sa states the door will not open manually, with the door switch, or key fob. Sa stated there was no damage to the vehicle and the vehicle was diagnosed as needing a latch as well as two appliques on the door, the vehicle is experiencing an electronic malfunction.
09/06/2018	Customer seeking assistance with: cost assistance Customer expecting: to get vehicle repaired Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: 8 AM Latest call time: 10 PM Updates via text: Y [redacted] Updates via email: Y [redacted] Vehicle location: Customer Date and Time of Appointment: 09/05/2018 @ 3:00 PM Confirmed appointment with: Sa Paul @ PALMEN MOTORS INC - 65062 Customer in rental: n/a Authorized by: n/a Rental start date: n/a
09/06/2018	Reassigned to CM
09/07/2018	- ***** In-Service Date: 06/16/2016 Original Owner: YES Mileage: 38,964 Vehicle purchase loyalty: 3 (1 new, 2 used) Multiple Repairs/ Previous related repairs: NO / NO MVP plans: NO Other: BASIC Warranty expired at 36,000 miles
09/07/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] LVM Intro for customer.
09/07/2018	Status update provided via email to the following email address: [redacted] My name is Jane and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have: • Your case number is [redacted] The FCA Case Management telephone number is: 1-844-827-2003 • My direct extension for leaving a Voice Mail is: 3020196 • To reach me directly, please call the FCA Case Management phone and ask any Case Manager to locate me for the call during my work hours • FCA Case Management's hours are: 7:00 am – 7:00 pm Central Time, Monday through Friday • My work hours are: 10:30 am - 7:00 pm Central Time, Monday through Friday. Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation! End of Status Update

Date	Comment
09/07/2018	Task To Dealer: - Customer [redacted], 2016 CHRYSLER TOWN & COUNTRY TOURING WAGON, 38,964 miles Please reply to Task to Dealer, or call in to Case Management. JP1738, FCA Case Manager, Phone 1-844-827-2003, New Extension 3020196 (to leave Voicemail) - CM sent 4 Texts to Dealer - T2 - D2D - Warranty Bulletin D-17-18: ATTENTION: SERVICE MANAGER Customer Care is sending this CAIR because this customer appears to fall within the scope of Warranty Bulletin D-17-18 – Warranty Goodwill and Consumer Goodwill Guidelines. ***** Please follow the guidelines set forth in this bulletin to come to a resolution. If the customer's request is beyond the limits found within D-17-18, it will require Area Manager documented pre-approval via the DM NOTES application. ***** All offers or denials will be delivered to the customer, with an appropriate explanation, by the dealer or the Area Manager. ***** If this repair falls under the Digital Imaging process or the Powertrain Service Center you will need to follow all associated processes and requirements for claim approval including tech training requirements. Notification of an Assigned Task sent to Dealer at email:JKnobbe@palmen.com
09/07/2018	*****Emailed S/PD Jay, cc'd TL SL1042***** I have a candidate for possible Dealer cost assistance under D-17-18 Warranty Bulletin. The customer [redacted] is out of the BASIC warranty by around 3,000 miles and is still under by time, she is original owner, has brand loyalty of 3 vehicles and purchased the current Chrysler Town & Country at your Dealer. I sent the Texts and Task to Dealer about D-17-18 as required under FCA Case Management policy. We are requesting you review the situation for Dealer cost assistance. Case is already documented with description of the issue by the Service Advisor Paul: - SA Paul stated the door will not open manually, with the door switch, or key fob. SA stated there was no damage to the vehicle and the vehicle was diagnosed as needing a latch as well as two appliques on the door, the vehicle is experiencing an electronic malfunction. Here are the questions we require to be filled-out by a Service Manager or high level person, which we will add to the case. This is a new case and I made 2 contacts to the customer - I left her a voicemail and emailed her - and am awaiting her response so I can discuss the case with her. I will be following-up on the case again on Monday, 9/10/18. [INSERTED T2 FUNNEL QUESTIONS]
09/07/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully.
09/10/2018	*****Received Voicemail from customer, 9/07/18, 2:19 pm***** Received message [CM LVM, sent Intro email]
09/10/2018	*****Received email reply from S/PD Jay, Fri 9/7/2018 4:57 PM***** What is the full diagnosis? NEEDS NEW LATCH AND APPLIQUES Is the concern a result of misuse/abuse/lack of maintenance? NO Could the customer have caused/prevented concern? NO Is the concern related to age and mileage? YES Is vehicle maintained? YES What is the general condition of the vehicle? GOOD Have there been any previous related repairs? NO Have there been any previous out-of-pocket repairs? MAINTENANCE What is the estimated cost of the repair? 1440.00 When could it be completed? NEXT WEEK Do you feel this customer should receive assistance? SURE, WHY NOT Has this customer been provided assistance previously? I DON'T KNOW Would you be willing to provide assistance? (co-pay, D-17-18, discount) CUSTOMER WOULD PAY $150
09/10/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] | Customer only paid $70 to figure out what was wrong with it. The DLR explained that they have to take a lot of pieces off to get to that part of the door. Customer wants to go ahead, accepts offer. Customer contact preferences: 1. phone 2. texts on same phone 3. emails okay too Mileage seems correct too - a little bit higher since at Dealer. CM checked email - she said [redacted] m is the correct email for her phone. [redacted]
09/10/2018	Customer does got to PALMEN MOTORS for her maintenance. [redacted] is the principal driver of the vehicle. Just herself, her family and grandkids in the vehicle, not used for business.
09/10/2018	**********Customer Email Address Updated********** Customer has updated the email address from [redacted] to [redacted] for further communication or for surverys.
09/10/2018	Status update provided via email to the following email address:
09/10/2018	[redacted] My name is Jane and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have: • Your case number is [redacted] • The FCA Case Management telephone number is: 1-844-827-2003 • My direct extension for leaving a Voice Mail is: 3020196 • To reach me directly, please call the FCA Case Management phone and ask any Case Manager to locate me for the call during my work hours • FCA Case Management's hours are: 7:00 am – 7:00 pm Central Time, Monday through Friday • My work hours are: 10:30 am - 7:00 pm Central Time, Monday through Friday. Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation! End of Status Update
09/10/2018	*****Emailed S/PD Jay, cc'd TL SL1042***** Customer accepted offer. Dealer can go ahead and order parts, if not already in stock.
09/17/2018	*****OUTBOUND DEALERSHIP CONTACT***** PALMEN MOTORS INC | 65062 | 262-697-3110 | PA Paul said he sees a sliding door latch and some appliques. Ordered on Sep. 13th, came in on Sep. 14th.
09/17/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] 4858 | Customer says she called the Dealer on Sep. 14th. They were looking into the parts. CM told customer she just spoke to Dealer Parts and her parts came in on 9/14/18. CM asked customer when she would like to go back for the repairs. Almost any day except Thursday will work for the customer. Customer wanted to confirm how long the repairs would take. Customer did 3-way with CM and Dealer to set appointment for 9/19/18, 8-8:30 am dropoff.
09/17/2018	*****OUTBOUND DEALERSHIP CONTACT***** PALMEN MOTORS INC | 65062 | 262-697-3110 | CM spoke to S/PD Jay. Repairs take about 4 hours total - can set up a schedule for Wed. or Fri. Customer was warm transferred into the call with Jay. Customer can come in for Wed. 8-8:30 am dropoff. S/PD Jay made a note of the appointment for the customer.
09/19/2018	- appt. 9/19/18 - 8-8:30 am dropoff - follow-up with Dealer and customer on 9/20/18
09/20/2018	*****OUTBOUND DEALERSHIP CONTACT***** PALMEN MOTORS INC | 65062 | 262-697-3110 | Service says it was picked up - they know this because the records for it are now gone.
09/21/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] | CM spoke to customer. Rear door latch was repaired and it is working fine now. The Dealer goodwill as agreed upon went okay. Customer says she is very happy that we were able to help her with the cost of the repair. CM told customer that she appreciated the customer taking the time to work with Case Management and the dealership to resolve their concerns. CM told customer that at this point, as their vehicle concerns are resolved, the CM will be closing the customer's file. CM told customer that, if she has any questions or difficulties in the future with the vehicle, to give us a call. CM advised customer she would be sending an email regarding the closure of customer's case.
09/21/2018	Status update provided via email to the following email address: [redacted], I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future. Your Case Number is: [redacted] The FCA Case Management Telephone Number is: 1-844-827-2003 My Direct Extension is: 3020196 Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being an FCA customer. It has been a pleasure working with you, all the best! Jane | FCA Case Manager Phone: 1-844-827-2003| Ext. 3020196 End of Status Update
09/21/2018	CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer's concerns as documented in the reason codes have been addressed with the customer.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/10/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/10/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	54,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	ANTIOCH	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	44898	BEAMAN CHRYSLER DODGE JEEP RAM		**Dealer Phone**	6158955092
Dealer Address	1705 S CHURCH ST				
	MURFREESBORO		TN	37130 5599	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	S
Subject	door is locking and defective				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/10/2018 04:34 PM	Open
09/10/2018 04:47 PM	Closed
09/29/2018 05:52 PM	Closed

Initial Description

0457000000-Corporate,Complaint Contact,Default,Default,Default,Complaint Contact,customer feels she should not have pay for defective part
0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,door is locking and defective

Case Comments

Date	Comment
09/10/2018	Briefly summarize why the customer is contacting Chrysler: customer states she her sliding door is defective and came like this when she brought the vehicle. customer states she does not want to pay for the vehicle because it came this way. customer does understand she is out warranty. Briefly summarize what the customer is expecting: customer wants cost assistances for the door to be fixed. agent advised customer that he will document everything.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYT53	**Vehicle**	CHRYSLER TOWN & COUNTRY S WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/10/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/12/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	35,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	NORTH LAS VEGAS	**Caller Country**	USA	**Caller Postal Cod**	
Customer					
Customer Address					
Dealer	45625	SAHARA CHRYSLER JEEP DODGE RAM		**Dealer Phone**	8005065050
Dealer Address	5050 W SAHARA AVE				
	LAS VEGAS		NV	89146 3400	USA
Dealer Zone	West	**Sales District**		**Service District**	J
Subject	Air Conditioning Rarely Works				
Synopsis	Customer Complaint				
Customer Anomaly	HVAC				
	Cooling/Heating				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	62	Cooling and heating issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/10/2018 08:30 PM	Open
09/12/2018 08:06 PM	Closed
09/29/2018 09:46 AM	Closed

Initial Description

0205022159-Dealer,Service/Body Shop,Personnel,Discourteous/ Rude,Body Shop Management,Discourteous Body Shop Management,Body Shop was "Rude" to Customer
0205020000-Dealer,Service/Body Shop,Personnel,Other,Unknown,Service Personnel Inquiry,Discontent with Dealership Service
0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0123251102-Product,Body / Trim / Paint Finish,Seat Upholstery,Broken, Cracked,Front-Driver,Left Front Seat Upholstery - Cracked,Armrests on Seats Cracked
0108029900-Product,Electrical,Power Sliding Door,Complete Failure,Both Sides,Power Sliding Door Both Sides - Complete Failure,Switch no longer works
0124005700-Product,Air Conditioning / Heater,Unknown,Inoperative,Default,Air Conditioning / Heater - Inoperative,Air Conditioning Rarely Works

Case Comments

Date	Comment
09/10/2018	Briefly summarize why the customer is contacting Chrysler: Customer called to complain about a history of issues with her husbands vehicle. [redacted]alled says she no longer wants her vehicle as she has had so many issues with it. She states she has had issues with the switches on the driver side door, the upholstery on the drivers seat armrest is cracking, there was a dent on the vehicle upon purchase, the seats won't flip, there is a load "siren" noise when the doors lock, and the dealership is not being helpful in assisting in with any of these issues and were being rude. Briefly summarize what the customer is expecting: Agent listened to customers concerns and informed her of her existing warranties and let her know the agent would record her concern. Agent Workbench was not working at the time of call so agent was unavailable to update information.
09/12/2018	see next step

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	Model Year	2016	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	09/12/2018	CAIR Type	Regular	Status	Closed
Close Date	09/12/2018	Origin	Telephone	Reason	New problem
Mileage	35,300 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	DAYTON	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	61998	WESTBORN CHRYSLER DODGE JEEP RAM,		Dealer Phone	3135623200
Dealer Address	23300 MICHIGAN AVENUE				
	DEARBORN		MI	48124 2030	USA
Dealer Zone	Great Lakes	Sales District		Service District	B
Subject	door wont open close properly				
Synopsis	close				
Customer Anomaly	Body				
	Sheet Metal				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	8	Sheet Metal Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/12/2018 04:08 PM	Open
09/12/2018 04:48 PM	Closed
09/29/2018 05:06 PM	Closed

Initial Description

0205022100-Dealer,Service/Body Shop,Personnel,Discourteous/ Rude,Unknown,Discourteous Service Department,Discourteous Service Department
0123025100-Product,Body / Trim / Paint Finish,External Ornamentation,Improper Installation/Missing,Unknown,External Ornamentation - Improper Installation / Missing,door wont open close properly

Case Comments

Date	Comment
09/12/2018	Customer seeking to report poor service experience. Brittney] at Performing [INSERT DETAILS OF EXPERIENCE HERE].Customer states he has an issue with sliding door doesn't open and close he made an appointment to bring vehicle to get service he ask if he need to be drop off he was told no it will only take 15 minutes we he got to dealer Britney advise customer it will take for the diagnose takes several hrs at least . customer ask Brittney if they can provide a loaner and she states after diagnose is done and if vehicle stay over night customer ask Brittney how is going to get home Brittney state he had to figure out the advisor came after diagnose and advise customer they had to order a part and vehicle be ready tomorrow at 12:00 noon he advisor agree to take customer home the next day
09/12/2018	service department manager states the order the part but the wrong part was in the box customer states he never got an apology from any body on the service department he feels very frustrate that service department feels is the customer fault and never try to accommodate customer . agent apology to customer states she will call dealer and try to speak with service manager was send to a full voice mail .•We take your complaints seriously. We regret the fact that you have encountered this issue. We are committed to an improved focus on customer satisfaction. •In the meantime, I certainly would suggest for you to pursue the matter directly with dealership management for further resolution. •Your concern has been documented.
09/13/2018	customer called back because he doesn't have a vehicle, Customer stated that he wants his vehicle back fixed or not fixed because everyone is evacuating to OH and there's no vehicle and customer must have a vehicle. Customer informed that nobody at the DLR answers and he needs his vehicle back. Agent contacted DLR and didn't got a hold of them. Agent provided the receptionist the information of the customer and she will pass it along. Customer stated that he will never get a call back. Customer informed that he has the number for Chrysler Corporate in Downtown, OH and he will call them next. Customer disconnected

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/12/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/14/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	37,564 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	WAKE FOREST	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	44517	DODGE-CHRY-JEEP OF VACAVILLE		**Dealer Phone**	7074498900
Dealer Address	681 ORANGE DRIVE				
	VACAVILLE		CA	95687 3100	USA
Dealer Zone	California	**Sales District**		**Service District**	H
Subject	Right sliding door doesn-t lock				
Synopsis	1. Seeking a DLR to complete his vehicle repair 2. Agent contacted DLRs in area to find a DLR to assist. 3. Agent provided DLR information for DLR in area.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/12/2018 06:34 PM	Open
09/14/2018 02:32 PM	Closed
09/29/2018 04:08 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,Right sliding door doesn-t lock

Case Comments

Date	Comment
09/12/2018	Briefly summarize why the customer is contacting Chrysler: Customer states he is currently travelling and he noticed the right sliding door does not lock. Customer advised he is trying to find a DLR near Sacramento, CA that can work on his vehicle on Friday, September 14th, 2018. Customer advised he spoke with the 4 closest DLRs to his current location. Customer is seeking information on what is covered by the MVP Service Contract. Briefly summarize what the customer is expecting: Customer is seeking assistance with locating a DLR that can repair his vehicle on 09/14/2018. Agent contacted Hoblit Chrysler and was advised they are fully booked. Agent contacted Autonation of Roseville and they are fully booked. Agent reached out to Dodge-Chry-Jeep of Vacaville and was advised the service department is a first come first serve basis. Agent provided the customer with the contact information for Dodge-Chry-Jeep of Vacaville (44517). Agent transferred customer to Cara at MVP Service Contracts for further contract information.
09/14/2018	see next step

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	Model Year	2016	Brand	DODGE
Body	RTKM53	Vehicle	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	09/12/2018	CAIR Type	Regular	Status	Closed
Close Date	09/14/2018	Origin	Telephone	Reason	New problem
Mileage	54,500 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	LITTLE ROCK	Caller Country	USA	Caller Postal Cod	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	X7529	BUDGET RAC MEMPHIS		Dealer Phone	9012715812
Dealer Address	1110 Northchase Parkway Suite 200				
	Marietta		GA	30067 6409	USA
Dealer Zone		Sales District		Service District	
Subject	Trunk / Deck Lid / Hatch Hardware Inquiry				
Synopsis	Unable to extend goodwill				
Customer Anomaly	Body				
	Trunk				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	7	Trunk Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/12/2018 08:43 PM	Open
09/14/2018 05:29 PM	Closed
09/29/2018 01:04 PM	Closed

Initial Description

0123030020-Product,Body / Trim / Paint Finish,Body Hardware,Other,Trunk/Deck Lid/Hatch,Trunk / Deck Lid / Hatch Hardware Inquiry,Trunk / Deck Lid / Hatch Hardware Inquiry

Case Comments

Date	Comment
09/12/2018	Customer states his passenger sliding door will not lock manually or otherwise for the past 2 weeks. DLR Steve Landers in Little Rock AZ diagnosed and quoted a price of 900.
09/13/2018	Steve Landers Chrysler Dodge Jeep Ram 401 Colonel Glenn Plaza Loop Little Rock, AR 72210 (888) 380-4761 SM Craig Noteboom Customer falls under DLR goodwill consideration Customer has Service Contract Time/miles equal to or less than 2 years/24,000 miles of the component's expired basic Customer is very upset that vehicle is 3 years old and won't be locked manually or electrically
09/14/2018	Agent called over to the DLR to see if there is any GW assistance from the DLR that can be given, agent spoke to SA Chris sliding door needs a door latch to see what no goodwill assistance because the customer gave them a bad survey, agent let the customer know that he doesn't meet GW assistance for the cost of repair because of the protocol and the DLR wasn't able to give GW assistance.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/17/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/06/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	41,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	LITTLE FALLS	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	68871	BRANDL MOTORS		**Dealer Phone**	3206322908
Dealer Address	14873 113TH ST				
	LITTLE FALLS		MN	56345 6378	USA
Dealer Zone	Denver	**Sales District**		**Service District**	P
Subject	side door lock is not working				
Synopsis					
Customer Anomaly					
Contact Reason	C83	Request For Goodwill Reimbursement	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Product - Reimbursement request - Compensation/Goodwill				

Case Status History

Create Date	Status
09/17/2018 04:31 PM	Open
09/19/2018 04:07 PM	Closed
09/21/2018 02:02 PM	Reopen
09/29/2018 04:21 PM	Open
11/06/2018 06:20 PM	Closed

Initial Description

0467000000-Corporate,Goodwill Escalation Matrix,Escalated,Default,Default,Goodwill Escalation Matrix - Escalated,side door lock is not working

Case Comments

Date	Comment
09/17/2018	Customer seeking that Chrysler pay for the repair of her side door lock. Customer stated that it is all over the internet that there is a problem with late model vehicles having this problem. Customer stated that she wants it documented that she is a loyal Chrysler customer and would like to continue feeling good about the brand. Caller wants a call back from higher up regarding her request that Chrysler pay for the repair of the door.
09/17/2018	Customer seeking assistance with: payment for the repair of her lock [Insert Vehicle Concern]. Customer expecting: Chrysler to pay for the repairs [Insert Request]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: anytime Latest call time: anytime Updates via text: Y/N [Mobile number] N Updates via email: Y/N [Email address] N Vehicle location: [Customer/Dealer/IRF] Date and Time of Appointment: [Insert Date and Time]. Confirmed appointment with: [Dealer and Dealer Contact] Customer in rental: Y/N N Authorized by: Rental start date: [Date]
09/19/2018	Customer doesn't have an apt. SBP
09/21/2018	customer called back and wanted to know why they did not get a call back they did try to have there case sent up to a case manager but they didn't have a appointment at the dealer or a diagnostic so I told the customer for us to escalate a case the vehicle would at least need a appointment or a diagnostic so I called the dealer for the customer and told them to call back
09/21/2018	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Survey By Pass - No Diagnosis

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/18/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/14/2019	**Origin**	Letter	**Reason**	New problem
Mileage	70,518 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	TEXARKANA	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	26212	LANDERS CHRYSLER DODGE JEEP		**Dealer Phone**	5013164400
Dealer Address	7800 ALCOA RD				
	BENTON		AR	72019 8535	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	T
Subject	Passenger sliding door malfunctioning				
Synopsis	CLOSED				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/18/2018 09:31 PM	Open
09/29/2018 12:54 PM	Open
01/14/2019 06:47 PM	Closed

Initial Description

0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,Passenger sliding door malfunctioning

Case Comments

Date	Comment
09/18/2018	****** Below Customer Contacted for Documentation Request ****** on 2018-09-18 @ 17:34
09/18/2018	Customer states having issues with the passenger sliding door malfunctioning. Customer is smelling burning and hearing clicking noise. The door is not opening or closing improperly and intermittently. Customer is seeking to have the vehicle serviced at an authorized DLR 63-26212. Agent advised customer to submit documentation supporting ownership with the link provided to email. Agent warm transferred the customer to SA Lynn at DLR 63-26212 LANDERS CHRYSLER DODGE JEEP for scheduling and further assistance.
09/18/2018	***** Customer Document Received *****
01/14/2019	AGENT REVIEWED THE CUSTOMER DOCUMENTATION AND THE CUSTOMER INFORMATION IS ALREADY UPDATED.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	Model Year	2016	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	09/19/2018	CAIR Type	Regular	Status	Closed
Close Date	09/19/2018	Origin	Telephone	Reason	New problem
Mileage	40,000 Miles	Market	U	Language	English
Contact Email	[redacted]	ontact Phone		Contact Mobile	
Caller Address	[redacted]			Source	Customer
Caller City	OWENSBORO	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	X7854	EAN HOLDINGS - ORLANDO		Dealer Phone	4073253783
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		Sales District		Service District	
Subject	door buzzes when locking.				
Synopsis	none				
Customer Anomaly	Interior				
	Panels/Moldings				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	82	Interior panels or moldings issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/19/2018 06:36 PM	Open
09/19/2018 06:40 PM	Closed
09/29/2018 05:31 PM	Closed

Initial Description

0123951200-Product,Body / Trim / Paint Finish,Exterior Styling/Appearance,Unsatisfactory / Dislikes,Unknown,Dislikes Exterior Styling / Appearance,door buzzes when locking.

Case Comments

Date	Comment
09/19/2018	customer is calling on a buzzing noise when the passenger rear door locks. informed to take it to a dlr and get it diag.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/19/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/19/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	25,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	2488600985
Caller Address				**Source**	Customer
Caller City	RALEIGH	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45495	WESTGATE CHRYSLER JEEP DODGE RAM		**Dealer Phone**	9198655000
Dealer Address	6421 OLD WESTGATE RD				
	RALEIGH		NC	27617 4630	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	N
Subject	Dislikes Exterior Styling / Appearance				
Synopsis	Customer will be calling back to escalate case closer to appointment time. Please escalate cair today to 97x thanks				
Customer Anomaly	Interior				
	Panels/Moldings				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	82	Interior panels or moldings issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/19/2018 08:30 PM	Open
09/19/2018 08:48 PM	Closed
09/29/2018 05:55 PM	Closed

Initial Description

0123951200-Product,Body / Trim / Paint Finish,Exterior Styling/Appearance,Unsatisfactory / Dislikes,Unknown,Dislikes Exterior Styling / Appearance,Dislikes Exterior Styling / Appearance

Case Comments

Date	Comment
09/19/2018	Customer seeking assistance with: Intermittent, unresolved concern for passenger door making a grinding noise and a rental vehicle while repairs are being completed. Customer expecting: A resolution to the above concern, a rental and a CM to follow up. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number [redacted] Earliest call time: ANY Latest call time: ANY Updates via text [redacted] Updates via email [redacted] vehicle location: WESTGATE CHRYSLER JEEP DODGE RAM Date and Time of Appointment: 09/28/18 Confirmed appointment with: Elliot Customer in rental: N/A Authorized by: N/A Rental start date: N/A Reassigned to 97x
09/26/2018	Briefly summarize why the customer is contacting Chrysler: Customer was told to call back to FCA 2 days before her appointment to have her case escalated up to CM for the reoccurring issue. Briefly summarize what the customer is expecting: To receive a rental through the dlr or Chrysler. Is the vehicle experiencing any issues: passenger door making a grinding noise and the vehicle has been in the dlr about 6 times for the same issue. Agent contacted dlr 45495 and spoke to the head Service Receptionist Michelle who explained that their wasn't anything in their system that states that the customer was suppose to receive a rental vehicle. If so they would have to leave the vehicle their for atleast 1 day so the diagnosis can be done and ROPO could be given to enterprise. Agent contacted customer back and explained what was said and the customer stated that she was promised a rental because that was they only reason why she scheduled her appointment for the 28th. Agent explained the difference between a rental and loaner and the customer refused to pay for anything because its a reoccurring issues and its still covered under warranty. After clarifying that customer meant a loaner agent contacted above dlr again and spoke to SR Michelle who promised to do all she could to make sure that on the 28th she would make sure the customer has a loaner available.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2017	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/19/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/20/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	14,000 Miles	**Market**	U	**Language**	English
Contact Email	nobody@external.fcagroup.com	**Contact Phone**		**Contact Mobile**	5153862912
Caller Address				**Source**	Customer
Caller City	JEFFERON	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	45323	STEW HANSEN DODGE CITY JEEP		**Dealer Phone**	5153312900
Dealer Address	12103 HICKMAN RD				
	URBANDALE		IA	50323 1801	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	F
Subject	Request for Warranty Coverage Information				
Synopsis					
Customer Anomaly					
Contact Reason	C106	Warranty Information Request	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Warranty - Warranty - General information				

Case Status History

Create Date	Status
09/19/2018 09:04 PM	Open
09/20/2018 08:06 PM	Closed
09/29/2018 01:52 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0424000000-Corporate,Warranty Coverage,Default,Default,Default,Request for Warranty Coverage Information,Request for Warranty Coverage Information

Case Comments

Date	Comment
09/19/2018	Customer called in to find out warranty information. She stated that they have been having issues with the tire pressure senor and the passenger door auto locks. I did inform the customer that sensors and the passenger door auto locking are usually covered under basic warranty, but she would need an official dealer diagnoses first to determine if it would be covered under warranty or not. Customer understood and will be contacting the dealership to schedule an appointment to have the vehicle looked at.

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/20/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/22/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	4,500 Miles	**Market**	U	**Language**	English
Contact Email	nobody@external.fcagroup.com	**Contact Phone**		**Contact Mobile**	
Caller Address	NA			**Source**	Customer
Caller City	NA	**Caller Country**	USA	**Caller Postal Code**	00000
Customer	[redacted]				
Customer Address					
Dealer	49944	MONTEREY BAY CDJR/EAN HOLDING		**Dealer Phone**	8317242463
Dealer Address	555 AUTO CENTER DRIVE				
	WATSONVILLE		CA	95076 3745	USA
Dealer Zone	California	**Sales District**		**Service District**	F
Subject	lock making noise				
Synopsis	Seeking warranty, door lock issue. Advised to get diagnosis. has all warranties. issue not resolved.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/20/2018 08:49 PM	Open
09/22/2018 04:41 AM	Closed
09/29/2018 01:21 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,lock making noise

Case Comments

Date	Comment
09/20/2018	Briefly summarize why the customer is contacting Chrysler: the customer called in wanting to know if the power door locks are covered under warranty. Briefly summarize what the customer is expecting: Agent to check warranties. Agent found she is still under all factory warranties. She would need diagnosis from a Dodge dealership. Agent sending for survey bypass no diagnosis.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/21/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/06/2018	**Origin**	Email	**Reason**	New problem
Mileage	21,459 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	RENFREW	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer				**Dealer Phone**	
Dealer Address					
Dealer Zone		**Sales District**		**Service District**	

Subject	Customer seeking a resolution				
Synopsis	Customer having whining noise from front of vehicle. Customer seeking resolution. Agent advised customer that diagnosis would again be needed. No diagnosis				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/21/2018 12:30 AM	Unworked
09/24/2018 07:31 AM	Open
09/26/2018 07:36 AM	Closed
09/29/2018 03:37 PM	Open
10/06/2018 08:45 AM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0123036709-Product,Body / Trim / Paint Finish,Body Hardware,Noisy,Door-Sliding,Sliding Door Hardware - Noisey,Customer seeking a resolution

Case Comments

Date	Comment
09/21/2018	***** EMAIL BRIEF DESCRIPTION CONTENT ***** 2016 town & country ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
09/24/2018	I just bought used 2016 town & country and am getting a whining noise in the front and a wind noise coming thru vents, had it to the dealer yesterday fo r 3 hours and they cant find the problem any ideas in your end becoming ver y frustrated *****END OF CUSTOMERS EMAIL*****
09/24/2018	Dear [redacted] hank you for contacting the FCA Customer Assistance Center and for letting us know about the noises. I can understand why you've reached out to us Lenny. I'm afraid we're unable to diagnose a vehicle via email so that side of things is left to the dealerships as they have contact with the vehicle. I see from the files that a repair was done to the vehicle in relation to the noises you were hearing. Please advise if the problems have now subsided. Thank you again for your email [redacted] Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753. Sincerely, Royal Customer Service Representative FCA Customer Assistance Center *****END OF CAC RESPONSE*****
09/25/2018	no still got the noise have to take it back to dealer *****END OF CUSTOMERS RESPONSE*****
09/25/2018	Dea[redacted] Keep us updated. If they don't have any success this time around, we may be able to escalate the file to a case manager for technical assistance. Sincerely, Royal Customer Service Representative FCA Customer Assistance Center *****END OF CAC RESPONSE*****
09/25/2018	Sent for survey bypass Â– No Diagnosis.
09/25/2018	Bypass added. Please close.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/21/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/21/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	41,602 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	6786987333
Caller Address				**Source**	Customer
Caller City	DECATUR	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45575	COURTESY CHRYSLER DODGE JEEP RAM		**Dealer Phone**	6782102489
Dealer Address	8455 MALL PKWY				
	STONECREST		GA	30038 6914	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	H
Subject	the doors come off track and there is no safety locks				
Synopsis	customer will call back to get assistance with repairing the vehicle				
Customer Anomaly	Body				
	Trunk				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	7	Trunk Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/21/2018 08:40 PM	Open
09/21/2018 08:47 PM	Closed
09/29/2018 03:31 PM	Closed

Initial Description

0123030020-Product,Body / Trim / Paint Finish,Body Hardware,Other,Trunk/Deck Lid/Hatch,Trunk / Deck Lid / Hatch Hardware Inquiry,the doors come off track and there is no safety locks

Case Comments

Date	Comment
09/21/2018	Briefly summarize why the customer is contacting Chrysler: Customer is calling in because her doors come off track and there is no safety locks and wants this to be fixed. Briefly summarize what the customer is expecting: For doors to work properly agent*** Customer has not brought the vehicle to a DLR for diagnoses, Informed customer to get a diagnoses completed and then call us back after that so we can get this escalated up for assistance.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/22/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/06/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	44,302 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	LOS ANGELES	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60523	MOTOR VILLAGE LA		**Dealer Phone**	3239335501
Dealer Address	2025 S FIGUEROA ST				
	LOS ANGELES		CA	90007 1340	USA
Dealer Zone	California	**Sales District**		**Service District**	Y
Subject	Customer seeking Lemon Law				
Synopsis	ineligible				
Customer Anomaly	Gears & Transmission				
	Automatic Gearbox				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	45	Automatic Gearbox issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/22/2018 07:18 PM	Open
09/28/2018 09:18 PM	Closed
09/29/2018 03:52 PM	Open
10/06/2018 08:44 AM	Closed

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code
0121000200-Product,Transmission / Transaxle,Unknown,Defective,Default,Transmission / Transaxle - Defective,Customer seeking Lemon Law

Case Comments

Date	Comment
09/22/2018	Customer was informed that by making this request they are NOT actually filing lemon law or any related process. Their case is being escalated for a review of the vehicle's repair history to determine if their request merits further action and that due to the nature of their request, it will require a call back which will take place within 1-2 business days. The outcome of the review does NOT determine Lemon Law eligibility. Preferred Morning/Midday call back number is [redacted] Preferred Afternoon/Evening call back number is [redacted] Who has possession of the vehicle? (Owner/Dealer/IRF) Owner Reassigned to 91L (California)
09/24/2018	********** 91L Review ********** ********Case Escalated to I2R********** Reviewed Warranty History which determined this case should be escalated to I2R for case management.
09/25/2018	customer called to say she has been waiting on someone to call her and she has not received a phone call yet, agent advised that another note would be made
09/26/2018	********** (Case Manager with FCA Resolution Team/91A is Trina @ 214-583-2154; Hours are 7:30-4 PST; FAX is 1-866-849-3869 ATTN: Trina) **********
09/26/2018	Called the customer [redacted] I gave her my information. She started having troubles after having it for 8 months. Now the alarm doesn't work, one of the doors doesn't lock right, and last week the vehicle wouldn't turn on. She wants a replacement or buyback. She has her own mechanic that she was taking it to. I apologized that I can not take into consideration what she had done at her mechanic for documentation on a replacement and this vehicle doesn't have the history with a CDJ DLR to warrant a replacement. The customer understood. She says she will keep going to her mechanic for repairs.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/24/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/15/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	31,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	SAN JOSE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	08564	NORMANDIN CHRYSLER DODGE JEEP RAM		**Dealer Phone**	4082669500
Dealer Address	900 CAPITOL EXPRESSWAY AUTO MALL				
	SAN JOSE		CA	95136 1102	USA
Dealer Zone	California	**Sales District**		**Service District**	F
Subject	Seat Tracks / Frames Inquiry				
Synopsis	Survey Bypass-No Response				
Customer Anomaly	Interior				
	Seats				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	80	Vehicle seats issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/24/2018 03:47 PM	Open
09/29/2018 01:58 PM	Open
10/15/2018 08:19 PM	Closed

Initial Description

0123000000-Product,Body / Trim / Paint Finish,Unknown,Other,Unknown,Body / Trim / Paint Finish - Inquiry,side door will not lock
0123270000-Product,Body / Trim / Paint Finish,Seat Tracks / Frames,Other,Unknown,Seat Tracks / Frames Inquiry,Seat Tracks / Frames Inquiry

Case Comments

Date	Comment
09/24/2018	Customer seeking assistance with: the ongoing issues with the vehicle and getting a rental while her vehicle is being repaired. The customer states that the passenger side seats and the 3rd row seat will not lock into place. When the customer brakes the seats slide forward. The customer also states that the side door will not lock on the vehicle. This is the 4th time that the customer has been to the DLR for issues with the vehicle. Customer expecting: to have a rental vehicle while her vehicle is being repaired. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: Latest call time: Updates via text: Y/N [Mobile number] Updates via email: Y/N [Email address] Vehicle location: [Dealer] Date and Time of Appointment: [currently there]. Confirmed appointment with: [NORMANDIN CHRYSLER DODGE JEEP RAM] Customer in rental: Y/N Authorized by: Rental start date: [Date]
09/25/2018	OB to DLR(SA Reyes): SA advised that they weren't able to verify 3 issues. Seats are ok, and there is no issues, As for the side door that is not locking they are currently working to fix the problem, part was already there to be fixed. Tire pressure sensor was ordered since customer stated that the light was coming on. They fond no fluid leaks, and ordered a rear hatch because it has a defect. DLR stated that customer will be picking up vehicle today. Customer to come in for other parts repair.
09/25/2018	OB to Customer: No answer, LVM.
09/26/2018	customer called in seeking to speak with cm. Agent informed customer cm would be in contact with her tomorrow
09/26/2018	OB to Customer: No answer, LVM.
09/27/2018	OB to Customer: No answer, LVM.
10/01/2018	OB to Customer: Informed customer of lines 23-30. Customer is waiting for parts to bring her vehicle back to the DLR. At the moment customer is worried about warranty and being out of warranty by mileage. Writer informed that we can't extend warranty the manufactured warranty is set in stone but customer can get in contact with the warranty department for assistance if looking to extend warranty. Customer states that they would also like a rental. Writer informed that since customer has her car we won't be able to provide rental until vehicle is back at the DLR. Customer stated that the same issue happened before and when she did call in about rental her vehicle was already returned to her by the time the agent gave her a call back for rental assistance. Writer informed that once customer has an appointment date customer can give us a call for rental assistance. Thanked, and branded.
10/03/2018	OB to Customer: No answer, LVM.
10/04/2018	OB to Customer: No answer, LVM.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/24/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/06/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	38,004 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	FORT BENNING	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60624	AUTONATION CHRYSLER DODGE JEEP		**Dealer Phone**	7063244161
Dealer Address	2201 VICTORY DRIVE				
	COLUMBUS		GA	31901 3452	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	I
Subject	Customer states there is a buzzing sound when trying to unlock door				
Synopsis	vehicle has been repaired , door lock is now locking no further assistance needed.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/24/2018 05:37 PM	Open
09/29/2018 02:39 PM	Open
10/03/2018 04:28 PM	Closed
10/06/2018 08:45 AM	Closed

Initial Description

0108250000-Product,Electrical,Power Door Lock / Deck Lid,Other,Unknown,Power Door Lock / Deck Lid - Defective,Customer states there is a buzzing sound when trying to unlock door

Case Comments

Date	Comment
09/24/2018	**********Customer Email Address Updated********** Customer has updated the email address from [redacted] to [redacted] for further communication or for surverys.
09/24/2018	Customer states there is a buzzing sound when trying to unlock sliding door Customer seeking cost assistance Agent found that vehicle warranty is expired due to odometer, but time is 9/27/2019 Original owner: Y Within 2yrs of warranty: Y Service contract: Y Brand Loyalty: Y DLR Loyalty: Y Repeat Repair: N Customer seeking assistance with: [GW for lock repair on sliding door]. Customer expecting: [GW for lock repair on sliding door]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: Anytime Latest call time: Anytime Updates via text: Y [redacted] Updates via email: Y [redacted] Vehicle location: [Customer] Date and Time of Appointment: [9/26/2018 9:00AM]. Confirmed appointment with: [Dealer 60624 SA Chris] Customer in rental: N Authorized by: N/A Rental start date: [N/A]
09/25/2018	**outbound call to cst- no answer left vm
09/25/2018	**inbound call from cst- spoke with customer and verified the appointment time and date and the concern of the passenger sliding glass door. Cts state that when driving the sliding door unlocks by itself and its a sound that it makes were it sounds like the latch isn't locking. Cst seeking assistance for vehicle concern. cs stated that she will follow up tomorrow after the appointment and proceed from there with the diagnosis status and what we could assist on if cs is able.
09/26/2018	Customer called in to speak with CM. CM is currently unavailable. Transferred customer over to VM
09/26/2018	customer contact to speak with cm agent advised cm is not available customer requesting to be contacted at this number [redacted]
09/26/2018	**outbound call to cst- spoke with cst and she stated she dropped vehicle off and it was informed that the latch actuator was malfunctioning. the part that's needed is 669.00 unknown to what the amount for labor is. Cs will follow up with dealer and speak with sa chris to get more info on repair.
09/26/2018	**outbound call to dlr- spoke with sa chris and he stated cst needs a lock actuator combo. Cst part pricing is 266.80 and labor op pricing is 440.40. total repair is 707.20. Cs will follow up with sm don darby when he return from lunch for GW assistance.
09/26/2018	[redacted] has been activated for text message communication.
09/26/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T2264TC****** Good afternoon, This is Cody with Dodge letting you know I have spoken with the dealer and the service manager is currently out at lunch. I will follow *****END OF TEXT MESSAGE SENT TO CUSTOMER******
09/26/2018	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T2264TC****** up with the outcome around 2pm due to sm returns from lunch around 1:30pm *****END OF TEXT MESSAGE SENT TO CUSTOMER******
09/26/2018	**outbound call to dealer - spoke with sm don darby who informed cs that the total pricing for the repair is 440.40. Cs stated if we can split the cost of the repair for GW assistance. Sm agreed and cs will be submitting dm notes
09/26/2018	Task To Dealer: **DM NOTES ADDED agent t2264tc cac authorize repair for door lock actuator in the amount of 440.40. Customer is responsible for 220.20 of the repair. RA:35200015 SM:Don Darby Dlr:60624-autonation

Date	Comment
09/26/2018	**outbound call to cst- informed cst that we could assist with repair with a cst being responsible for 220.20 and cst agreed. cs stated to contact sa chris to get a date and appointment set up for repairs to begin
09/28/2018	**outbound call to cst- spoke with cst and vehicle will be going in on Tuesday at 9 because part should be arriving by Tuesday. Cs stated she will follow up on Wednesday to check on the overall repairing of the vehicle.
10/03/2018	**outbound call to cst-vehicle has been repaired and picked up and completed. cst stated that the issue has been resolved and she is overall satisfied. cst also mentioned seeking extended warranty, cs provided cst with MVP number so she can find a warranty that best fits her needs.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/24/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/17/2018	**Origin**	Email	**Reason**	New problem
Mileage	41,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	6262771604	**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	WEST COVINA	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60459	PUENTE HILLS CHRYSLER DODGE JEEP		**Dealer Phone**	6266262000
Dealer Address	17280 GALE AVE				
	CITY OF INDUSTRY		CA	91748 1502	USA
Dealer Zone	California	**Sales District**		**Service District**	Y
Subject	Switches itself on and off				
Synopsis	no response				
Customer Anomaly	HVAC				
	Cooling/Heating				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	62	Cooling and heating issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/24/2018 06:44 PM	Unworked
09/27/2018 11:02 AM	Open
09/30/2018 11:18 AM	New
10/06/2018 08:45 AM	Open
10/17/2018 12:28 AM	Closed

Initial Description

0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,Passenger side only
0124000200-Product,Air Conditioning / Heater,Unknown,Defective,Default,Air Conditioning / Heater - Defective,Switches itself on and off

Case Comments

Date	Comment
09/24/2018	***** EMAIL BRIEF DESCRIPTION CONTENT ***** my chrysler town & country is falling apart ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
09/27/2018	i have purchased my used van with the vin#[redacted]with the odomet er# 39387 on 10/15/2017 i was told that the van was used as transportation v ehicle at puente hills chrysler dodge jeep ram i bought the van less than o ne year ago and the odometer is at 41000, so i hardly drive it and the air c onditioning turns on by itself automatically many many times in a short dist ance when i drive, and the sliding passenger
09/27/2018	door does not respond to the r emote control or any of the buttons in the van. i have called jason, the ser vice manager at the dealer (626-626-2000) and i have to pay $155 for the a/c , and another $155 for the non functioning door and this is just to diagnose the problems i have bought the van trusting chrsler vehicles but my trust i s very shaking now *****END OF CUSTOMERS EMAIL*****
09/27/2018	Dear [redacted] Thank you for contacting the FCA Customer Assistance Center and for letting us know about the situations you've experienced. I can understand why you've reached out to us[redacted] It doesn't show if the vehicle has been used by the dealership that way but it was a rental vehicle with Enterprise before your ownership. As the vehicle is outside the basic manufacturer warranty of 3 years or 36,000 miles at this point, that's likely why you're being advised of a charge for the diagnosis. Diagnosis fees are made by the dealership and are not something we can assist with I'm afraid. I noticed from the file that we don't currently have you listed as the owner of the vehicle. If you would forward a copy of your registration or the bill of sale, I'll be able to get that updated for you. I've sent you a separate email with a link to be able do that. Thank you again for your email[redacted] Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753. Sincerely, Royal Customer Service Representative FCA Customer Assistance Center *****END OF CAC RESPONSE*****
09/27/2018	**********Customer Email Address Updated********** Customer has updated the email address from [redacted]for further communication or for surveys.
09/27/2018	****** Below Customer Contacted for Documentation Request *****[redacted]on 2018-09-27 @ 07:08
09/27/2018	**********Customer called in again and would like case sent to a CM for assistance with the repairs.****** Customer seeking assistance with: Passenger door would not open DLR stated the child safety lock was on and could not get it to go off so issue was not corrected. Have to open door manually. Customer is still having issue with the A/C turning on by itself Customer expecting: assistance with the repairs Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted]Earliest call time: anytime - please leave message if he can't answer phone Latest call time: anytime Updates via text: YES Updates via email: YES[redacted]Vehicle location: CUSTOMER Date and Time of Appointment: [Insert Date and Time]. Confirmed appointment with: Customer in rental: Y/N Authorized by: Rental start date: [Date]
09/27/2018	SEE NEXT STEPS

Date	Comment
10/04/2018	Status update provided via email to the following email address [redacted] Hello, my name is Jube and I have been assigned as your Case Manager. This email is confirmation that your case [redacted] was successfully escalated to me. After I review the details of your case, I will be calling you at your preferred number [redacted] within 1-2 business days. My office hours are from 8:00 AM to 4:30 PM PST. My contact information is 844-888-0601 Ext. 4060098. If your preferred telephone number mentioned above isnÂ't correct, please reply with the correction. End of Status Update
10/12/2018	Contacted customer a [redacted] and received an automated message stating the number is out of service.

Email(s)

Date	10/06/2018	***Subject***	Hello, my name is Jube and I have been assigned as		
From		***To***	***Sent Date/Time***	10/03/2018 23:01 PM	

Hello, my name is Jube and I have been assigned as your Case Manager. This email is confirmation that your case [redacted] was successfully escalated to me. After I review the details of your case, I will be calling you at your preferred number, [redacted] within 1-2 business days.
My office hours are from 8:00 AM to 4:30 PM PST.
My contact information is 844-888-0601 Ext. 4060098.
If your preferred telephone number mentioned above isn't correct, please reply with the correction.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/24/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/24/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	73,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	GROVELAND	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	S0075	CUSTOMER ASSISTANCE CTR		**Dealer Phone**	2485127692
Dealer Address	3851 WEST HAMLIN ROAD				
	ROCHESTER HILL		MI	48309 3252	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Electrical - Defective				
Synopsis	.				
Customer Anomaly	Electronics				
	Gear Electronics				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	13	Vehicle transmission shifting issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/24/2018 07:28 PM	Open
09/24/2018 07:40 PM	Closed
09/29/2018 05:13 PM	Closed

Initial Description

0108000200-Product,Electrical,Unknown,Defective,Default,Electrical - Defective,Electrical - Defective

Case Comments

Date	Comment
09/24/2018	Briefly summarize why the customer is contacting Chrysler: Customer called in they are having an issue with the sliding doors not unlocking and the other side will not lock. Customer wanted to know if they had a recall on the vehicle for this vehicle. Agent advised the customer they have no recalls on the vehicle. Customer states they have a SC that would most likely cover the issue but they would have to pay $100. Agent advised the customer normally if it is a repeat issue the SC might wave that fee but it would be up to them. Briefly summarize what the customer is expecting information.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/26/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/15/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	10,450 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	PORTSMOUTH	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45704	Tim Short Chrysler Dodge Jeep RAM		**Dealer Phone**	7402502333
Dealer Address	1202 OFFNERE ST				
	PORTSMOUTH		OH	45662 3502	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	J
Subject	sliding door will not open				
Synopsis	vehicle repaired				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/26/2018 10:12 PM	Open
09/30/2018 10:26 PM	Open
11/15/2018 07:45 PM	Closed

Initial Description

0108029900-Product,Electrical,Power Sliding Door,Complete Failure,Both Sides,Power Sliding Door Both Sides - Complete Failure,sliding door will not open

Case Comments

Date	Comment
09/26/2018	Briefly summarize why the customer is contacting Chrysler: Customer states that Sliding door will not open and customer feels this is very unsafe as she has children that sit in the back and in an emergency would not be able to get out of the vehicle quickly. Briefly summarize what the customer is expecting: Callback from CM. *Agent advised cair would be opened and gave customer the cair number.
09/26/2018	Customer seeking assistance with: Unresolved vehicle issue; Sliding door won't open. Customer expecting: Callback from CM. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: 9am Latest call time: 8pm Updates via text: Updates via email: Y [redacted] Vehicle location: Dealer Date and Time of Appointment: 09/26/2018 at 1:15 Confirmed appointment with: Tim Short Chrysler Dodge Jeep RAM 45704 Customer in rental: Authorized by: Rental start date:
09/27/2018	Customer contact us back today , wanted to speak with a Manager. Agent explain the customer their case was already assigned to a CM they will contact her back.
09/27/2018	Customer is seeking assistance with getting a rental so that they can leave the vehicle with the DLR to get the issue with the door repaired.
09/27/2018	DLR told the customer yesterday that they would have a loaner for the customer at 10am today. The customer received a call from the DLR at 10:15AM today and was told that they do not have a loaner available.
09/27/2018	86x
09/27/2018	reassign to CM
09/28/2018	Customer called in to speak with CM Customer requesting callback from CM Customer states that the preferred contact number is [redacted] and if no answer can u please leave VM with extension and customer will call right back as she will be at work
09/28/2018	The customer called in to speak to the CM. The customer is upset that she has not received a call. The agent does not see contact information for the CM. The agent connected the customer to the main line, the customer states she will ask for Charlene.
09/28/2018	Customer called to speak with CM. Agent informed customer that CM would call back within earliest inconvenience. Customer stated that if CM does not call back before 2pm, she would.
09/28/2018	Customer has been waiting for CM to callback. Customer stated since case has been opened she has not heard from CM. Customer stated that she would like to resolve the case without getting lawyer involved. Customer is requesting a callback.
09/28/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully.
09/28/2018	Goodwill qualifier Narrative In service date : 05/21/2016 Original Owner : yes Mileage: 10450 Vehicle purchase loyalty : 2 new 1 used Multiple repairs/ Previous related repairs : no MVP Plans: no Other : ******** REPAIR HISTORY ******* RO: RO Details : **********
09/28/2018	**********Customer Email Address Updated********** Customer has updated the email address from [redacted] to [redacted] for further communication or for surverys.
09/28/2018	[redacted] has been activated for text message communication.

Date	Comment
09/28/2018	***** OUTBOUND CUSTOMER CONTACT***** CUSTOMER [redacted] Customer stated that 33000 customer has on vehicle, customer repair was covered under warranty customer is concern that warranty will expire soon. Customer stated that dlr has contacted customer advised that vehicle is working correctly, has been repaired. order a lock actuator, lock actuator broke before , when locked before door has quacked it sounded like a duck quacking. them same door has came off hinges multiple times. some files at dlr when they merged to Tim Short. other then the door vehicle has been fine.
09/28/2018	Status update provided via email to the following email address: [redacted] Charlene has been assigned as your Case Manager. Here is some information that will be helpful for you to have Â• Your case number is [redacted] Â• The Chrysler Case Management telephone number is: 1-844-827-1999 Â• My direct extension: 3020554 Â• My work hours are: [Mon-Fri] (9:00am -5:30pm EDT). Please don't hesitate to make contact if you have any questions or
09/28/2018	concerns. Thank you for your patience and co-operation! Sincerely Charlene End of Status Update
10/01/2018	*****OUTBOUND DEALER CONTACT***** Tim Short Chrysler Dodge Jeep RAM (45704) - 740-250-2333 SA Sharon Advised that the actuator has been changed several times. SA feels the customer does not like her vehicle. The customer came in recently and asked for copies off all of her repair orders and documentation. SA believes she may be filing a suit but no confirmation of that. - They are waiting on a door applique, it's part of the outside molding. Should arrive tomorrow. Once they put it together it should be ready for the customer. Writer advised we can follow up tomorrow.
10/02/2018	****** INBOUND VM FROM CUSTOMER [redacted] ***** Customer called stated that picked up vehicle drove 5 min down rd and vehicle broke again. Customer seeking callback
10/02/2018	Customer called seeking to speak with CM. Agent transferred customer to CM.
10/02/2018	***** OUTBOUND CUSTOMER CONTACT***** [redacted] Customer stated that has brought vehicle back to dlr customer is to pick up vehicle this morning. customer seeking what FCA could do for customer . - Cm asked what customer was seeking for from FCA . - Customer stated would be happy with a extended warranty on customer basic warranty. - Cm advised that would review once we know customer vehicle is repaired. Cm advised customer will call customer back 10/03/2018 to see how the vehicle is running.
10/03/2018	******* OUTBOUND Dlr CONTACT SM Shawn stated customer picked up yesterday, put actuator rod on actuator that was bound up. Dlr repaired the bind and released to the customer. Sm has not heard from customer since.
10/03/2018	***** OUTBOUND CUSTOMER CONTACT***** [redacted] Cm contacted customer, was unavailable Cm LVM
10/03/2018	- inbound call from customer Customer would like a call back from the CM as she just missed her call.
10/03/2018	Customer called would like a call back from CH1237 today.
10/03/2018	***** OUTBOUND CUSTOMER CONTACT***** [redacted] icked up vehicle yesterday so far no concerns with the vehicle. currently customer is looking for a extended warranty to customer basic warranty.
10/05/2018	***** OUTBOUND CUSTOMER CONTACT***** [redacted] ustomer has no concerns with vehicle cm advised that will have MVp added to vehicle. - Cm advised that will contact customer back on Tuesday .
10/09/2018	***** OUTBOUND CUSTOMER CONTACT***** [redacted] ustomer seeking to get extended warranty added to vehicle Cm advised would have it added to customer vehicle then contact customer back.
10/09/2018	Cm reviewing for WAT560N 5 yr -60 ,000 mile sc
10/15/2018	MVP Goodwill MVP PLAN# WAT560N COST OF PLAN $280 Authorized BY Ch1237
10/18/2018	customer is requesting to speak with case manager
11/01/2018	***** OUTBOUND CUSTOMER CONTACT***** [redacted] n contacted customer , was unavailable Cm lvm
11/05/2018	***** OUTBOUND CUSTOMER CONTACT***** [redacted] n contacted customer was unavailable Cm LVm
11/14/2018	M ***** OUTBOUND CUSTOMER CONTACT*** [redacted] Cm contacted customer was unavailable Cm LVM
11/15/2018	customer stated that she was calling to speak with her CM agent viewed and let her know her CM was unavailable customer stated to just leave a message and let her know that she called . agent let the customer know that i will put in the notes that she called
11/15/2018	***** OUTBOUND CUSTOMER CONTACT***** [redacted] Cm contacted customer advised customer of MVP added to vehicle. customer advised that they are currently having no further concerns on vehicle

Email(s)

Date	10/01/2018	***Subject***	Dear [redacted] Charlene has been assigned as y		
From		***To***		***Sent Date/Time***	09/28/2018 20:11 PM

Dear [redacted]

Charlene has been assigned as your Case Manager. Here is some information that will be helpful for you to have
• Your case number i[redacted]
• The Chrysler Case Management telephone number is: 1-844-827-1999
• My direct extension: 3020554
• My work hours are: [Mon-Fri] (9:00am -5:30pm EDT).

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

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2017	Brand	DODGE
Body	RTKX53	Vehicle	DODGE GRAND CARAVAN GT		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	09/27/2018	CAIR Type	Regular	Status	Closed
Close Date	09/28/2018	Origin	Telephone	Reason	New problem
Mileage	41,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	FULTON	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
Dealer	45589	ALLEN SAMUELS CHRYSLER DODGE JEEP		Dealer Phone	3613862626
Dealer Address	877 SOUTH HIGHWAY 35 BYPASS				
	ARANSAS PASS		TX	78336 6340	USA
Dealer Zone	Southwest	Sales District		Service District	L
Subject	passenger side door makeing a noise				
Synopsis	sliding door, referred to AC 22330, no diagnosis				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/27/2018 04:10 PM	Open
09/28/2018 04:30 PM	Closed
10/01/2018 04:40 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,passenger side door makeing a noise

Case Comments

Date	Comment
09/27/2018	Briefly summarize why the customer is contacting Chrysler: customer calling in about vehicle warranty. She states she brought vehicle in for repairs on this before but noise is happening again. Briefly summarize what the customer is expecting: warranty info ***Agent Advised** Agent referred to VIP Agent adv once we have a diagnosis we can go from there. Reassign for survey by-pass. No diagnosis
09/28/2018	Bypass added. Please close.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/27/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/12/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	36,908 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	HONOLULU	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	45472	CUTTER CHRYSLER DODGE JEEP RAM		**Dealer Phone**	8085555555
Dealer Address	777 ALA MOANA BOULEVARD				
	HONOLULU		HI	96813 5503	USA
Dealer Zone	California	**Sales District**		**Service District**	L
Subject	back driver door does not open				
Synopsis	No diagnosis				
Customer Anomaly	Body				
	Trunk				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	7	Trunk Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/27/2018 11:46 PM	Open
09/30/2018 10:18 PM	Open
10/09/2018 07:39 PM	Closed
10/11/2018 01:13 AM	Open
10/12/2018 06:41 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0123030020-Product,Body / Trim / Paint Finish,Body Hardware,Other,Trunk/Deck Lid/Hatch,Trunk / Deck Lid / Hatch Hardware Inquiry,back driver door does not open

Case Comments

Date	Comment
09/27/2018	Briefly summarize why the customer is contacting Chrysler: Customer is calling in because she has brought her vehicle to the DLR when she had 35700 miles about her back driver door not opening and customer is concerned about this being a safety problem for her kids if something were to happen, DLR told her to leave the vehicle for a week but customer said she can't because she works and brought the vehicle back another day but she was over and the DLR said it wouldn't be covered anymore and the appointment will have to be on the October 8th. Briefly summarize what the customer is expecting: Cost assistance. Customer seeking assistance with: Drivers side door wont open. Customer expecting: Cost assistance. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: Earliest call time: 1:00 PM Latest call time: Anytime Updates via text: Y Updates via email: N Vehicle location: Customer Date and Time of Appointment: October 08th, 2018 Confirmed appointment with: 45472 808-555-5555 Customer in rental: N Authorized by: N/A Rental start date: N/A
09/28/2018	OB to Customer: Informed that I will keep checking on case until vehicle is at the DLR and have been diagnosed. But at this time the case will be closed for now and I will receive a call back once appointment date starts to near and vehicle has a diagnosis. Thanked, and branded.
10/11/2018	The customer called this evening stating that she would like to speak the case owner on this case. Agent informed the customer that the owner of the case is not currently available, and at this time, the agent will have to notate the customer's call. Customer states that she had been waiting for a long time for the person to case owner to call her back, but she had never gotten a call back and is upset by it.
10/11/2018	Customer has been calling as he has not heard from his CM. Case was closed. Agent reopened case and reassigned to level 2
10/11/2018	Customer can be reached at between 8 am and 4 pm HST
10/11/2018	Vehicle is at the DLR 45472 since since Monday Oct. 8. Vehicle has been diagnosed and repaired. The DLR wants $200 for a co-pay (writer thinks) and $160 for the diagnosis before they will release the vehicle.
10/12/2018	DLR called me for more information on what we told the customer because the customer is saying they don't have to pay for anything even though the DLR's area manager has authorized a co-pay for $200. agent*** Informed customer and DLR that the case was re-escalated to a CM and that Dorothy will give the customer a call back tomorrow, Please call customer back As Soon As Possible.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/28/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/15/2018	**Origin**	Email	**Reason**	New problem
Mileage	36,292 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	ROCHESTER HILLS	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	65399	ROCHESTER HILLS CHRYSLER JEEP		**Dealer Phone**	2486529650
Dealer Address	1301 ROCHESTER RD				
	ROCHESTER HILLS		MI	48307 3123	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	B
Subject	cannot send email				
Synopsis	close				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/28/2018 01:39 PM	Unworked
09/30/2018 10:46 PM	New
10/02/2018 01:18 AM	Open
10/06/2018 08:46 AM	Open
10/15/2018 06:40 PM	Closed

Initial Description

0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,repaired

Case Comments

Date	Comment
09/28/2018	***** EMAIL BRIEF DESCRIPTION CONTENT ***** Warranty coverage - bill disagreement ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
10/02/2018	Dea[redacted] Thank you for contacting the Dodge Customer Assistance Center. I see the dealer authorized warranty work on the sliding door after 36,000 miles, on the 27th of Sept. and warranty paid over $400. Is the work that you are speaking of? Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-4A-DODGE (1-800-423-6343). Sincerely, Jody Customer Service Representative Dodge Customer Assistance Center *******END OF CAC EMAIL*******
10/05/2018	Jody-Customer Service Rep: Service Bill / Warra[redacted]ched a copy of the service bill that I am not satisfied with. My vehicle is a 2016 Dodge Grand Caravan with the[redacted]When the vehicle had less than 36,000 miles, I noticed the passenger side sliding door would not lock. (I never noticed, but I would guess it probably had that malfunction for quite some time.) Since my[redacted]cannot get in a regular vehicle, I needed to use the van for a couple days for her appointments before I could leave it at the dealership for repair. During those few days, the odo went a little over 36,000. When picking up the repaired vehicle, which by the way I was not at all happy that it took four days to repair, I was given the following explanation of the bill. 1) The part cost of approximately $600 was covered under warranty, and does not show up on the bill. I appreciated that. 2) The labor of $633 was not covered under warranty. Though not itemized on the bill, I was told that a[redacted]van would have incurred a labor cost of approximately $300 to repair the latch/lock. The remaining approximately $300 of the $633 was due to the necessity to remove the door since[redacted]was in the way. I was told Chrysler does not cover warranty costs associated with the[redacted]I can understand that. Therefore, my contention is that since the malfunction actually occurred before 36,000 miles, the standard[redacted]related labor costs should be covered under warranty. In other words, I should only have to pay half of the $633, not for both "$300" charges. I hope you agree. Vehicle Time at Dealership As I mentioned above, I was not happy my vehicle was at the dealership for the better part of four days. I have never in [redacted]ears had to leave a vehicle at a dealership for that long. Also, this was not an especially major repair. The suggestion I made to a couple people at the dealership was to implement a system where you take the vehicle in, get written up, get in the cue, and if the dealership knows they cannot get to your vehicle for a couple days (which they did), you drive the vehicle back home. Then they call with sufficient lead time (half a day?) for you to bring the vehicle back in to allow for the dealership needing the vehicle sooner than expected. They could tell you upfront that if you are not back when they say, you lose your spot in line. I could accept that. I was given a lot of excuses how this form of "appointment" would never work at a dealership. My impression is the dealership just does not want to bother with that extra scheduling task. This reminds me of the old days when most doctors did not care at all about your waiting room time; fortunately things have changed at a lot of doctor's offices. Time for the dealership to be more customer friendly. Thank you,[redacted]*****END OF CUSTOMERS EMAIL*******

Date	Comment
10/05/2018	Dear [redacted] Thank you for contacting me back with that added information. Give me a couple of days to look this over and research. We are experiencing some system changes this weekend but I do want to see what I can help you with. I will be back in touch with you on Monday. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-4A-DODGE (1-800-423-6343). Sincerely, Jody Customer Service Representative Dodge Customer Assistance Center ******END OF CAC EMAIL******
10/14/2018	have to call dealership and ask about that labor
10/15/2018	Customer called for update on case. Agent gave customer new case number. Agent informed customer that Jody is in contact with the DLR. Customer requests that Advisor Jody contact as soon as possible.
10/15/2018	called dealership and spoke to sa matt. matt stated that customer was out of warranty and they goodwilled the cost of the part but not the labor. $300. for the [redacted] would have been even if vehicle was 1 week old and the other $300 was for the repair as it was only the part that they covered.
10/15/2018	called customer and explained that since the dealership goodwilled the part, we could not give any other goodwill options to the customer. Customer understood and agent closed case.

Email(s)

Date	10/08/2018	***Subject***	sliding door [redacted]		
From	t9075jr@fcagroup.com	***To***	nobody@external.fcagroup.com	***Sent Date/Time***	10/08/2018 19:35 PM

Dear [redacted]

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

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

Your case number is [redacted]
The Chrysler Case Management telephone number: 1-xxx-xxx-xxxx
My direct extension: [YOUR EXTENSION #]
My work hours are: [YOUR HOURS IN OFFICE] (EX/ 8:00am - 4:30pm Eastern Standard Time Monday-Friday).
I will contact you within one business day of your appointment by telephone to discuss your case.

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

Dear Michael:

I do thank you for your patience as we have integrated a new system here and your new case number is [redacted]

I do apologize that it has taken so long to get to the bottom of your case but this week, I will be diligently working your case to see if I can get any possible cost assistance help for you.

Sincerely,

Jody
FAC Customer Service Representative

Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-992-1997.

Sincerely,

Jody

FCA Customer Service Representative
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/28/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/18/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	36,264 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	EL PASO	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	08397	DICK POE CHRYSLER JEEP		**Dealer Phone**	9157789331
Dealer Address	6501 MONTANA AVE				
	EL PASO		TX	79925 2128	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	D
Subject	sliding door needs to be fixed				
Synopsis	Customer confirmed repairs completed.				
Customer Anomaly	Body				
	Paintwork				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	3	Vehicle Paint Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/28/2018 03:03 PM	Open
09/30/2018 10:32 PM	Open
10/18/2018 05:26 PM	Closed

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code
0123000000-Product,Body / Trim / Paint Finish,Unknown,Other,Unknown,Body / Trim / Paint Finish - Inquiry,sliding door needs to be fixed

Case Comments

Date	Comment
09/28/2018	Briefly summarize why the customer is contacting Chrysler:Customer called in seeking assistance with vehicle concerns. Customer state he brought his vehicle to the dealer (dealer code) and it needs a bunch of work. Customer states he would like some assistance with the work that needs to be done. Briefly summarize what the customer is expecting: Customer is expecting cost assistance ***AGENT ADVISED*** Agent called over to dealer code and spoke with Lube who stated the repairs are : front and passenger seat belts are torn, the left side sliding door is not closing, and the center vents are broken. Dealer states vehicle was just the dealership this week. Agent advised customer she is going to escalate off for possible consideration. Customer seeking assistance with: [seatbelts, door, vents]. Customer expecting: [cost assistance]. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number[redacted]Earliest call time: Latest call time: Updates via text: Y/N [Mobile number] Updates via email: Y/N [Email address] Vehicle location: [Customer] Date and Time of Appointment: [Insert Date and Time]. Confirmed appointment with: [Dealer and Dealer Contact] Customer in rental: Y/N Authorized by: Rental start date: [Date]
09/28/2018	Status update provided via email to the following email address:[redacted]Hello, my name is [redacted] and I have been assigned as your Case Manager. This email is confirmation that your case, [redacted] was successfully escalated to me. After I review the details of your case, I will be calling you at your preferred number[redacted]My contact information is 1-844-378-0573 Ext 4060135. My office hours are from 9:00 AM to 5:30 PM (EST)M-F. If your preferred telephone number mentioned above isnÂ't correct, please reply with the correction. End of Status Update
09/28/2018	Vehicle is currently still within Basic Warranty.. Contacted dealer t speak with SA-LUPE for further info. No answer-sent email to service department for update.
09/28/2018	**EMAIL FROM DEAER** VIN:[redacted]only two items will be covered. A/C outlet and the over head console the items not covered are the transmitter battery part $7.70 Labor $16.25 the seat covers together are $761.60 Labor is $97.53 total being $883.08 on items not covered. transmitter part number is 5066241AB seat covers part number is 5YC39BD1AA -Alexis **RESPONSE TO DEALER** Thank you for that update. The customer informed us that the repair concerns are: Front and passenger seat belts are torn. Left side sliding door is not closing and the center vents are broken. One of the above was mentioned to FCA. FOLLOW UP 10/1 FOR UPDATE
10/01/2018	Spoke with SA-LUPE vehicle out of basic warrant by mileage- (200) Qualifies for dealer goodwill- sent email to SM- CESAR for approval
10/02/2018	Contact dealer for update- Spoke with Lupe he informed me that the repairs have been approved for dealer goodwill and they ordered parts and the 5-7 days for parts to come in. RO#[redacted]REPAIRS- -Rear overhead lamp assembly -2 driver and passenger front seat covers -Remote batteries are low-needs to be replaced -A/C Vents -Contacted customer and provided update..
10/08/2018	Contacted dealer to check status- SA-LUPE advised me that they are waiting on parts and will send me an email with part info.
10/18/2018	Called dealer spoke with SA-JOSE repairs have been completed. Call to customer confirmed..Closing case.
11/15/2018	Dealer called in to speak with CM about payment for the seat covers that was promised to customer and dealer installed it. Agent tried to reach CM, CM not avaialable

Email(s)

Date	10/01/2018	***Subject***	Hello, my name is Mia and I have been assigned as		
From		***To***	***Sent Date/Time***	09/28/2018 19:33 PM	

Hello, my name is Mia and I have been assigned as your Case Manager. This email is confirmation that your case, [redacted] was successfully escalated to me. After I review the details of your case, I will be calling you at your preferred number, [redacted] My contact information is 1-844-378-0573 Ext 4060135. My office hours are from 9:00 AM to 5:30 PM (EST)M-F. If your preferred telephone number mentioned above isn't correct, please reply with the correction.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTKX53	**Vehicle**	DODGE WAG GRAND CARAVAN R/T ON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/28/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/28/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	60,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	DAVENPORT	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	X7397	EAN HOLDINGS - TAMPA		**Dealer Phone**	8133964140
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	driverside passanger door.				
Synopsis	closing CAIR				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/28/2018 05:38 PM	Open
09/28/2018 05:47 PM	Closed
09/30/2018 10:41 PM	Closed

Initial Description

0108029900-Product,Electrical,Power Sliding Door,Complete Failure,Both Sides,Power Sliding Door Both Sides - Complete Failure,driverside passanger door.

Case Comments

Date	Comment
09/28/2018	Customer called in to get cost assistance for the repair of driver side sliding door. The manual lock mechanism is froze and the door will not open. Customer does not meet goodwill escalation guidelines. Explained this to customer. Customer did not take this well. Stated he will just sell this vehicle and buy a Toyota. Agent apologized.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2016	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	09/29/2018	CAIR Type	Regular	Status	Closed
Close Date	10/06/2018	Origin	Email	Reason	New problem
Mileage	87,000 Miles	Market	U	Language	English
Contact Email		Contact Phone	2529339080	Contact Mobile	
Caller Address				Source	Customer
Caller City	NEWPORT	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
Dealer				Dealer Phone	
Dealer Address					
Dealer Zone		Sales District		Service District	
Subject	Power Sliding Door Both Sides - Other				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/29/2018 05:32 PM	Unworked
09/30/2018 10:19 PM	New
10/02/2018 06:11 PM	Open
10/02/2018 07:50 PM	Closed
10/06/2018 08:45 AM	Closed

Initial Description

0464100000-Corporate,Survey By-Pass,Duplicate CAIR,Default,Default,Survey By Pass - Duplicate CAIR,Survey By Pass - Duplicate CAIR
0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,Power Sliding Door Both Sides - Other

Case Comments

Date	Comment
10/02/2018	Both sliding door actuators/locks have seized. One in the locked position ma king it unusable and the other in the unlocked position so that it cannot be locked. We have owned the vehicle 18 months and they are not covered under warranty because of mileage. Estimate was $1000 per door. However, I belei ve these are huge safety concerns and from what I can see online this seems to be a prominent and long ongoing problem.Please issue a safety recall or h elp in some way to fix my vehicle. Two actuators, two doors, same problem in 18 months within a 3 or month period 0f each other cannot be a coincidenc e. Thank you for your help ***** end of customer email *****
10/02/2018	Duplicate - See

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/29/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/06/2018	**Origin**	Email	**Reason**	New problem
Mileage	87,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	2529339080	**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	NEWPORT	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer				**Dealer Phone**	
Dealer Address					
Dealer Zone		**Sales District**		**Service District**	
Subject	failed actuators				
Synopsis	---				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/29/2018 05:33 PM	Unworked
09/30/2018 10:09 PM	New
10/02/2018 06:11 PM	Open
10/02/2018 06:29 PM	Closed
10/06/2018 08:46 AM	Closed

Initial Description

0464100000-Corporate,Survey By-Pass,Duplicate CAIR,Default,Default,Survey By Pass - Duplicate CAIR,Survey By Pass - Duplicate CAIR
0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,failed actuators

Case Comments

Date	Comment
09/29/2018	***** EMAIL BRIEF DESCRIPTION CONTENT ***** Door acuators ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
10/02/2018	Both sliding door actuators/locks have seized. One in the locked position ma king it unusable and the other in the unlocked position so that it cannot be locked. We have owned the vehicle 18 months and they are not covered under warranty because of mileage. Estimate was $1000 per door. However, I belei ve these are huge safety concerns and from what I can see online this seems to be a prominent and long ongoing problem.Please issue a safety recall or h elp in some way to fix my vehicle. Two actuators, two doors, same problem in 18 months within a 3 or month period 0f each other cannot be a coincidenc e. Thank you for your help ***** end of customer email *****
10/02/2018	Dear [redacted] Thank you for contacting the FCA Customer Assistance Center. I am very disheartened to hear that you have been experiencing the issue with the sliding door actuators on your 2016 Town & Country, and I appreciate you bringing this to our attention. I understand that you are concerned with safety, and I want to reassure you that we take your comments seriously. Although an extended warranty or recall does not apply for the issue at this current time, should one be issued in the future you will be able to seek reimbursement consideration. Thank you again for your email [redacted] Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753. Sincerely, Alex Customer Service Representative FCA Customer Assistance Center ***** end of cac response *****

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2016	Brand	DODGE
Body	RTKH53	Vehicle	DODGE GRAND CARAVAN SE		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	09/29/2018	CAIR Type	Regular	Status	Closed
Close Date	09/29/2018	Origin	Telephone	Reason	New problem
Mileage	39,291 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	FREMONT	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
Dealer	45358	STEVENS CREEK CHRYSLER JEEP DODGE		Dealer Phone	4082481800
Dealer Address	4100 STEVENS CREEK BLVD				
	SAN JOSE		CA	95129 1335	USA
Dealer Zone	California	Sales District		Service District	F
Subject	reoccuring issue with the sliding door making a noise				
Synopsis	check engine light is on , slidning door making a loud noise. Agent advised the customer to take the vehicle to another DLR and if further assistance is needed to call back.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/29/2018 06:16 PM	Open
09/29/2018 06:31 PM	Closed
09/30/2018 10:46 PM	Closed

Initial Description

0109004200-Product,Engine,Unknown,Check Engine Lamp On/Flashing,Default,Check Engine Lamp On/Flashing,cusotmer stated the check engine light is on
0123036709-Product,Body / Trim / Paint Finish,Body Hardware,Noisy,Door-Sliding,Sliding Door Hardware - Noisey,reoccuring issue with the sliding door making a noise

Case Comments

Date	Comment
09/29/2018	Briefly summarize why the customer is contacting Chrysler: customer stated reoccurring issue with sliding door making a loud noise. Customer stated the check engine light is on. Briefly summarize what the customer is expecting: see above **Agent Advised** Agent advised the customer to take the vehicle into another DLR .
10/01/2018	customer called stating dealer didn't want to take her case number agent advised customer that DLR has not serviced vehicle just yet advised customer to get diagnosis first before needing to go further with the case number customer stated ok she understood and would call back when needed

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/01/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/15/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	17,275 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	RUFFS DALE	**Caller Country**	USA	**Caller Postal Cod**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60484	JIM SHORKEY CHRYSLER DODGE JEEP		**Dealer Phone**	4128722400
Dealer Address	13230 ROUTE 30				
	NORTH HUNTINGDON		PA	15642 1327	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	I
Subject	both sliding doors would not open				
Synopsis	Customer was not happy with sliding door.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/01/2018 05:25 PM	Open
10/06/2018 08:24 AM	Open
10/15/2018 12:09 PM	Closed

Initial Description

0108029900-Product,Electrical,Power Sliding Door,Complete Failure,Both Sides,Power Sliding Door Both Sides - Complete Failure,both sliding doors would not open

Case Comments

Date	Comment
10/01/2018	Briefly summarize why the customer is contacting Chrysler: Briefly summarize what the customer is expecting: Customer called to discuss the ongoing issue with her sliding doors not operating correctly. Customer stated that the doors make a grinding noise and before would not close. Customer stated that this time the doors would not open trapping her children inside. Customer stated that the DLR advised that the drivers side door latch needs to be replaced and the program needs to re-flashed.
10/01/2018	Customer seeking assistance with: repeat issue with the sliding doors not operating correctly Customer expecting: issue resolved Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: anytime Latest call time: anytime Updates via text: Y/N n Updates via email: Y/N n Vehicle location: [DLR 60484 Date and Time of Appointment: [DLR 60484 Confirmed appointment with: [DLR 60484 Customer in rental: Y/N Authorized by: Rental start date: [Date]
10/01/2018	Reassigned to CM
10/02/2018	~~~~~~ Goodwill Qualifier Narrative ~~~~~~ In-Service Date: 07/02/2016 Original Owner: Yes Mileage: 17275 Vehicle purchase loyalty: 4 vehicles Multiple Repairs/ Previous related repairs: No MVP plans: No Basic expires: 3/36 Powertrain expires: 5/60
10/02/2018	***** OUTBOUND DEALER CONTACT***** JIM SHORKEY / DC 60484 / 412-872-2400 Mark SA was not available. Agent left voice mail message.
10/02/2018	Agent called and spoke with Mark in service who confirmed that customer has issue with the sliding doors and wants out of the vehicle. They did find an issue with the driver side sliding door. There was a problem with the latch which they have changed out. Customer is expected to pick up the vehicle this evening.
10/02/2018	***** OUTBOUND CUSTOMER CONTACT***** [redacted] Customer was not available. Agent left message advising that she understands that the vehicle has been fixed and advised she would like to follow up in a couple of days to make sure that there is no further issues.
10/02/2018	Status update provided via email to the following email address: [redacted] My name is Lynn and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have: Your case number is [redacted] The Chrysler Case Management telephone number is: 1-866-932-3873 My direct extension: 3020187 My work hours are: 9:00am - 5:30pm Eastern Standard Time Monday-Friday. I will contact you within one business day of your appointment by telephone to review your case with you. Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation! End of Status Update
10/03/2018	***** INBOUND CUSTOMER CONTACT***** [redacted] Customer left a voice mail stating that she doesn't want to pick up the vehicle. She said her children feel horrified at the thought of being trapped in the vehicle again.
10/03/2018	***** OUTBOUND CUSTOMER CONTACT***** [redacted] Customer was not available. Agent left message that she will be following the repair through to make sure that there is no further issues.
10/03/2018	Customer called to speak to LN187, customer available until 1:20 pm and after 4:00 pm

Date	Comment
10/03/2018	***** OUTBOUND CUSTOMER CONTACT***** [redacted] Agent called stating that the dealership advised her that they did open a file with the engineering team who gave permission for repairs to take place on only the one side of the vehicle. Customer states that she feels that this is a major safety concern. The sliding door actually shut on her and she feels that if her daughter had been in the way of the door it would have shut on her. Customer wants out of the vehicle. Agent advised customer that we don't have access to her financial information nor the value of the vehicle so if she is looking at that option she will need to work with the dealership. Customer is aware that they are beyond the lemon law period. Agent advised she would reach out to our Tech Pod person to see if he has heard of any other vehicles with the same/similar concerns. Agent did provide the Arbitration number after advising customer that she can not provide AM contact information.
10/03/2018	Email sent to DD.
10/04/2018	***** OUTBOUND DEALER CONTACT***** JIM SHORKEY / DC 60484 / 412-872-2400 Agent went over the directive that DD provided in email with Mark. Mark advised he will be speaking with the technician as well as their Service Directive to make sure that they look further into the customer's concerns. Agent advised she would speak with customer and it was agreed customer needs to bring the vehicle back for another diagnosis.
10/04/2018	***** OUTBOUND CUSTOMER CONTACT***** [redacted] Agent advised customer that she did get some directive from our tech pod person, she spoke with the dealership is expecting her to bring the vehicle back in so that they can look further into her concerns.
10/10/2018	* OUTBOUND CUSTOMER CONTACT*** [redacted] Customer was not available. Agent left message advising that she understands that customer has been working with dealership for possible other options and wanted to make sure that her issue has been resolved.
10/10/2018	***** OUTBOUND DEALER CONTACT***** JIM SHORKEY / DC 60484 / 412-872-2400 Jonathon spoke with Mark who confirmed that they are still working on finalizing the deal.

Email(s)

Date	10/06/2018	***Subject***	My name is Lynn and I have been assigned as your C		
From		***To***	***Sent Date/Time***	10/02/2018 18:21 PM	

My name is Lynn and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number is [redacted]
The Chrysler Case Management telephone number is: 1-866-932-3873
My direct extension: 3020187
My work hours are: 9:00am - 5:30pm Eastern Standard Time Monday-Friday.
I will contact you within one business day of your appointment by telephone to review your case with you.

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

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/02/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/12/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	50,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	NEVADA	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60565	DEERY BROTHERS OF AMES, INC.		**Dealer Phone**	5152335000
Dealer Address	1700 SE 16TH STREET				
	AMES		IA	50010 6430	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	F
Subject	right hand door repair needed, seeking warranty				
Synopsis	CM backed Dealer on goodwill decline because didn't meet our GW. Customer not satisfied.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/02/2018 04:47 PM	Open
10/06/2018 08:33 AM	Open
10/12/2018 05:18 PM	Closed

Initial Description

0108029900-Product,Electrical,Power Sliding Door,Complete Failure,Both Sides,Power Sliding Door Both Sides - Complete Failure,right hand door repair needed, seeking warranty

Case Comments

Date	Comment
10/02/2018	**********Customer Email Address Updated********** Following email address is added for communication or survey with the customer[redacted]
10/02/2018	~~~~ Customer seeking assistance with: repair of right hand sliding door mechanism. Customer expecting: hoping for warranty or cost assistance. Repair is $1200, vehicle is only 2 years old. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] wife's cell, Land line is [redacted]3 Earliest call time: 8 am Latest call time: 8 pm Updates via text: Yes Updates via email: Yes - [redacted] Vehicle location: DLR Date and Time of Appointment: October 1 Confirmed appointment with: DEERY BROS. Customer in rental: unknown
10/02/2018	Phone: [redacted] WifeÂ's cell is [redacted] Briefly summarize why the customer is contacting Chrysler: has a Dodge Caravan in at the DLR Â– right hand door mechanism needs to be replaced. $1200 repair. ItÂ's not something that normally wears out so quickly according to the DLR. It is in at Deery Brothers. DLR has ordered the parts and it will be a day or 2. Briefly summarize what the customer is expecting: to see if he can get warranty assistance. Agent advised can ask for cost assistance from our CM. Agent advised call back by end of business tomorrow.
10/02/2018	Reassigned to CM
10/03/2018	- ***** In-Service Date: 02/18/2016 Original Owner: NO - purchased 12/28/2016 - 2nd owner Mileage: 50,000 Vehicle purchase loyalty: 1 used Multiple Repairs/ Previous related repairs: NO / NO MVP plans: NO Other: BASIC warranty expired at 36,000 miles
10/03/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] - wife's cell / Land line - [redacted] CM LVM on wife's cell.
10/03/2018	- wife's name is [redacted]
10/04/2018	Status update provided via email to the following email address: [redacted] My name is Jane and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have: Â• Your case number is [redacted] Â• The FCA Case Management telephone number is: 1-844-827-2003 Â• My direct extension for leaving a Voice Mail is: 3020196 Â• To reach me directly, please call the FCA Case Management phone and ask any Case Manager to locate me for the call during my work hours Â• FCA Case ManagementÂ's hours are: 7:00 am Â– 7:00 pm Central Time, Monday through Friday Â• My work hours are: 10:30 am - 7:00 pm Central Time, Monday through Friday. Please donÂ't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation! End of Status Update
10/04/2018	*****Received Voicemail from customer 10/03/18, 7:59 pm***** Customer [redacted] wants a call to: [redacted] ***OUTBOUND CUSTOMER CONTACT***** [redacted] Land line - [redacted] and [redacted] - wife's cell | CM LVM for customer on his land line as he requested in a voicemail.
10/04/2018	*****OUTBOUND CUSTOMER CONTACT***** Customer Contact Preferences: 1. checks email every day 2. land line 3. cell phone The problem started last week and when the door opened, it was making kind of a grinding sound. He went to open it and it wouldn't open. It is a 2-year old van. He was quoted $1,200 and said he would talk to his Manager. She said they couldn't do anything about it. Customer claims Dealer told him they are not Dodge, they are Deery Bros. He bought the Dodge at a Chevy Dealer in town. [redacted] has the mileage on his paperwork from when he bought it used. Maybe 17,000 to 20,000 miles on it when he bought it. He is [redacted]

Date	Comment
10/04/2018	Here in Nevada they have Big 8 Tire and he has gone to them every time for oil changes. Customer states oil is changed every 3,000 miles. Customer left his vehicle at the DLR last Friday and they have already ordered parts 2 or 3 days ago. Customer's wife says the SA is Matt. - Customer was also given the CM's contact information and hours over the phone and explained what a Case Manager can assist with
10/04/2018	********** Create Prep Sheet ********** Prep sheet was saved successfully.
10/09/2018	- ***** In-Service Date: 2/18/2016 Original Owner: NO â€" purchased 12/28/2016 Mileage: 50,000 Vehicle purchase loyalty: 1 Used Multiple Repairs/ Previous related repairs: NO / NO MVP plans: NO Other: BASIC warranty expired at 36,000 miles - Falls under D-17-18 Dealer Cost Assistance
10/09/2018	STEVEN OGDEN Qualifier Paragraph - see below - requires call to Dealer about T2 Funnel Questions
10/09/2018	*****OUTBOUND DEALERSHIP CONTACT***** 60565 | DEERY BROTHERS OF AMES, INC | 515-233-5000 | Ryan says the SA is Matt, SM Kathleen not currently available. Got it in a week ago. RO #[redacted] - wrote on Sep. 28th.. They get the vehicle in - they looked at it and they figured out one sliding door stuck shut. Had to get authorization to go in further. They found out that the latch was seized. It was Friday. SA Matt ordered the latch and the 2 appliques. Matt talked to their Service Manager first. Had seen for some warranty repairs 15,000 miles ago. There is nothing that the Service Manager can do. Customer is 2nd owner. The last time they were in - August 17th - did a flash for doing a remote start on the keyfobs.
10/09/2018	*****OUTBOUND CUSTOMER CONTACT*****[redacted] - wife's cell / Land line -[redacted] | CM LVM on wife's cell. CM called the land line and LVM for[redacted].
10/10/2018	******Received voicemail from[redacted] on 10/09/18, 3:16 pm***** Customer returning the CM's call.[redacted]for return call to customer.
10/12/2018	*****Received voicemail from customer, 10/11/18, 2:46 pm***** Customer says they picked up their van, they paid the $1,200, the door lock rod had popped off and he doesn't feel that he should have to pay for that because it was the vehicle and not due to anything they had done.
10/12/2018	*****OUTBOUND CUSTOMER CONTACT*****[redacted] - wife's cell / Land line -[redacted] | CM LVM on wife's cell. CM reached customer on the Land line. Customer confirmed that there were some broken pieces that they fixed and he paid the $1,200 and picked up the vehicle. CM went through the business case and the Service Manager's opinion and we are unable to do any goodwill due to those factors. CM said she regretted not being able to help the customer and said that he could call back to Case Management if any other issue in the future. Customer repeated what he had said on the first call, that he did not feel there would be a positive decision on his case. CM apologized.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2015	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/03/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/03/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	38,330 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	GALENA	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45581	CORWIN CHRYSLER DODGE JEEP RAM		**Dealer Phone**	4178629272
Dealer Address	1025 W SUNSHINE ST				
	SPRINGFIELD		MO	65807 2445	USA
Dealer Zone	Denver	**Sales District**		**Service District**	K
Subject	Left Front Door Hardware Inquiry				
Synopsis	SM Chris would cover charges of if molding is damaged.				
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/03/2018 05:39 PM	Open
10/03/2018 05:59 PM	Closed
10/06/2018 08:33 AM	Closed

Initial Description

0123030010-Product,Body / Trim / Paint Finish,Body Hardware,Other,F. Door-Driver,Left Front Door Hardware Inquiry,Left Front Door Hardware Inquiry

Case Comments

Date	Comment
10/03/2018	Customer stated they went in to get an oil change and to have the repair an issue with the remote key fob lock and lock on the passenger side door. DLR advised they ordered the part and would be covered under there SC but when SA explain they would repair this they might damage the molding on the panel and the customer would be responsible for paying for that part since its not warranted. Customer stated if they damage that part it should be the DLR responsibility to cover it. Agent advised we will contact the DLR request to speak to the SM to have that part covered under DGAP. SM Chris stated they would cover the molding if its damaged. Customer SA is Andre.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/05/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/10/2018	**Origin**	Telephone	**Reason**	New problem
Mileage	47,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	CARSON	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	52912	GLENN E THOMAS DODGE CHRYSLER JEEP		**Dealer Phone**	5624265111
Dealer Address	2100 E SPRING ST				
	SIGNAL HILL		CA	90755 2115	USA
Dealer Zone	California	**Sales District**		**Service District**	M
Subject	Only Left side sliding door will not open				
Synopsis	Customer referred to DLR for repairs				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/05/2018 10:09 PM	Open
10/06/2018 08:26 AM	Open
10/10/2018 09:43 PM	Closed

Initial Description

0108029900-Product,Electrical,Power Sliding Door,Complete Failure,Both Sides,Power Sliding Door Both Sides - Complete Failure,Only Left side sliding door will not open

Case Comments

Date	Comment
10/05/2018	Customer states his left side sliding door will not open and one of the back-up lights is burned out. Agent referred customer to DLR for diagnosis and contacted DLR GLEN E. THOMAS. Warm transferred customer to Dan for scheduling.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2017	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/08/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/01/2018	**Origin**	Telephone	**Reason**	
Mileage	39,029 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	7143636957	**Contact Mobile**	7143636957
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	ANAHEIM		CA		
Dealer	24099	ORANGE COAST CHRYSLER DODGE JEEP		**Dealer Phone**	7145498023
Dealer Address	2929 HARBOR BLVD				
	COSTA MESA		CA	92626 3912	USA
Dealer Zone	California	**Sales District**		**Service District**	M
Subject	vehicle issues				
Synopsis	No diagnosis				
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/08/2018 10:23 PM	Open
11/01/2018 07:47 PM	Closed

Initial Description

customer having issues with the driver door getting stuck and not being able to unlock, the back seat belt has come off, and the AC is not blowing cold air and sounds like it is making a noise

Case Comments

Date	Comment
10/08/2018	customer seeking good will assistance with part fix on her vehicle. the customer has issue with the driver door as it will lock and it will get stuck. customer states the door has been stuck since purchase, the customer states the seat belt has come off the back seat and the the AC has is no longer blowing cold air due to an issue the customer believes to be a hole in the AC hose
10/10/2018	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 4060102
10/19/2018	***inbound call from cst- cst seeking update agent informed cst that cs has reached out to cst but know response. cst stated husband name is on file and she will be the best method of contact (
10/22/2018	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 4060102
10/24/2018	Vehicle got diagnosed at McPeek's Chrysler Dodge Jeep RAM Customer stated that the DLR is still waiting on a door lock for her vehicle, Informed her that i get the part information and get a part specialist involved. Customer would like cost assistance for the AC concern. Will contact DLR and provide a update to customer.
10/30/2018	Contacted DLR, was informed that they cant provide a repair cost for the AC concern because the customer declined a AC test to diagnosis the vehicle. DLR informed me that the part for the door latch is expecting to arrive on 11/7. Will escalate part, RO number is 6
10/30/2018	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 4060102
11/01/2018	No diagnosis for the AC concern, part is to be delivered on the 7th

Email(s)

Date	10/15/2018	**Subject**	vehicle issues [		
From	uscustomercare@fcagroup.com	**To**		**Sent Date/Time**	10/15/2018 20:21 PM

Hello
My name is Keiara, I'm your case manager.
Is your vehicle currently at Orange Coast Chrysler Jeep Dodge?
re

Date	10/17/2018	**Subject**	RE: vehicle issues [		
From	uscustomercare@fcagroup.com	**To**		**Sent Date/Time**	10/17/2018 20:42 PM

Hello [redacted]
My name is Keiara, I'm your case manager
Please contact me back if you are seeking any assistance.
You can contact me at 844-378-0573
Ext:4060102

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 10/15/2018 4:21 PM
To: [redacted]
Subject: Vehicle Issues [redacted]

Hell[redacted]
My name is Keiara, I'm your case manager.
Is your vehicle currently at Orange Coast Chrysler Jeep Dodge?
[redacted]

Date	10/19/2018	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/19/2018 22:11 PM

Good Afternoon , My name is Maryes from Fca ,contacting you to inform you that you'r case manager Lekeira is not in the office today , and she will contact you as soon as possible when she comes back on Monday and can be able to reach you within 1 business day , I do apologize for the inconvenience, if for any reason you have any concerns or questions please let us know . Than you for being a valuable customer of Fca , and have a wonderful weekend

[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/09/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/25/2018	**Origin**	Brand Site	**Reason**	
Mileage	44,000 Miles	**Market**	U	**Language**	
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address	[redacted]			**Source**	Customer
Caller City	South Bend	**Caller Country**		**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	SOUTH BEND		IN	[redacted]	
Dealer	26851	MICHIANA CHRYSLER DODGE JEEP RAM		**Dealer Phone**	5742542010
Dealer Address	120 W MCKINLEY AVE				
	MISHAWAKA		IN	46545 5606	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	L
Subject	86T - Serious safey issue				
Synopsis	Door lock repair declined as already complete				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/09/2018 04:34 PM	New
10/19/2018 01:32 AM	Open
10/25/2018 12:08 AM	Closed

Initial Description

My Grand caravan is currently in for service. The driverside power sliding door will not open or unlock.I f there was an accident my family could be trapped inside or worse. I am being told that this will cost me $1190. to repair. How is this allowed this is a serious potential safety issue that a car that is less than 2 years old can fail this way. Please help.

Case Comments

Date	Comment
10/19/2018	My Grand caravan is currently in for service. The driverside power sliding door will not open or unlock.I f there was an accident my family could be trapped inside or worse. I am being told that this will cost me $1190. to repair. How is this allowed this is a serious potential safety issue that a car that is less than 2 years old can fail this way. Please help.
10/23/2018	Writer attempted to contact customer however writer was unable to come in contact. Writer LVM requesting contact back.
10/23/2018	Customer state that he is curious as to why he was told to call. There is no current update as the customer has been emailing back and forth
10/24/2018	lock actuator - sliding door was replaced , the customer payed 1257 OOP, it is something that would have been covered under the basic warranty of the vehicle however the customer was outside this warranty.

Email(s)

Date	10/19/2018	**Subject**	Serious safey issue [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	10/19/2018 01:45 AM

Dear [redacted]

Thank you for contacting the Dodge Customer Assistance Center and for letting us know about the problem you are having with your sliding door.

I can understand why you have reached out to us and I will certainly do my best to help you. When I researched this for you on our end [redacted] could see no reason why it would be happening. With our vehicles we have a basic warranty applied to them for 3 years or 36,000 miles, which is what this repair would fall under. The mileage you stated the vehicle is at is 44,000 so that would put it outside of our coverage.

With that being said we could possibly look to see if we can help in this at all. When were you last at the dealership?

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-992-1997.

JR
Customer Service Representative
Dodge Customer Assistance Center
[redacted]

Date	10/19/2018	Subject	Re: Serious safey issue [redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	10/19/2018 11:45 AM

Good morning,

I have ready many cases on line where the exact same thing is happening to others. Without warning the power sliding door will not unlock or open. If there were an accident, the passengers would be trapped in the vehicle.

I had this repaired at the dealer costing me $1257.12. This is an expensive repair for a vehicle that is only 1 1/2 years old I have also filed a a safety complaint with the Govt.

On October 18, 2018 at 9:45 PM US Customer Care <uscustomercare@fcagroup.com> wrote:

[redacted]

"Madness takes its toll. Please have exact change"

> Dear [redacted]
>
> Thank you for contacting the Dodge Customer Assistance Center and for letting us know about the problem you are having with your sliding door.
>
> I can understand why you have reached out to us and I will certainly do my best to help you. When I researched this for you on our end Kevin, I could see no reason why it would be happening. With our vehicles we have a basic warranty applied to them for 3 years or 36,000 miles, which is what this repair would fall under. The mileage you stated the vehicle is at is 44,000 so that would put it outside of our coverage.
>
> With that being said we could possibly look to see if we can help in this at all. When were you last at the dealership?
>
> Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-992-1997.
>
> JR
> Customer Service Representative
> Dodge Customer Assistance Center
>
[redacted]

Date	10/20/2018	Subject	Re: Serious safey issue [redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	10/20/2018 00:18 AM

Dear [redacted]

I'm happy to hear that the door has been repaired. What I would be curious to know is what reason the dealership gave you for this happening. What did they say the diagnosis was?

JR
Customer Service Representative
FCA Customer Assistance Center

---------- Original Message ----------
From: [redacted]
Sent: [redacted]
To: uscustomercare@fcagroup.com
Subject: Re: Serious safey issue [redacted]

Good morning,

I have ready many cases on line where the exact same thing is happening to others. Without warning the power sliding door will not unlock or open. If there were an accident, the passengers would be trapped in the vehicle.

I had this repaired at the dealer costing me $1257.12. This is an expensive repair for a vehicle that is only 1 1/2 years old I have also filed a a safety complaint with the Govt.

On October 18, 2018 at 9:45 PM US Customer Care <uscustomercare@fcagroup.com> wrote:

[redacted]

"Madness takes its toll. Please have exact change"

> Dear [redacted]
>
> Thank you for contacting the Dodge Customer Assistance Center and for letting us know about the problem you are having with your sliding door.
>
> I can understand why you have reached out to us and I will certainly do my best to help you. When I researched this for you on our end Kevin, I could see no reason why it would be happening. With our vehicles we have a basic warranty applied to them for 3 years or 36,000 miles, which is what this repair would fall under. The mileage you stated the vehicle is at is 44,000 so that would put it outside of our coverage.
>
> With that being said we could possibly look to see if we can help in this at all. When were you last at the dealership?
>
> Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-992-1997.
>
> JR
> Customer Service Representative
> Dodge Customer Assistance Center
>
> [redacted]
>

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-992-1997.

JR
Customer Service Representative
FCA Customer Assistance Center

Date	10/20/2018	***Subject***	Re: Serious safey issue [[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/20/2018 00:18 AM

Dear [redacted]

I'm happy to hear that the door has been repaired. What I would be curious to know is what reason the dealership gave you for this happening. What did they say the diagnosis was?

JR
Customer Service Representative
FCA Customer Assistance Center

---------- Original Message ----------
From [redacted]
Sent: 10/19/2018 7:45 AM
To: uscustomercare@fcagroup.com
Subject: Re: Serious safey issue [re[redacted]

Good morning,

I have ready many cases on line where the exact same thing is happening to others. Without warning the power sliding door will not unlock or open. If there were an accident, the passengers would be trapped in the vehicle.

I had this repaired at the dealer costing me $1257.12. This is an expensive repair for a vehicle that is only 1 1/2 years old I have also filed a a safety complaint with the Govt.

On October 18, 2018 at 9:45 PM US Customer Care <uscustomercare@fcagroup.com> wrote:

[redacted]

"Madness takes its toll. Please have exact change"

> Dear [redacted]
>
> Thank you for contacting the Dodge Customer Assistance Center and for letting us know about the problem you are having with your sliding door.
>
> I can understand why you have reached out to us and I will certainly do my best to help you. When I researched this for you on our end Kevin, I could see no reason why it would be happening. With our vehicles we have a basic warranty applied to them for 3 years or 36,000 miles, which is what this repair would fall under. The mileage you stated the vehicle is at is 44,000 so that would put it outside of our coverage.
>
> With that being said we could possibly look to see if we can help in this at all. When were you last at the dealership?
>
> Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-992-1997.
>
> JR
> Customer Service Representative
> Dodge Customer Assistance Center
>
> [redacted]
>

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-992-1997.

JR
Customer Service Representative
FCA Customer Assistance Center

Date	10/22/2018	***Subject***	Re: Serious safey issue [[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	10/22/2018 11:29 AM

Good morning,

Nothing was given as a reason for failure. This was treated as a common occurrence.

Work was performed by

Michiana Chrysler,Dodge ,Jeep, Ram

120 West McKinley Ave

Mishawaka, In 46545

574-254-2010

On October 19, 2018 at 8:18 PM US Customer Care <uscustomercare@fcagroup.com> wrote:

[redacted]

"Madness takes its toll. Please have exact change"

> Dear [redacted]
>
> I'm happy to hear that the door has been repaired. What I would be curious to know is what reason the dealership gave you for this happening. What did they say the diagnosis was?
>
> JR
> Customer Service Representative
> FCA Customer Assistance Center
>
> ---------- Original Message ----------
> From: [redacted]]
> Sent: 10/19/2018 7:45 AM
> To: uscustomercare@fcagroup.com mailto:uscustomercare@fcagroup.com
> Subject: Re: Serious safey issue [[redacted]
>
> Good morning,
>
> I have ready many cases on line where the exact same thing is happening to others. Without warning the power sliding door will not unlock or open. If there were an accident, the passengers would be trapped in the vehicle.
>
> I had this repaired at the dealer costing me $1257.12. This is an expensive repair for a vehicle that is only 1 1/2 years old I have also filed a a safety complaint with the Govt.
>
>
> On October 18, 2018 at 9:45 PM US Customer Care < uscustomercare@fcagroup.com mailto:uscustomercare@fcagroup.com > wrote:
>
>
>
>[redacted]
>
>[redacted]
>
> "Madness takes its toll. Please have exact change"
>
> > Dear [redacted]
> >
> > Thank you for contacting the Dodge Customer Assistance Center and for letting us know about the problem you are having with your sliding door.
> >
> > I can understand why you have reached out to us and I will certainly do my best to help you. When I researched this for you on our end Kevin, I could see no reason why it would be happening. With our vehicles we have a basic warranty applied to them for 3 years or 36,000 miles, which is what this repair would fall under. The mileage you stated the vehicle is at is 44,000 so that would put it outside of our coverage.
> >
> > With that being said we could possibly look to see if we can help in this at all. When were you last at the dealership?
> >
> > Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-992-1997.
> >
> > JR
> > Customer Service Representative
> > Dodge Customer Assistance Center
> >
> > [redacted]
> >
>
> Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-992-1997.
>
> JR
> Customer Service Representative
> FCA Customer Assistance Center
>

>

Date	10/24/2018	Subject	Re: Serious safey issue [re [redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	10/24/2018 00:37 AM

Dear Kevin,

Thank you for the information. I will be reaching out to the dealership to gather some more information. Once that is complete I will be back in touch with you.

JR
Customer Service Representative
FCA Customer Assistance Center
[redacted]

Date	10/24/2018	Subject	Re: Serious safey issue [ref [redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	10/24/2018 00:37 AM

Dear [redacted]

Thank you for the information. I will be reaching out to the dealership to gather some more information. Once that is complete I will be back in touch with you.

JR
Customer Service Representative
FCA Customer Assistance Center
[redacted]

Date	10/25/2018	Subject	Re: Serious safey issue [redacted]		
From	uscustomercare@fcagroup.com	To	uscustomercare@fcagroup.com	Sent Date/Time	10/25/2018 00:07 AM

Dear [redacted]

Thank you for your patience while I looked into this for you. I was able to speak with the dealership about this repair and their diagnosis. They advised me that this was a wear and tear repair from the use of the door. They told me it was looked at for warranty but the vehicle is outside of the Basic warranty period. As the repair has been completed there would not be much I could to help in this case. What I would advise is in the future if you are having concerns you think we can help with to contact us here. We can then look at having a case manager help.

Thank you again for letting us look into this for you.

JR
Customer Service Representative
FCA Customer Assistance Center
[redacted]

Date	10/25/2018	Subject	Re: Serious safey issue [ref [redacted]		
From	uscustomercare@fcagroup.com	To	uscustomercare@fcagroup.com	Sent Date/Time	10/25/2018 00:07 AM

Dear [redacted]

Thank you for your patience while I looked into this for you. I was able to speak with the dealership about this repair and their diagnosis. They advised me that this was a wear and tear repair from the use of the door. They told me it was looked at for warranty but the vehicle is outside of the Basic warranty period. As the repair has been completed there would not be much I could to help in this case. What I would advise is in the future if you are having concerns you think we can help with to contact us here. We can then look at having a case manager help.

Thank you again for letting us look into this for you.

JR
Customer Service Representative
FCA Customer Assistance Center
[redacted]

Date	10/25/2018	Subject	Regarding your Case [redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	10/25/2018 11:17 AM

Dear [redacted]
Thank you for contacting Dodge Customer Care.

Our records indicate that case numbe[redacted]s closed.

If you require further assistance please contact us at Dodge Customer Care and we would be happy to assist.

Thank you and have a great day.

Dodge Customer Care

Date	10/25/2018	Subject	Re: Serious safey issue [[redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	10/25/2018 11:17 AM

Good morning,

I will continue to pursue this with the complaint I filed with the highway department.

In essence, your position(Chrysler/Dodge) is that there is no perceived safety issue with what appears to be a functioning door just locking itself for no reason to the extent that it can not be unlocked or opened from inside or outside of the vehicle. This could potentially leave passengers unable to exit the vehicle if an accident were to occur.

I do not know how this is supposed to make me feel safe transporting my family in a vehicle that has the potential to trap them at any time with no indication of component failure.

I appreciate you are more worried about warranty costs etc. I get that.

At least I have all of these emails as records.

[redacted]

[redacted]

"Madness takes its toll. Please have exact change"

On October 24, 2018 at 8:07 PM US Customer Care <uscustomercare@fcagroup.com> wrote:

> Dear [redacted]
>
> Thank you for your patience while I looked into this for you. I was able to speak with the dealership about this repair and their diagnosis. They advised me that this was a wear and tear repair from the use of the door. They told me it was looked at for warranty but the vehicle is outside of the Basic warranty period. As the repair has been completed there would not be much I could to help in this case. What I would advise is in the future if you are having concerns you think we can help with to contact us here. We can then look at having a case manager help.
>
> Thank you again for letting us look into this for you.
>
> JR
> Customer Service Representative
> FCA Customer Assistance Center
>
> [redacted]f
>

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX55	**Vehicle**	DODGE WAG GRAND CARAVAN R/T ON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/09/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/11/2018	**Origin**	Telephone	**Reason**	
Mileage	29,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	LAKELAND	FL	[redacted]		
Dealer	44155	DODGE CHRYSLER JEEP OF WINTER		**Dealer Phone**	8632991243
Dealer Address	299 CYPRESS GARDENS BLVD				
	WINTER HAVEN	FL	33880 4331	USA	
Dealer Zone	Southeast	**Sales District**		**Service District**	C
Subject	Intermittent				
Synopsis	issue resolved				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/09/2018 05:43 PM	Open
10/11/2018 08:53 PM	Closed

Initial Description

Driver side sliding door grinding

Case Comments

Date	Comment
10/09/2018	Customer called in because heâ€™s requesting to have a Dodge rep, come out to take a look at his vehicle. Customer stated that when he spoke with his SA Dana, she stated that she could hear the noise, but they couldnâ€™t understand why the tech couldnâ€™t hear it. He stated that the dealership provided him with our number for further assistance. He stated that prior he had an issue with his transmission that was intermittent, but the issue with the driver side sliding door is constant. Customer stated that it sounds like a grinding noise. I did ask the customer if his vehicle was still currently at the dealership or if he had it. Customer stated that he picked his vehicle up last night 10/8/2018. I did contact the dealership to speak with SA Dana, but received a VM. I did leave a message for her to give us a call back with any further information.
10/11/2018	Cm spoke to customer who has the vehicle and it is repaired. Customer is grateful winter haven repaired it with no issue.

Email(s)

Date	10/09/2018	**Subject**	Case Manager Information [[redacted]		
From	[redacted]	**To**	[redacted]	**Sent Date/Time**	10/09/2018 21:49 PM

Hello, my name is Meka and I have been assigned as your Case Manager.
This email is confirmation that your case, 57179216 was successfully
escalated to me. After I review the details of your case, I will be calling
you at your preferred number, 863-858-7831.
My office hours are from 9:30 AM to 6:00 PM (Eastern).
My contact information is 844-378-0597 Ext. 4060091.
I am looking foward to getting the appointment time and date to better assit you.
[redacted]

Date	10/10/2018	**Subject**	RE: Case Manager Information [[redacted]		
From	dodgecustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	10/10/2018 21:44 PM

Thank you for responding to my email. I will reach out to the dealership tomorrow.

---------- Original Message ----------
From: [redacted]
Sent: 10/9/2018 5:49 PM
To [redacted]
Subject: Case Manager Information [[redacted]

Hello, my name is Meka and I have been assigned as your Case Manager.
This email is confirmation that your case, [redacted] was successfully
escalated to me. After I review the details of your case, I will be calling
you at your preferred number, [redacted]
My office hours are from 9:30 AM to 6:00 PM (Eastern).
My contact information is 844-378-0597 Ext. 4060091.
I am looking foward to getting the appointment time and date to better assit you.
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/10/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/19/2018	**Origin**	Telephone	**Reason**	
Mileage	39,500 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	FREMONT		CA		
Dealer	45358	STEVENS CREEK CHRYSLER JEEP DODGE		**Dealer Phone**	4082481800
Dealer Address	4100 STEVENS CREEK BLVD				
	SAN JOSE		CA	95129 1335	USA
Dealer Zone	California	**Sales District**		**Service District**	F
Subject	Door noises, check engine light is on				
Synopsis	confirmed vehicle repaired				
Customer Anomaly	Engine				
	Warning Light MIL				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	27	Check engine light is on
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/10/2018 11:36 PM	Open
10/19/2018 05:41 PM	Closed

Initial Description

Sliding door is noisy,

Case Comments

Date	Comment
10/11/2018	CM called DLR, LVM
10/11/2018	CM called she says service is waiting to hear from Chrysler about her repair. The customer entire family has Dodge vehicles this is her fourth dodge vehicle. CM thanked customer for been a loyal customer. CM advised I will be in touch to see what type of goodwill I can provide for her.
10/11/2018	CM called DLR, spoke with SA Dan F.> Dan said service tried replacing the engine coil but that didn't work. The vehicle has a misfired cylinder and they need to replace the cylinder head. Also they door noise is because of the actuator which is not covered under warranty. CM requested the warranty price so I can possibility to provide some type of goodwill. SA Dan says he will check to see if he can get the actuator covered since the customer is just out of basic warranty
10/11/2018	CM called customer to provide an update, that her vehicle needs a cylinder head & door needs a actuator . CM advise I will contact her with any new updates
10/16/2018	CM called DLR, they are finishing up today. They are currently doing a oil change
10/19/2018	CM called Service, vehicle completed. The customer just pick-up vehicle
10/19/2018	CM called Customer @ she says her vehicle is driving wonderful. She wanted to thank me so much because service found the issue and repair her vehicle.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2015	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/12/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/16/2018	**Origin**	Telephone	**Reason**	
Mileage	41,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	LINDSAY		NE	[redacted]	
Dealer	62769	CORNHUSKER AUTO CENTER INC		**Dealer Phone**	4023713765
Dealer Address	700 EAST NORFOLK AVE				
	NORFOLK		NE	68701 5514	USA
Dealer Zone	Denver	**Sales District**		**Service District**	J
Subject	sliding door not working				
Synopsis	customer will contact if they need assistance				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/12/2018 03:26 PM	Open
10/12/2018 08:03 PM	Suspended
10/15/2018 04:02 AM	Open
10/16/2018 08:47 PM	Closed

Initial Description

Sliding door locks up and will not move . The customer took to the dlr and they say the latch had gone on it and needs to be replaced

Case Comments

Date	Comment
10/12/2018	Briefly summarize why the customer is contacting Chrysler: Briefly summarize what the customer was informed: customer having trouble with sliding door not working. Customer seeking cost assistance Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: ([redacted] Earliest call time: anytime Latest call time: Updates via email: N Vehicle location:Customer Date and Time of Appointment: 10/15/2018 @9:00 Confirmed appointment with:Kornhusker auto SA is Randy Customer in rental: N Authorized by: Rental start date: [Date]
10/15/2018	****OUTBOUND CUSTOMER CONTACT ([redacted]*** Customer is not available.
10/16/2018	*****OUTBOUND DEALERSHIP CONTACT 4023713765******* Service Randy states that vehicle is repaired and the customer paid the repairs.
10/16/2018	****OUTBOUND CUSTOMER CONTACT ([redacted]**** customer states that the vehicle is repaired. Customer states that if her husbands needs something she will have him call

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYS53	**Vehicle**	CHRYSLER TOWN & COUNTRY LTD PLATINUM WAGON		
Customer Provided VIN	2c4rc1gg3gr269603	**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/12/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/24/2018	**Origin**	Telephone	**Reason**	
Mileage	51,455 Miles	**Market**	U	**Language**	
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
Dealer	65674	EAST HILLS CHRYSLER JEEP DODGE		**Dealer Phone**	5166219191
Dealer Address	2300 NORTHERN BLVD				
	GREENVALE		NY	11548 1210	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	G
Subject	Repeat repair				
Synopsis	The case is open longer than 7 days. Closing the file. We can start a new file when he submits the paperwork.				
Customer Anomaly	Interior				
	Dashboard Trim				
Contact Reason	C188	Dealership Facilities	**Customer Anomaly**	78	Interior dashboard issue
Reason Code	Sales - Complaint - Network - Dealership - Dealer Facilities				

Case Status History

Create Date	Status
10/12/2018 07:28 PM	Open
10/24/2018 09:26 PM	Closed

Initial Description

Door won't lock. Replaced the trim

Case Comments

Date	Comment
10/12/2018	Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: Anytime Latest call time: Anytime Updates via email: Y/N [Email address] Vehicle location: Customer Date and Time of Appointment: Today Confirmed appointment with: Already had the vehicle in the dealership and got it back Customer in rental: No Customer is upset that he had to pay two deductibles for the same reason. It had not been fixed the first time so he took it back and they charged him another $100. He wants this money back.
10/15/2018	Vehicle is repaired customer is seeking reimbursement for an MVP deductible.
10/24/2018	The case is open longer than 7 days. Closing the file. We can start a new file when he submits the paperwork.

Email(s)

Date	10/12/2018	**Subject**	Repeat repair [[redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	10/12/2018 19:36 PM

Hello, I have sent the file to the case management department and they will call you back early next week. The case number is [redacted] Thank you for calling and letting us know what happened.
[redacted]

Date	10/23/2018	**Subject**	RE: Repeat repair [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	10/23/2018 13:12 PM

Hello, I can't find the documents that we need to continue. Can you send them back to me? Thank you

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 10/12/2018 3:36 PM
To: [redacted]
Subject: Repeat repair [ref:[redacted]

Hello, I have sent the file to the case management department and they will call you back early next week. The case number is [redacted] Thank you for calling and letting us know what happened.
[redacted]

Date	10/23/2018	**Subject**	Re: Repeat repair [[redacted]

From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	10/23/2018 13:51 PM

Who is this

Sent from my iPhone

> On Oct 23, 2018, at 9:12 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> Hello, I can't find the documents that we need to continue. Can you send them back to me? Thank you
>
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 10/12/2018 3:36 PM
> To: [redacted]
> Subject: Repeat repair [re[redacted]
>
> Hello, I have sent the file to the case management department and they will call you back early next week. The case number is [redacted] Thank you for calling and letting us know what happened.
> [redacted]
>

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/14/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/15/2018	**Origin**	Chat	**Reason**	
Mileage	0 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
Dealer	56733	HILL-KELLY DODGE CHRYSLER JEEP		**Dealer Phone**	8504769078
Dealer Address	6171 PENSACOLA BLVD				
	PENSACOLA		FL	32505 2211	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	G
Subject	Customer Assistance				
Synopsis	no diagnosis				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/14/2018 09:12 PM	New
10/15/2018 07:53 PM	Closed

Initial Description

Chat Started: Sunday, October 14, 2018, 17:12:52 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Brandi (30s) Brandi: Hi, my name is Brandi with FCA Customer Care, How may I help you? (43s) Visitor: In May of this year the right passenger sliding door lock seized up and would no longer lock, either electronically or manually. I expected about a $300 bill to get this fixed at my local dealer (Hill-Kelly DCJR), but apparently the solenoid is only sold as an assembly only and the repair ended up costing over $1,000, for a LOCK!!! Now 5 months later the left passenger sliding door is seized in the locked position. Because of the mileage the warranty wont cover it. There is no way in hell I'm going to pay another $1,000 for the repair of a second DEFECTIVE mechanism. This Grand Caravan is only 2 years old! I am requesting that an exception be made for this repair to be covered under warranty. Besides this vehicle I own a Ram 1500 crew cab, a Jeep Compass and a Plymouth Roadrunner. I have been very loyal to the Mopar brand. The poor quality of power locks in the 2016 Grand Caravan is not acceptable! To make matters worse, for the last several days when I go to the FCA Customer Care page and take time to fill out this form and then attempt to submit it I get the error, System is currently unavailable. Please try again later. and then have to completely redo the entire document. If this is how FCA cares about customers, you will drive me away from the FCA brand! (3m 52s) Brandi: I am so sorry to hear you have been having issues with the locks on the sliding door[redacted] can certainly see how this can be frustrating! I can certainly look into this for you. is [redacted] correct for your VIN? (4m 4s) Visitor: yes (4m 59s) Brandi: Thank you, May i verify your address on file? also may i have the mileage of the vehicle? (5m 49s) Visitor: [redacted] Pace, FL[redacted] The current mileage is 47,300 (7m 10s) Brandi: Thank you very much [redacted] When were you last at Hill-Kelly DCJR? (7m 51s) Visitor: For the Caravan it was around May 15 of this year (14m 22s) Visitor: Are you still there??? (14m 57s) Brandi: Yes sorry! i was typing a long paragraph. sorry [redacted] 15m 27s) Brandi: Thank you! i do see here your basic warranty has expired by the odometer. This warranty is for either 3 years or 36000 miles. You are not to far past in mileage and you are not past in time. We can look into escalating a case to our case management team to look into cost assistance 2 years and 24000 miles past the warranty expiring, however you would need to have an appointment with the dealer for this issue. your case number is [redacted] for refference. (16m 2s) Brandi: after you have the appointment please contact us back and we can escalate a case to look into cost assistance for you [redacted] 17m 16s) Visitor: So do I give the reference number to Hill-Kelly service? (19m 8s) Brandi: No, it is a case number with us where i would have this chat documented so when you contact us back you don't have to re explain everything the next agent can read my case and create a new one to send up for you once you have the appointment. (20m 15s) Visitor: Ok, so I make an appointment to have the lock actuator assembly replaced and then FCA might help??? (22m 0s) Brandi: you can make the appointment for a diagnosis with the dealer. When you contact us back, it is a 1 business day call back after escalation. They will contact the dealer and contact you and look into cost assistance. (24m 16s) Visitor: So I have to pay them to tell me that my actuator is bad, then hold off on the repair until I hear back from FCA? (26m 59s) Brandi: Let us know when you set the appointment and we will escalate a case, You will hear from the case manager 1 day after escalation. It could be before your appointment. (29m 13s) Visitor: That makes more sense. So best to schedule the appointment about a week out so that the case manager has time to get involved is what I am understanding (30m 38s) Brandi: as long as the appointment is within two weeks from escalation not a problem. once you contact us and we send up a case the case manager will reach out to you the next business day. Was there anything else i could do for you today [redacted] 31m 16s) Visitor: Pretty sure that answers my questions. Thank you (31m 34s) Brandi: Thank you for chatting in! i do hope you have a good night.

Live Chats

Date

Date	
10/14/2018	Chat Started: Sunday, October 14, 2018, 17:12:52 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Brandi (30s) Brandi: Hi, my name is Brandi with FCA Customer Care, How may I help you? (43s) Visitor: In May of this year the right passenger sliding door lock seized up and would no longer lock, either electronically or manually. I expected about a $300 bill to get this fixed at my local dealer (Hill-Kelly DCJR), but apparently the solenoid is only sold as an assembly only and the repair ended up costing over $1,000, for a LOCK!!! Now 5 months later the left passenger sliding door is seized in the locked position. Because of the mileage the warranty wont cover it. There is no way in hell I'm going to pay another $1,000 for the repair of a second DEFECTIVE mechanism. This Grand Caravan is only 2 years old! I am requesting that an exception be made for this repair to be covered under warranty. Besides this vehicle I own a Ram 1500 crew cab, a Jeep Compass and a Plymouth Roadrunner. I have been very loyal to the Mopar brand. The poor quality of power locks in the 2016 Grand Caravan is not acceptable! To make matters worse, for the last several days when I go to the FCA Customer Care page and take time to fill out this form and then attempt to submit it I get the error, System is currently unavailable. Please try again later. and then have to completely redo the entire document. If this is how FCA cares about customers, you will drive me away from the FCA brand! (3m 52s) Brandi: I am so sorry to hear you have been having issues with the locks on the sliding doors Steve! i can certainly see how this can be frustrating! I can certainly look into this for you. i[redacted]correct for your VIN? (4m 4s) Visitor: yes (4m 59s) Brandi: Thank you. May i verify your address on file? also may i have the mileage of the vehicle? (5m 49s) Visitor[redacted]Pace, FL [redacted]The current mileage is 47,300 (7m 10s) Brandi: Thank you very much[redacted]When were you last at Hill-Kelly DCJR? (7m 51s) Visitor: For the Caravan it was around May 15 of this year (14m 22s) Visitor: Are you still there??? (14m 57s) Brandi: Yes sorry! i was typing a long paragraph. sorry Steve! (15m 27s) Brandi: Thank you! i do see here your basic warranty has expired by the odometer. This warranty is for either 3 years or 36000 miles. You are not to far past in mileage and you are not past in time. We can look into escalating a case to our case management team to look into cost assistance 2 years and 24000 miles past the warranty expiring, however you would need to have an appointment with the dealer for this issue. your case number is[redacted]or refference. (16m 2s) Brandi: after you have the appointment please contact us back and we can escalate a case to look into cost assistance for you [redacted] (17m 16s) Visitor: So do I give the reference number to Hill-Kelly service? (19m 8s) Brandi: No, it is a case number with us where i would have this chat documented so when you contact us back you don't have to re explain everything the next agent can read my case and create a new one to send up for you once you have the appointment. (20m 15s) Visitor: Ok, so I make an appointment to have the lock actuator assembly replaced and then FCA might help??? (22m 0s) Brandi: you can make the appointment for a diagnosis with the dealer. When you contact us back, it is a 1 business day call back after escalation. They will contact the dealer and contact you and look into cost assistance. (24m 16s) Visitor: So I have to pay them to tell me that my actuator is bad, then hold off on the repair until I hear back from FCA? (26m 59s) Brandi: Let us know when you set the appointment and we will escalate a case, You will hear from the case manager 1 day after escalation. It could be before your appointment. (29m 13s) Visitor: That makes more sense. So best to schedule the appointment about a week out so that the case manager has time to get involved is what I am understanding (30m 38s) Brandi: as long as the appointment is within two weeks from escalation not a problem. once you contact us and we send up a case the case manager will reach out to you the next business day. Was there anything else i could do for you today[redacted] (31m 16s) Visitor: Pretty sure that answers my questions. Thank you (31m 34s) Brandi: Thank you for chatting in! i do hope you have a good night.

Date
10/14/2018

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/14/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/25/2018	**Origin**	Chat	**Reason**	
Mileage	0 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**ontact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	

Customer	[redacted]				
Customer Address					
	PACE		FL	[redacted]	
Dealer	56733	HILL-KELLY DODGE CHRYSLER JEEP		**Dealer Phone**	8504769078
Dealer Address	6171 PENSACOLA BLVD				
	PENSACOLA		FL	32505 2211	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	G

Subject	Customer Assistance				
Synopsis	GWA offer has been accepted and DLR is moving forward with the repairs.				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning

Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details

Case Status History

Create Date	Status
10/14/2018 10:29 PM	New
10/25/2018 09:08 PM	Closed

Initial Description

Chat Started: Sunday, October 14, 2018, 18:29:40 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Brandi (8m 59s) Brandi: Hi, my name is Brandi with FCA Customer Care. How may I help you? (9m 11s) Visitor: case number is [redacted] 10m 39s) Brandi: Hello [redacted] You have an appointment with a dealer? (10m 49s) Visitor: Dear [redacted] Thank you for booking your service appointment for 2016 DODGE Grand Caravan (3.6L) on 10/22/2018 7:00:00 AM. For more information, please contact us at 8888543819 hillkellyservice@hillkellydodge.com. Please visit our web site at where you can find additional information about our service department as well as special offers for service, parts and accessories. Sincerely, Hill-Kelly Dodge Chrysler Jeep Ram (12m 32s) Brandi: Thank you! I am happy to see you have an appointment! What is the time and date? (12m 58s) Visitor: 10/22/2018 7:00:00 AM. (13m 27s) Brandi: Thank you! is [redacted] and [redacted] good contact information for you? (13m 44s) Visitor: yes (14m 20s) Brandi: Thank you [redacted], your new case number is [redacted] I will be escalating your case now, you will hear from a case manager in 1 business day. (14m 37s) Visitor: ok, thanks (15m 8s) Brandi: Thank you for chatting in! have a good night. (15m 47s) Visitor: thanks again

Case Comments

Date	Comment
10/14/2018	customer has been having issues with his sliding door's lock. He has replaced the left and now the right is gone. Customer meets dlr goodwill. Customer seeking CM. Customers number- 8509100161 preferred time- any Customer email is [redacted] customers appointment is 10/22/2018 7:00:00 AM. at dlr 56733
10/23/2018	Customer called to speak to CM for an update on case. Agent transferred customer to CM after approval
10/23/2018	CST reports the right actuator lock on the sliding door went out in May. And now the left actuator has gone out. CM will research the case for the possible GWA. And then reach out to the CST . In order to inform if the vehicle should be left for repair to move forward. Or to confirm if the vehicle can be picked up. While case is being reviewed for GWA on the actuator repair.
10/25/2018	FCA CAC has approved a one time GWA for the door lock actuator . FCA CAC will cover $650.00 and CST will have a Co pay of $281.16. Grand Total of 931.16. GWA has been accepted and CST will follow up with DLR to complete the repairs. Case closed.

Email(s)

Date	10/25/2018	**Subject**	Goodwill repair approval for [redacted]		
From	uscustomercare@fcagroup.com	**To**	aaron@hillkellydodge.com	**Sent Date/Time**	10/25/2018 21:02 PM

Hey Aaron ,

This is Mario with the Fiat Chrysler customer care. FCA CAC has approved and authorized to cover $650.00 towards the door lock actuator replacement . Customer will have a Co pay responsibility of $281.16. Grand total of $931.16. This is a one time good will.

Thank You
Mario Case Management
Fiat Chrysler Customer Care
[redacted]

Live Chats

Date	
10/14/2018	Chat Started: Sunday, October 14, 2018, 18:29:40 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Brandi (8m 59s) Brandi: Hi, my name is Brandi with FCA Customer Care, How may I help you? (9m 11s) Visitor: case number i[redacted] (10m 39s) Brandi: Hello[redacted] an appointment with a dealer? (10m 49s) Visitor: Dear[redacted] Thank you for booking your service appointment for 2016 DODGE Grand Caravan (3.6L) on 10/22/2018 7:00:00 AM. For more information, please contact us at 8888543819 hillkellyservice@hillkellydodge.com. Please visit our web site at where you can find additional information about our service department as well as special offers for service, parts and accessories. Sincerely, Hill-Kelly Dodge Chrysler Jeep Ram (12m 32s) Brandi: Thank you! I am happy to see you have an appointment! What is the time and date? (12m 58s) Visitor: 10/22/2018 7:00:00 AM. (13m 27s) Brandi: Thank you! is[redacted]good contact information for you? (13m 44s) Visitor: yes (14m 20s) Brandi: Thank you[redacted]your new case number is[redacted] I will be escalating your case now, you will hear from a case manager in 1 business day. (14m 37s) Visitor: ok, thanks (15m 8s) Brandi: Thank you for chatting in! have a good night. (15m 47s) Visitor: thanks again

Date	
10/14/2018	

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/15/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/22/2018	**Origin**	Telephone	**Reason**	
Mileage	47,878 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	HARRISON	OH	[redacted]		
Dealer	45539	JEFF WYLER CHRYSLER JEEP DODGE OF		**Dealer Phone**	8125372525
Dealer Address	875 E EADS PKWY				
	LAWRENCEBURG	IN	47025 8508	USA	
Dealer Zone	Great Lakes	**Sales District**		**Service District**	K
Subject	Rear Door Lock				
Synopsis					
Customer Anomaly	Interior				
	Panels/Moldings				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	82	Interior panels or moldings issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/15/2018 02:51 PM	Open
10/15/2018 03:05 PM	Suspended
10/17/2018 04:02 AM	Open
10/22/2018 02:34 PM	Closed

Initial Description

Customer states the rear door lock isn't working correctly with their FOB.

Case Comments

Date	Comment
10/15/2018	Customer states they had to have the rear passenger side door lock repaired and they had to pay for the repair out of pocket due to the vehicle being 'out of warranty'. (vehicle is outside of basic warranty by mileage) Customer states they paid about $200 to have the repair completed. Agent advised customer due to them already paying for the repair, they could submit their documentation to us for REIMBURSEMENT CONSIDERATION. Agent advised customer we would get in contact with them if we need any additional information.

Email(s)

Date	10/15/2018	**Subject**	Case Acknowledgement [re[redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	10/15/2018 15:05 PM

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

You may reply to this email with a copy of the receipt and proof of payment to submit for reimbursement.
Your case number is [redacted]

Thank you

Fiat Chrysler Automobiles Customer Care Specialist

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

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/15/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/31/2018	**Origin**	Telephone	**Reason**	
Mileage	44,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	LAINGSBURG	MI	[redacted]		
Dealer	60334	CHAMPION CHRYSLER JEEP DODGE		**Dealer Phone**	5177032300
Dealer Address	6525 W SAGINAW HWY				
	LANSING	MI	48917 1109	USA	
Dealer Zone	Great Lakes	**Sales District**		**Service District**	O
Subject	Vehicle Concern				
Synopsis	1. Vehicle Concern 2. Confirm VIN / Recall 3. Refer to DLR				
Customer Anomaly	Electronics				
	Dashboard Electronics				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	15	Gage electronic issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/15/2018 07:04 PM	Open
10/31/2018 06:13 PM	Closed

Initial Description

Dashboard lights and A/C turns itself on with a digital readout

Case Comments

Date	Comment
10/15/2018	Briefly summarize why the customer is contacting Chrysler: Customer is experiencing concerns with the vehicle. When the windshield wipers are turned on, the dashboard lights dim out, the passenger rear door does not lock, and the A/C turns itself on if the vehicle goes over a bump. Agent is reaching out to Champion DLR for feedback. Agent spoke to SA - Jason who is doing a road test this evening. So, far the dealership has not been able to duplicate the issue with the A/C and has been on a test drive. Dealer Advised that they have gone through the settings for the auto-dimming in hopes this is will satisfy the dashboard issue. Door latch has been replaced. DLR will be reaching out to customer tomorrow for an update.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/16/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/19/2018	**Origin**	Telephone	**Reason**	
Mileage	61,000 Miles	**Market**	U	**Language**	
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	JACKSON		TN	[redacted]	
Dealer	68938	HUMBOLDT DODGE-CHRY-JEEP INC		**Dealer Phone**	7317844500
Dealer Address	3301 EAST END DRIVE				
	HUMBOLDT		TN	38343 1990	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	Q
Subject	door lock actuator				
Synopsis	diagnose needed				
Customer Anomaly	Body				
	Sheet Metal				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	8	Sheet Metal Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/16/2018 10:01 PM	Closed
10/16/2018 10:04 PM	Open
10/18/2018 08:59 PM	Suspended
10/19/2018 11:27 PM	Closed

Initial Description

.Last month, customer had to replace the door lock actuator for $1,044. Yesterday, the other side locked up and now they are going to be forced to pay another $1,044. Agent advised customer that there is a service bulletin on the hinges of the doors so if they diagnose it to be that issue then they might have the cost covered. Agent advised customer to get diagnosis from an FCA approved DLR and then call in for case escalation for cost assistance.

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	Model Year	2016	Brand	CHRYSLER
Body	RTYR53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	10/16/2018	CAIR Type	Regular	Status	Closed
Close Date	12/20/2018	Origin	Brand Site	Reason	
Mileage	61,000 Miles	Market	U	Language	
Contact Email	[redacted]	Contact Phone	7312252099	Contact Mobile	7312252099
Caller Address				Source	Customer
Caller City	Jackson	Caller Country		Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
	JACKSON		TN	[redacted]	
Dealer				Dealer Phone	
Dealer Address					
Dealer Zone		Sales District		Service District	
Subject	Door lock actuator's				
Synopsis	duplicate				
Customer Anomaly					
Contact Reason	C110	FCA Company Contact Info Request	Customer Anomaly		
Reason Code	FCA World - Information & Assistance requests - Corporate - Corporate - Contacts				

Case Status History

Create Date	Status
10/16/2018 10:07 PM	New
10/23/2018 05:23 AM	Open
12/20/2018 04:25 PM	Closed

Initial Description

In August, the middle door on the driver's side locked up on me, and we could not even open the sliding door. I carried it to the people who work on our vehicles, and he told me it was the door lock actuator. They fixed it, but it cost me $ 1044. Now, the right side has locked up and I am being told from the same auto car care center that it also needs a new door lock actuator.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/18/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/12/2018	**Origin**	Brand Site	**Reason**	
Mileage	36,095 Miles	**Market**	U	**Language**	
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	Ridgecrest	**Caller Country**		**Caller Postal Code**	[redacted]
Customer	Owner Contact				
Customer Address					
Dealer	99999	Dealer99999		**Dealer Phone**	
Dealer Address					
Dealer Zone		**Sales District**		**Service District**	
Subject	Failed door lock actuator				
Synopsis	Referred to DLR for diagnosis as per TL Nicole Gow.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/18/2018 02:03 AM	New
10/24/2018 09:46 AM	Open
11/12/2018 10:17 AM	Closed

Initial Description

The door lock actuator on the right sliding door has failed. It makes a loud coffee grinder noise every time I lock or unlock my doors. I'm afraid one day soon I won't be able to lock or unlock the vehicle.I'm trying to find out if this is under warrantee as child door locks are a safety issue.Thank you,Brenda Abernathy

Case Comments

Date	Comment
11/07/2018	86T - make 1 call to customer as per midnight email process, please ask customer: if diagnosis was completed Phone number: [redacted]
11/08/2018	***Outbound Customer Contact*** Agent called customer [redacted] and she said that the closest DLR is 90 miles away. Customer said that her mileage is 36,847 miles and she bought the vehicle at a non FCA dealer. Customer said that the issue is the sliding door on the right hand side is making a grinding sound all the vehicle doors lock and unlock. Vehicle has not been diagnosed and customer said that she may just take the vehicle to a local shop.

Email(s)

Date	10/24/2018	**Subject**	Case # [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	10/24/2018 09:51 AM

Hello [redacted]
Thank you for contacting Chrysler Customer Care and for letting us know about the door lock actuator. I can understand why you have reached out to us and I will certainly do my best to help you. It looks like the basic warranty has just recently expired due to mileage, but I would look into seeing if we are able to provide assistance. Have you been to a dealership yet? If so, which one and when?

Also it looks like we aren't showing you as the owner yet, I will send a second email for you to attach the registration or bill of sale so we are able to update the ownership.
Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at (800) 247-9753.
Thank you again for your emai[redacted] Have a great day!
Best wishes,
Cara
Chrysler Customer Care
[redacted]

Date	11/12/2018	**Subject**	[redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]		11/12/2018 10:17 AM

Hello [redacted]
After reviewing the case it would be best to have a Chrysler dealership diagnose the vehicle so we can find out why the door actuator has failed. Once a diagnosis is complete we can look into seeing if we are able to provide some assistance. If you need assistance in the future or ever have any questions, don't hesitate to reach out to us.
Thank you [redacted], Have a great day!
Best wishes,
Cara
Chrysler Customer Care
[redacted]f

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/21/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/12/2018	**Origin**	Brand Site	**Reason**	
Mileage	33,450 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted] GLEN BURNIE			**Source**	Customer
Caller City	GLEN BURNIE	**Caller Country**		**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address	[redacted]				
	GLEN BURNIE		MD	[redacted]	
Dealer	54194	TATE DODGE CHRYSLER JEEP, INC.		**Dealer Phone**	4107662560
Dealer Address	7429 RITCHIE HWY				
	GLEN BURNIE		MD	21061 3101	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	M
Subject	mdn - sliding doors				
Synopsis	No diagnosis				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/21/2018 04:24 PM	New
10/27/2018 09:44 AM	Open
11/12/2018 03:38 AM	Closed

Initial Description

Over the summer the passenger slider door stopped working. I took it in and it was something with the lock. Yesterday, the driver side slider door stopped working, my guess is that it is the same issue. This car is just over 2 years old and to have this happen 2x's seems to be a bit much. Not sure if it is a design flaw but I"m sure not happy I have to take it BACK in to get the other side fixed.

Case Comments

Date	Comment
10/31/2018	Vehicle has arrived at dealership Tate Dodge Chrysler Jeep Inc. and attended by dealer employee

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYT53	**Vehicle**	CHRYSLER TOWN & COUNTRY S WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/24/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/24/2018	**Origin**	Telephone	**Reason**	
Mileage	40,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	EL PASO	TX	[redacted]		
Dealer	08397	DICK POE CHRYSLER JEEP		**Dealer Phone**	9157789331
Dealer Address	6501 MONTANA AVE				
	EL PASO	TX	79925 2128	USA	
Dealer Zone	Southwest	**Sales District**		**Service District**	D
Subject	Passenger Sliding Door				
Synopsis	Agent advised Customer to have vehicle diagnosed by a DLR.				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/24/2018 02:32 PM	Open
10/24/2018 02:47 PM	Closed

Initial Description

Customer seeking assistance with repairs to passenger sliding door. Customer states the doors just stop working and will not unlock.

Case Comments

Date	Comment
10/24/2018	Customer seeking assistance with vehicle concern, Customer states the passenger sliding door will not open or unlock. Customer had purchased a service contract with the DLR in VA and since moved through military to TX, DLR stated the warranty is only good at the DLR they purchased the warranty at. Agent advised to have a DLR diagnosis and to check the service contract to be sure it only applies to the DLR where purchased.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/24/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/03/2019	**Origin**	Telephone	**Reason**	
Mileage	57,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	WAKE FOREST		NC	[redacted]	
Dealer	60416	LEITH CHRYSLER JEEP		**Dealer Phone**	9198725500
Dealer Address	5500 CAPITAL BLVD				
	RALEIGH		NC	27616 2930	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	N
Subject	lock				
Synopsis	no further action needed				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/24/2018 02:48 PM	Open
01/03/2019 09:56 PM	Closed

Initial Description

went to lock the car with the keyfob & noticed it didn't lock the driver's side door, including manually

Case Comments

Date	Comment
10/24/2018	customer states the right sliding door does not lock via key fob or via manual when all the other door show that they are locked. Customer states that the only reason that he found out when he went to open the door and noticed that it was still open when he locked it. Just had it diagnosed yesterday at the DLR who advised to call us for cost assistance to get it fixed. Agent apologized & advised will send up for review but no guarantee.
11/27/2018	CM called DLR spoke to SA Matt DLR states vehicle was last there on 10/23 DLR advised CX they would have to replace the passenger side sliding door latch Vehicle is no longer there
11/27/2018	CM spoke to DLR SA Matt was given warranty pricing for repairs Parts & Labor: $985.88
12/19/2018	Writer tried contacting customer but no answer and mail box was full
01/03/2019	Writer contacted customer but had to leave a voicemail
01/03/2019	Writer was contacted by customer and writer informed customer goodwill would be declined due to vehicle not meeting any of the good will guidelines.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/24/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/16/2018	**Origin**	Telephone	**Reason**	
Mileage	40,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	WISCONSIN RAPIDS		WI	[redacted]	
Dealer	66680	STEVENS POINT CHRYSLER DODGE JEEP		**Dealer Phone**	7153414400
Dealer Address	5441 US HIGHWAY 10 E				
	STEVENS POINT		WI	54482 9113	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	K
Subject	door locks				
Synopsis	Customer is happy vehicle is complete.				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/24/2018 10:04 PM	Open
11/16/2018 05:52 PM	Closed

Initial Description

Customer's door locks will not lock.

Case Comments

Date	Comment
10/24/2018	Customer is calling because they would like to get the repair covered. Writer advised the customer that they will have a look into seeing what we can do.
10/24/2018	Writer inquired with a supervisor. Supervisor Gary advised the writer that it is the same issue is since the vehicle is new. Customer is also a new vehicle buyer and also had bought the vehicle from new. Writer advised the customer that they will have to go to the DLR.
10/24/2018	Customer seeking assistance with: Doors are having trouble with the locking mechanism. Customer expecting: Customer is looking to get cost assistance. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: anytime Latest call time: anytime Updates via text: Y [redacted] Updates via email: Y [redacted] Vehicle location: Customer Date and Time of Appointment: . Confirmed appointment with: [Dealer and Dealer Contact] Customer in rental: N Authorized by: Rental start date: [Date]
10/26/2018	Vehicle has arrived at dealership Stevens Point Chrysler Dodge Jeep Ram and attended by dealer employee Normond Johnson
10/31/2018	Customer called to follow up on the repair goodwill for replacing right side door latch assembly. Agent contacted the DLR and the S/A Kayla has ordered the parts and is awaiting authorization from SM Norm to determine if DLR Goodwill repairs will be merited.
11/07/2018	***OUTBOUND CUSTOMER CONTACT***[redacted]CM confirmed that customer has the vehicle back. Customer advised the previous DLR in rapids was very bad. Customer states that the Stevens point DLR was great. Customer did not have time to discuss the concern. - CM explained that we will check in with the customer end of this week beginning of the next to give them time to test the vehicle and at that point we can discuss customer complaint. Customer agreed.
11/07/2018	****OUTBOUND DLR CONTACT***Stevens Point Chrysler Dodge Jeep Ram | 715.341.4400 | Norm | 66680 CM confirmed that DLR covered the customers warranty concern in full under D-17-18. SM states that the repair was on the latch on the passenger sliding door.
11/14/2018	OUTBOUND CUSTOMER EMAIL CONTACT.
11/16/2018	In-Service Date: 6/24/2016 Original Owner: NO Mileage: 40,000 Vehicle purchase Loyalty: 6 used Commercial vehicle: NO Multiple Repairs/ Previous related repairs: YES MVP plans: NO Other related information: SM completed DLR GW
11/16/2018	***OUTBOUND CUSTOMER CONTACT***[redacted]ustomer states that she went to the local DLR Johnson and son Jeep. Customer states that she explained that she is a [redacted] and was concerned as her vehicle doors would not lock. Requested an appointment and was advised that they were renovating and had no time for the customer, that the earliest they could bring the vehicle in was 11/29/18. Customer states that there were many workers standing around. Customer states that she felt that they did not care for her and her situation. - Customer states that the Steven Point DLR was very good. Customer states that they went above and beyond for the customer. Customer states that the she called on a Thursday after 4:00pm and they offered to take the vehicle the next day. Customer states that she was just looking for a quote to see if CM could assist but that the DLR took care of the cost of the repair in full for the customer> customer states that this made her want to stay loyal to the FCA. - Customer advised the vehicle is working properly. - CM offered to address customers concern with the Johnson and Son DLR. Customer declined. CM offered to contact the Stevens point DLR and advised how happy they have made the customer feel. Customer agreed.

Date	Comment
11/16/2018	OUTBOUND CUSTOMER CLOSING EMAIL CONTACT.
11/16/2018	*****OUTBOUND DLR FCA EMAIL CONTACT***** CM emailed SM and AM to advise how happy the customer was.

Email(s)

Date	11/14/2018	***Subject***	Dodge Case Management [		
From	dodgecustomercare@fcagroup.com	***To***		***Sent Date/Time***	11/14/2018 00:14 AM

Good evening

This is Xandria with Dodge case management. I hope all is well. I thought I would touch base with you. I was hoping to gather a time that works best for you when I contact you to discuss your experience and how everything is.

Have a wonderful rest of your day.

Sincerely,
Xandria
Case Manager
844.827.2003 extension 3020172

I am only one, but still I am one; I cannot do everything, but I can do something; I will not refuse to do the something I can do.

Hellen Keller

Date	11/16/2018	***Subject***	RE: Dodge Case Management		
From	dodgecustomercare@fcagroup.com	***To***		***Sent Date/Time***	11/16/2018 00:55 AM

Good day

I appreciate you taking the time to express your concerns as well as your gratitude. It was very nice to speak with you today. I am happy that all is well for you. As we discussed, now that your vehicle concerns are resolved I will be closing your file with us.
Your Case Number is:
The Chrysler Case Management telephone number is: 1-844-827-2003
My direct extension: 3020172
I know i mentioned this. but so there are no surprises. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a Dodge customer.
If you have any questions or difficulties in the future with your vehicle, please do not hesitate to give us a call, we would be more than happy to work with you again.
I want to thank you again for allowing me the opportunity to work with you Christine, it has been a pleasure and I wish you all the best.

Sincerely,
Xandria
Case Manager
844.827.2003 extension 3020172

I am only one, but still I am one; I cannot do everything, but I can do something; I will not refuse to do the something I can do.
Hellen Keller

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/25/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/08/2018	**Origin**	Telephone	**Reason**	
Mileage	39,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	COLUMBIA		TN	384016716220	
Dealer	60501	COLUMBIA CHRYSLER DODGE JEEP RAM		**Dealer Phone**	[redacted]
Dealer Address	106 S JAMES CAMPBELL BLVD				
	COLUMBIA		TN	38401 4324	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	S
Subject	Cost Assistance				
Synopsis	Customer's vehicle has been working for the past week.				
Customer Anomaly	Drivability				
	Product Handling (Poor Ride)				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	120	Poor Handling or Rough Ride
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/25/2018 09:31 PM	Open
11/08/2018 02:43 PM	Closed

Initial Description

The customer reported that the door behind the drivers side has a broken latch and the door will not open. The vehicles basic warranty has recently expired and the vehicle was diagnosed on 10/25/2018. The customer authorized the installation of the replacement latch at the Columbia Chrysler dealership (Phones #: (931) 380-0800) to ultimately remedy the issue with the door. The customers service advisor is Marc and the replacement latch will be installed on 10/29/2018.
The customer ultimately seeks to attain FCA cost assistance to cover the costs associated with the installation of the replacement latch.
The customer likely qualifies for goodwill cost assistance to cover the pending vehicle repair since the customer is the original owner of this vehicle, the customer has previous vehicle purchase history (has purchase 4-5 FCA vehicles according to his account), and the vehicle is seemingly a commercial vehicle (non-fleet vehicle).
Customer expects a call back within 1-2 business days from a case manager.
Tier 2:

Customer seeking assistance with:
The customer ultimately seeks to attain FCA cost assistance to cover the costs associated with the installation of the replacement latch.
Customer expecting:
The customer ultimately seeks to attain FCA cost assistance to cover the costs associated with the installation of the replacement latch.
Agent advised will escalate to case manager.
Preferred phone number: [redacted]
Earliest call time: Morning
Latest call time: Evening
Updates via text: Y[redacted]
Updates via email: Y[redacted]
Vehicle location: [Customer]
Date and Time of Appointment: [10/29/2018 at 2:00 PM CST].
Confirmed appointment with: [Columbia Chrysler Dodge Jeep Ram FIAT at 931) 380-0800]
Customer in rental: N

The agent reached out to the dealership to confirm the appointment. The customer expects a call back from a case manager within 1-2 business days to know if FCA can provide cost assistance to cover the costs associated with the installation of the replacement latch.

Case Comments

Date	Comment
10/30/2018	Customer [redacted] called in to speak with his CM. Agent advised Customer that his CM is unavailable but his call would be documented and CM would contact him when she becomes available.
10/30/2018	Agent spoke to (SA) Marc who advised that the Price quoted to customer 957.00. He explained that the repair would be 4 hours (400.00) as the door is jammed shut and they have to remove the panel to get to the door.
10/30/2018	Agent called Marc (SA) at the dealer for the warranty labor amount so he may proceed with the case. He was not available. Agent left a voicemail message asking him to call him back.
10/31/2018	Agent spoke to (SA) Marc who provided me with cost information: *****FOR INTERNAL USE ONLY***** the warranty price for the part 467.60/ labor @ 91.01 per hour for a possible 4 hours 364.04 (total= 831.64).

Date	Comment
10/31/2018	CM spoke to husband [redacted] and advised that we would cover the cost of the repair less a 200.00 deductible which he will be responsible for. The customer agreed, and CM called the SA to advise.
11/02/2018	CM spoke to [redacted] who advised that the vehicle was in the shop as of yesterday, and is being repaired. CM advised he would follow up with the customer about the repair on 11/05/2018
11/07/2018	CM left the customer a voicemail asking him to confirm the repair of the vehicle. CM also called the dealer and spoke to Marc who advised that the vehicle was repaired.last week.
11/08/2018	The CM contacted the customer who confirmed that the vehicle was repaired last . He said he sent a favorable survey. Closing case.

Email(s)

Date	10/30/2018	***Subject***	Dodge Case Manager [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/30/2018 15:43 PM

Hello, my name is Wilfred and I have been assigned as your Case Manager.
This email is confirmation that your case, [redacted] was successfully
escalated to me. After I review the details of your case, I will be calling you at your preferred number, [redacted]
My office hours are from 9:00 AM to 5:30 PM (Eastern).
My contact information is 844-378-0573 Ext. 4060222.
If your preferred telephone number mentioned above isnt correct,
please reply with the correction.
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN	[redacted]	**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/29/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/01/2018	**Origin**	Telephone	**Reason**	
Mileage	42,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	LA HABRA	CA	[redacted]		
Dealer	26887	PREMIER CHRYSLER DODGE JEEP RAM OF		**Dealer Phone**	7145285337
Dealer Address	7301 ARTESIA BLVD.				
	BUENA PARK	CA	90621 1803	USA	
Dealer Zone	California	**Sales District**		**Service District**	Y
Subject	Vehicle issues				
Synopsis					
Customer Anomaly	Electronics				
	Key Fob / Remote				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	21	Key fob/remote problems
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/29/2018 03:42 PM	Open
11/01/2018 02:02 PM	Closed

Initial Description

Customer states that her back door is not locking properly with key fob. Customer states that loud buzz is coming from the door. Customer states that vehicle has not been diagnosed at authorized Chrysler dealership. Agent advised custoemr that she would have to pay for repair out of pocket and could submit for possible reimbursement. Agent made no promises to customer.

Case Comments

Date	Comment
10/31/2018	Vehicle has arrived at dealership Premier Chrysler Dodge Jeep Ram of Buena Park and attended by dealer employee
10/31/2018	The customer said the actuator on the door stopped working and is malfunctioning. She said it is making a very loud buzzing sound when the door stops and starts, or the door locks and unlocks. She said the salesperson is no longer with the selling dealer. Customer said she is on unpaid maternity leave right now. Customer is seeking assistance with the cost of repair. Agent called Premier Chrysler Dodge Jeep Ram of Buena Park in Buena Park, CA. Agent scheduled an appointment for the customer with technician named John in the service department for Friday 11/2 at 9 a.m. Agent reassigned to a specialist because customer is seeking cost assistance with the repair. She said the rear passenger sliding door is not locking with the key fob and is making a loud buzz sound. Customer phone and email: [redacted]
10/31/2018	Possible reasoning for goodwill consideration: Vehicle has a little over 40,000 miles and is only a few years old (2016 Chrysler vehicle). Customer said she recently bought it and that the improper door functioning should have been noticed during the inspection. Customer said she has [redacted] hat she transports in this vehicle.
11/01/2018	Agent called customer's phone, [redacted] The call went to voicemail. Agent left a voicemail message stating that the case was reassigned to a specialist but the conclusion is that the case does not meet goodwill criteria. Agent closed case,

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/29/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/21/2018	**Origin**	Telephone	**Reason**	
Mileage	44,444 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	DELTONA		FL		
Dealer	68200	DELAND CHRYSLER JEEP DODGE RAM		**Dealer Phone**	3867363000
Dealer Address	2173 S WOODLAND BLVD				
	DELAND		FL	32720 7912	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	E
Subject	Passengers side door				
Synopsis	Vehicle repaired, customer picked up, no contact since. Three attempts, closed.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/29/2018 07:27 PM	Open
11/21/2018 06:19 PM	Closed

Initial Description

Passengers side door make noise

Case Comments

Date	Comment
10/29/2018	Customer contacted stating her passengers side sliding door was making a grinding noise, stated she has taken the vehicle to the DLR, they have determined it is a covered component, however the clips in the door that break when they try and fix it arent covered. Customer stated she read online this is a common issue, and wants to know why those clips arent covered under the warranty, or a recall. - Agent [redacted] plate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] arliest call time: any Latest call time: any Updates via email: Y [redacted] Vehicle location: [Customer] Date and Time of Appointment: [oct. 20]. Confirmed appointment with:[68200] Customer in rental: N Authorized by: n/a Rental start date: n/a
10/30/2018	Specialist called customer and confirmed information. Customer wants coverage for the clips. Specialist advised that he would pay for the clips. SA is Joe. Repairs are pending. Dealership is not aware of the driver's door malfunctioning yet as well. Specialist advised he would call Hurley and followup with customer.
10/30/2018	Specialist called dealership and requested to speak to SA Joe. SA stated to go through SM Togan Batir. Specailist advised that he would email SM now.
10/30/2018	Specialist emailed SM Togan Batir.
10/30/2018	Specialist called customer and was unable to reach. Specialist left voicemail with extension.
10/31/2018	SM responded. Total is $518.93. Specialist approved 100% goodwill. DM Notes added and emailed back to SM.
10/31/2018	Specialist called customer and provided latest update. Specialist to followup with customer to verify that repairs are complete.
11/02/2018	Vehicle has arrived at dealership Hurley Chrysler Jeep Dodge and attended by dealer employee
11/06/2018	Specialist called customer and was unable to reach. Specialist left voicemail for callback.
11/12/2018	Specialist called customer but was unable to reach. Specialist left message with voicemail and extension for direct contact.
11/21/2018	Specialist called customer but was unable to reach. Specialist left message for direct callback.
11/21/2018	Specialist called dealership and requested to speak to service. Vehicle was completed on 11/5/18. SA was Joe. Customer picked up vehicle on the same date. Specialist thanked SA and will close out case.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2016	Brand	CHRYSLER
Body	RTYR53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	10/30/2018	CAIR Type	Regular	Status	Closed
Close Date	11/15/2018	Origin	Telephone	Reason	
Mileage	36,122 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	CHAMBERSBURG		PA		
Dealer	60400	SHIVELY MOTORS OF SHIPPENSBURG		Dealer Phone	7175324136
Dealer Address	608 W KING ST				
	SHIPPENSBURG		PA	17257 1618	USA
Dealer Zone	Mid Atlantic	Sales District		Service District	F
Subject	seeking goodwill assistance				
Synopsis	no documents revived				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C83	Request For Goodwill Reimbursement	Customer Anomaly	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Reimbursement request - Compensation/Goodwill				

Case Status History

Create Date	Status
10/30/2018 01:54 PM	Open
11/15/2018 07:25 PM	Closed

Initial Description

Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,Latch Inoperative

Case Comments

Date	Comment
10/30/2018	CST called in stating that he has been waiting for a call back from a CM in regards to reimbursement for repair on previous Case: [redacted] t was done to his vehicle, and cost assistance for additional repair that's pending on his vehicle. agent checked Webcoin and confirmed CST had 8 original ownership under owner history, CST contact: [redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/31/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/06/2018	**Origin**	Telephone	**Reason**	
Mileage	30,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	LAKEWOOD		NJ [redacted]		
Dealer	23153	WESTBURY JEEP CHRYSLER DODGE, INC.		**Dealer Phone**	5169973900
Dealer Address	100 JERICHO TPKE				
	JERICHO		NY	11753 1004	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	H
Subject	MDN - Issues with doorlock				
Synopsis	no diagnosis				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/31/2018 03:46 PM	Open
11/06/2018 06:17 PM	Closed

Initial Description

Customer having issues with the door lock of the vehicle.

Case Comments

Date	Comment
10/31/2018	Customer called in stating she was having issues with the lock on her door and wanted to know if it was covered under warranty. Agent advised customer she has full warranties on the vehicle and advised to speak with the dealership. Customer inquired which dealership would be the closest to have the vehicle repaired. Agent provided customer with dealership information. Customer stated she would contact the dealership.
11/06/2018	Agent to look into survey bypass

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/31/2018	**CAIR Type**	Legal	**Status**	Closed
Close Date	11/02/2018	**Origin**	Telephone	**Reason**	
Mileage	48,313 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	DEER PARK		TX	[redacted]	
Dealer	X7346	EAN HOLDINGS - HOUSTON INTRNTL		**Dealer Phone**	2815900125
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Customer Injured				
Synopsis	EAA				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/31/2018 07:45 PM	Open
11/02/2018 12:15 PM	Closed

Initial Description

Customer called in to check if there were any recalls on her vehicle.

Case Comments

Date	Comment
10/31/2018	Customer called in asking if there were any recalls on her vehicle because her doors were malfunctioning. Customer said that one of the back doors was not unlocking while the other door would not lock and would sometimes open on its own. Customer then stated that her child was injured after one of the doors opened while they were pulling out of the parking lot and his foot was ran over by the vehicle. Agent advised that the case was going to be transferred to special investigations to investigate her vehicle. Agent advised that an agent would contact her in the next 1-2 business days and if not she could call here and reference the case number. Customer thanked agent and disconnected.
11/01/2018	Case details nor comments have any record of caller's name nor any phone number or email address is recorded anywhere. No customer contact information. Returned file back to level 1 agent for proper handling. See AnswerHub for required SI case info.
11/01/2018	Customer Name: [redacted] Customer Phone Number [redacted]
11/01/2018	VEHICLE LOCATION: 3913 PRINE LN DEER PARK TX 77536 (281) 650-0433 - Per OGC Matrix, assigned to CCRG
11/02/2018	CCRG Open Date: 11/01/2018 15:23:56
11/02/2018	ASSIGNED TO MJK32. EAA INSPECTION.
11/02/2018	Customer is calling in for a update Advisor informed customer that it was last updated this morning and his case is still being work on.
12/04/2018	*FILE RETURNED TO SI FOR RESOLUTION* Dictated denial letter.
12/05/2018	Mailed Letter.
08/12/2021	CCRG Open Date: 11/01/2018 15:23:56

Email(s)

Date	11/02/2018	**Subject**	Inspection Request for [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	11/02/2018 12:14 PM

Fri Nov 02 00:00:00 GMT 2018 CAIR Data File CAIR[redacted]

Company: [redacted]
Cust: [redacted]
AD1: [redacted]
AD2:
Primary Phone:
Business Phone:
Email:
Cty/St/ZIP: DEER PARK, TX, [redacted]
Country: USA
Co-own: NOT SURE

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

Open Date: Wed Oct 31 19:45:22 GMT 2018
Type: Legal
Status: Open
Origin: Telephone

Vehicle Information

VIN: [redacted]
YR/Model: 2016 RTYP53 CHRYSLER TOWN & COUNTRY TOURING
Sls BC/Sls/Svc/Dlr: Champion Cjd/Ean Holdings LLC
In Srv Date: Mon Feb 08 00:00:00 GMT 2016
Svc BC/Sls/Svc/Dlr: DealerX7346
Curr Mi/Km: Miles

General Narrative

REASONS FOR CONTACT:
1) After Sales
2) Complaint
3) Product
4) Vehicle concern
5) Additional details

*** Customer called in to check if there were any recalls on her vehicle. ***

NARRATIVE ADDED ON Fri Nov 02 12:14:31 GMT 2018
ASSIGNED TO MJK32. EAA INSPECTION.

NARRATIVE ADDED ON Thu Nov 01 19:22:42 GMT 2018
VEHICLE LOCATION: [redacted] DEER PARK TX[redacted] - Per OGC Matrix, assigned to CCRG

NARRATIVE ADDED ON Thu Nov 01 16:54:51 GMT 2018
Customer Name: [redacted] Customer Phone Number: [redacted]

NARRATIVE ADDED ON Thu Nov 01 12:25:23 GMT 2018
Case details nor comments have any record of caller's name nor any phone number or email address is recorded anywhere. No customer contact information. Returned file back to level 1 agent for proper handling. See AnswerHub for required SI case info.

NARRATIVE ADDED ON Wed Oct 31 20:08:19 GMT 2018
Customer called in asking if there were any recalls on her vehicle because her doors were malfunctioning. Customer said that one of the back doors was not unlocking while the other door would not lock and would sometimes open on its own. Customer then stated that her child was injured after one of the doors opened while they were pulling out of the parking lot and [redacted]. Agent advised that the case was going to be transferred to special investigations to investigate her vehicle. Agent advised that an agent would contact her in the next 1-2 business days and if not she could call here and reference the case number. Customer thanked agent and disconnected.

VEHICLE IS LOCATED AT:

Per OGC Matrix, reassigned to 82T.
CAIR NUMBER [redacted] REQUEST EAA INSPECTION Fri Nov 02 00:00:00 GMT 2018

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/31/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/12/2018	**Origin**	Telephone	**Reason**	
Mileage	60,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	GRAND JUNCTION		CO	[redacted]	
Dealer	67860	GRAND JUNCTION CHY-JEEP-DOD INC		**Dealer Phone**	9702453100
Dealer Address	2578 HWY 6 & 50				
	GRAND JUNCTION		CO	81501 5705	USA
Dealer Zone	Denver	**Sales District**		**Service District**	F
Subject	both siding doors not working				
Synopsis	do not qualify for Goodwill				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/31/2018 08:05 PM	Open
11/12/2018 10:03 PM	Closed

Initial Description

Customer stated both sliding doors not working - took to dealer for diagnosis - seeking assistance in repairing doors

Case Comments

Date	Comment
10/31/2018	Customer is contacting Chrysler: Customer stated both sliding door do not work and was advised to take to dealer to g et diagnosis then call FCA back Customer states the dealer diagnosis the vehicle and stated could not get doors open and it was the lock Agent Customer seeking assistance with getting the door repaired Agent asked the customer to hold while contacting dealer 67860 Agent asked for the SA working with and customer was not sure Agent advised will contact service department to get diagnosis and then check to see if FCA can assist with anything Agent contacted dealer and messages stated waiting on other cusot,er before me and will get to me as soon as can Agent waited 2 minutes and disconnected Agent went back to customer to advise will contact dealer back a little later to speak to someone in service and then give an call back Agent verified customer call back phone number
10/31/2018	Agent contacted dealer to get diagnosis on the customer vehicle Agent spoke to Dakota with customer concerns Dakota stated Phil was the SA and transferred to Phil and phone just ranged
10/31/2018	Agent contacted customer to advise was not able to speak to anyone at dealer and will call first thing in the morning and then give customer a call
11/01/2018	Agent contacted dealer 67860 to get diagnosis for and customer and was advised the SA was Sarah and she is not longer in service and will get over to SM Austin Agent was transferred to SA Austin voicemail- left message to give FCA a call back with diagnosis for customer doors - left customer name. last 8 of VIN, vehicle, case # and FCA phone number Agent contacted customer to advised left message for SM at dealer to give FCA a call back with diagnosis on door and what needs to be done to repair and then will give customer a call back
11/01/2018	When SA Austin calls back from dealer. Get the diagnosis on the sliding door and then ask if SA if can assist customer with any Goodwill on the repair, such as if will not cover entire cost , then of the repair under the Consumer Goodwill
11/05/2018	Agent contacted dealer and spoke to SM Austin to get diagnosis on customer doors where they are not working SM Austin asked for the last 6 of the VIN Austin stated both right and left accelerators are not working and need to be replaced and will cost $850. per side Agent asked if dealer is willing to assist with any Goodwill to help the customer out even if it is not the full cost SM Austin asked if agent can email him and he will be able to look into and email agent back SM Austin email: austin,henderson@jeepgjmopar.com Agent thanked SA Austin
11/05/2018	SM Austin stated will look at customer service history and see what the dealer can assist with
11/05/2018	Agent emailed SM Austin. Waiting on respond from SM Agent contacted customer and reached voicemail - left message letting customer know that agent spoke to SM today and was given the diagnosis on sliding door and it will cost $850. per side to repair and agent asked the SM of the dealer will be willing to assist the customer with any Goodwill and SM will get back with agent and then agent will get back to customer and if any questions to give FCA a call and reference case number
11/07/2018	Agent spoke to SM Austin concerning customer issues and to see if dealer can offer any Goodwill assistance can be given to cusotmer Austin stated that the customer purchased the vehicle used at 41000 miles and came in for oil change at 43000. 51000 and 59000 and there is nothing he really can do due to the vehicle is over 60000 miles
11/07/2018	Customer contacted SM Austin at dealer to see what kind of discount can offer customer that was mentioned in the conversation - reached voicemail
11/07/2018	Agent contacted customer and reached voicemail
11/08/2018	Agent contacted customer and reached voicemail - left message was following up on issues with sliding door - give FCA a call and REF case # - left case # and FCA phone number
11/12/2018	Customer purchased used Loyalty - 3 No MVP

Date	Comment
11/12/2018	Agent contacted customer to advise that the dealer provided the diagnosis and at this point there is nothing that FCA can assist with and that customer may reach out to dealer because they did mention something about and discount Customer wanted the CORP address and agent provided

Email(s)

Date	11/05/2018	***Subject***	both siding doors not working - VIN [redacted]		
From	chryslercustomercare@fcagroup.com	***To***	austin.henderson@jeepgjmopar.com	***Sent Date/Time***	11/05/2018 21:15 PM

Hello Austin,

I am emailing you on customer [redacted] 2016 Chrysler town & Country Touring with the both sliding doors not working . You provided the repair for both door will be $850.00 a piece plus tax. I asked if the dealer could assist the customer with any Goodwill to repair even if it is not all the cost.

You advised agent to email you and you will check the customer service history and etc., and get back to agent.

Case [redacted]

Please advise

Latrice
FCA Customer Care Rep
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYT53	**Vehicle**	CHRYSLER TOWN & COUNTRY S		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/01/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/28/2019	**Origin**	Telephone	**Reason**	
Mileage	56,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	RICHMOND		CA		
Dealer	60435	PUTNAM CHRYSLER JEEP DODGE		**Dealer Phone**	6503474800
Dealer Address	3 CALIFORNIA DR				
	BURLINGAME		CA	94010 4410	USA
Dealer Zone	California	**Sales District**		**Service District**	F
Subject	Customer seeking goodwill				
Synopsis	out of warranty goodwill assistance				
Customer Anomaly	Brakes				
	Automatic Braking System (ABS)				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	161	ABS Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/01/2018 07:17 PM	Open
11/21/2018 11:31 PM	Suspended
11/27/2018 05:03 AM	Open
03/28/2019 09:37 PM	Closed

Initial Description

Customer seeking CM to work with dlr so she can get vehicle fixed.

Case Comments

Date	Comment
11/01/2018	Customer states when braking and then accelerating vehicle jerks Customer states dlr advised they fixed it, and when driving it back home, vehicle was having the same issue Customer states it has been sitting in the dlr and she needs a CM's assistance on getting vehicle fixed Agent advised case will be escalated for further review Customers contact number GW: Within 2/24,000 of basic warranty, 561>455
11/01/2018	Called dealer the last issues were resolved rough Idle replaced coil, shifting resolved replace motor mount, another rough idle second coil replaced.. customer has vehicle
11/02/2018	contacted customer about issues. clicking sound when accelerating . from a stop or when passing, changing speed. customer will take vehicle in Monday.
11/02/2018	Customer called in has appointment at 10 am on 11/5/18 At Putman CDJR 650-532-9388
11/05/2018	Called dealer spoke to David , advised that customer is looking for rental and that with the LS score 561 CM would cover rental in DM notes once vehicle is there. Dealer will put customer in rental.
11/05/2018	called customer advised that a rental will be avaialable.
11/07/2018	dealer called ,returned dealer's call spoke with SA David repair tighten front end,flashed PCM did quick learn on TIPM. Goodwilled repair and rental for $270.00
11/08/2018	Returned customers call advised her to take vehicle back to dealer she said Ok and call was disconnected.
11/08/2018	Putman ph# 650-347-4800
11/08/2018	Called dealer left message for SA David.
11/09/2018	Called dealer left message for SA David about customer's issue returning .
11/19/2018	Called dealer asking for update on repair
11/26/2018	Vehicle appointment scheduled 11/27/18 10:30 am
11/27/2018	SA David called in for customer asking for rental . authorize 10 days @ $35 per day
11/30/2018	Called dealer spoke to SA David issue is the left front axle. Parts have been ordered and vehicle completed by Wednesday.
12/04/2018	Called dealer spoke with SA David he stated parts have arrived and vehicle should be done this week.
12/04/2018	Called customer and advised her that the parts took a little longer to arrived but the vehicle should be ready by the end of the week.
12/06/2018	Called dealer advised that CM would do goodwill for the 2 additional issues customer has with 115 V and door button.
12/06/2018	Called customer advised that CAC would cover the additional repairs since just outside of basic coverage .Customer to call SA David and set up appointment
12/07/2018	Called dealer spoke to SA David about customer stating vehicle is still making clicking noise.He advised that the customer is scheduled to bring vehicle in Tuesday 12/11/18.
12/07/2018	Returned customers call. They are frustrated that the clicking sound has returned after the axle repair was completed. customer will go on test drive again with tech to see what can be resolved

Date	Comment
12/13/2018	OB to DLR ....customer her is still at the DLR waiting for diagnosis
12/14/2018	door lock repair $1565.30 will offer 50% with co-pay $782.65
12/17/2018	Called customer left message to return my call
12/18/2018	Customer called in furstrated that the clicking sound is still there . advised customer that I was informed that the clicking sound is from the transmission explaining that the spline is engaging with the torque converter. as being operating as designed. and there is nothing that we can do. Customer wants supervisor to call her husband at [redacted] Spoke with supervisor and there is nothing that we can do for customer when dealer states vehicle is operating as designed.
01/02/2019	Called customer left message
01/02/2019	Customer returned my call explained to customer that unless a failure occurs the warranty will not cover the repair. customer does not want to drive the vehicle until the transmission fails. customer wants another solution advised customer I would escalate case up. for other options and call disconnected.
01/03/2019	********** 91L Review ********** ********** Case Escalated to I2R********** Reviewed Warranty History which determined this case should be escalated to I2R for case management.
01/04/2019	********** (Case Manager with FCA Resolution Team/91A is Trina @ 214-583-2154; Hours are 7:30-4 PST; FAX is 1-866-849-3869 ATTN: Trina) **********
01/04/2019	Customer calling to speak to her case manager. Agent transferred customer to 214-583-2154
01/04/2019	Called the customer, [redacted] She says that the car keeps going back for the clicking sound. She is afraid to drive it with [redacted] children. Besides the clicking noise, the shift from 1st-2nd is rough. She has had a tech drive with her on 2 occasions. The vehicle is at Putnam now. She wants a replacement or the vehicle fixed right. I advised that I was contacting the DLRs to get the documentation to see if it justifies a replacement or what else I can do. Follow up 1/11
01/10/2019	SA David called in about rental and repairs that were done to vehicle Diagnostics 4.6 hrs $869.03 rental for 20 days $700.00. could not enter dm notes as I'm not the current owner of case.
01/11/2019	Returned call from DLR 60435. Spoke to David. He says that he was working with customer care and they had promised to pay for the diagnostic fees and the rental. I told him I would go ahead and cover them based on the notes on customer care. There are notes on 12/6 in sales force that CAC would cover the additional repairs since it was just outside the basic coverage. The customer was coming in on 12/11/18. Notes on 12/14 offered to pay 782.65 which were half the cost of the latch. The customer declined that repair. The breakdown is 4.6 hours of diagnostics for 869.03. Rental for 20 days at 35.00 a day 700.00 Per STAR the clicking noise that the customer is complaining about is normal.
01/11/2019	Returned the customer. I advised that I had just talked to the DLR today. She says that she was told that they could pick it up. She wants to know how soon she will get her replacement. I advised that I was still working on a resolution and I would contact her next week. Follow up 1/18
01/18/2019	Returned VM from the customer. I advised that based on her work history and the fact that the DLR says the clicking noise is normal, we wont be offering a replacement to her. I am paying the good will to the DLR that was promised for repairs and rental for the amount of 1569.03 though. She says that shes going to see her lawyer. The customer then got her husband on the phone. I advised that the last time that they were in the DLR told me that the clicking is normal so it wont warrant any other action other than the goodwill payment to the DLR that we had promised for the last visit.
01/18/2019	Sent an email to the DLR requesting the Ro and the rental agreement to reimburse them.
01/22/2019	Called DLR 60435. Darlene says the vehicle is ready and she thinks it was picked up but she wasnt sure.
01/24/2019	Called DLR 60435. David will send me the RO and the rental so I can pay my part.
01/24/2019	Received VM from the customer. He would like copies of his ROs for his attorney.
02/26/2019	Called DLR 60435. LVM with David requesting ro [redacted] and the rental agreement so I can reimburse the DLR.
02/28/2019	Received email from the DLR telling me that he would send the requested ROS again.
03/05/2019	Called DLR 60435. Darlene will have David fax me the rental invoice
03/15/2019	>> Writer is Reimbursing Dealer $869.03 for Diagnostic Charges + $700.00 for 20 days Rental (12/11/18-01/11/19) = $1,569.03 while vehicle was in for various vehicle concerns, Reference RO# [redacted] Reimbursement offered as Goodwill to customer since vehicle is outside Warranty period Dealers proof of payment attached to CAIR (Y/N): Y Writer is submitting check for approval in the amount of: $1569.03 CNA flag (Y/N): Y Reason for CNA flag: Check to be paid to: Putnam Chrysler Jeep Dodge, 3 California Dr, Burlingame CA, 94010. Attn: Dave
03/25/2019	Customer stated since about last September there has been a problem with the vehicle shaking about 40 mph. He said when it is idle it feels like its going to stall. He said all of that was handled and it was just making a clicking noise. They told him they could not do anything about the clicking noise. He said the vehicle has been in the shop 7 times for the same issue and it is doing the same thing. He said the check engine light came on briefly and went off. He first took it to the Lithia dealership he purchased it from 3 different times and they repaired 3 different things. He felt they didn't know what they were doing so brought it to the Putnam dealership. He said they were able to get the stalling feeling to stop but could not get the clicking to stop. He said now the issues are back. He stated he had a case manager but they determined they couldn't help with the noise so stopped taking customer phone calls and wouln't call him back. He said the car isn't drivable. He is pulled over on the side of the road. Advised customer of roadside assistance and contacted them via: 800-521-2779. Customer wants to know when he gets there if he can get a voucher for a rental car. Advised rental would be up to the dealer. He said he would like his case manager as they were able to get this voucher the last time. Advised him of ETA of 1 business day.
03/27/2019	>>Check has been issued.
03/27/2019	Customer calling back in stating the vehicle left him and his son stranded on the freeway. Customer stated the vehicle was towed back into the dealership again. Customer stated he needs assistance urgently. Customer stated he needs his CM, or someone else from the CM team who can assist him further. Agent advised customer everything would be documented. Agent advised customer he needs to have this issue resolved ASAP. Customer stated this issue is now getting urgent since the vehicle continues to break down.

Email(s)

Date	01/11/2019	***Subject***	Chrysler resolution team update [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/11/2019 21:19 PM

[redacted]

I have just talked to David at Putnam about the goodwill assistance for your car. I will follow up 1/18 to see how everything is doing.
Trina
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/06/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/21/2018	**Origin**	Telephone	**Reason**	
Mileage	56,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	QUEENSBURY		NY	[redacted]	
Dealer	43853	NEMER CHRYSLER JEEP DODGE RAM OF		**Dealer Phone**	5187932571
Dealer Address	728 QUAKER RD				
	QUEENSBURY		NY	12804 3960	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	K
Subject	Vehicle Concern				
Synopsis	Repair completed				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/06/2018 06:18 PM	Open
12/21/2018 11:06 PM	Closed

Initial Description

Customer states that the sliding door is jammed and opens and closes sometimes and is not performing properly.

Case Comments

Date	Comment
11/06/2018	Customer states that the sliding doors are not working properly Customer states that the sliding doors, prevent passengers from getting in and out of vehicle safely. Customer states that he took vehicle to dealer 2 weeks ago to the Nemer Chrysler Dodge Customer states that the vehicle was diagnosed to have a sliding door issue Customer is out of warranty in mileage but not in time Customer is the original owner, repeat issue for door Customer states that he uses vehicle for his luxury vehicle business Customer is seeking cost assistance to repair vehicle Customer states that this a known issue on internet-sliding door
11/07/2018	Nemer Chrysler Jeep Dodge Ram of Queensbury - 5187932571 CM spoke to SA, SA stated repair is as followed Parts: 562.57 Labor: 318.86
11/07/2018	[redacted] Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 844-827-2006 EXT 3020212
11/12/2018	Nemer Chrysler Jeep Dodge Ram of Queensbury - 5187932571 CM spoke to SM, Cm advised SM of coverage for customer with 200 co pay
11/12/2018	[redacted] Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 844-827-2006 EXT 3020212
11/14/2018	[redacted] Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 844-827-2006 EXT 3020212
11/16/2018	[redacted] Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 844-827-2006 EXT 3020212
11/19/2018	[redacted] gent attempted to contact customer, however, customer was not available. Left message for a return call at extension 844-827-2006 EXT 3020212
11/19/2018	*****INBOUND CUSTOMER CONTACT***** [redacted] ustomer called seeking to speak with CM as he was advised his case was going to be closed if had not contacted back. Agent transferred customer to CM for further assistance.
11/19/2018	[redacted] Cm spoke to customer Cm advised customer of repair and $200 co-pay customer accepted
11/20/2018	Vehicle has arrived at dealership Nemer Chrysler Jeep Dodge Ram of Queensbury and attended by dealer employee
11/21/2018	Nemer Chrysler Jeep Dodge Ram CM spoke to SA, SA stated that vehicle is currently in body shop right now.
11/21/2018	[redacted] CM spoke to customer, customer stated that the vehicle is at the dealer body shop and will not be getting it back until next week. CM to follow up 11/28
11/26/2018	[redacted] Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 844-827-2006 EXT 3020212
11/28/2018	Nemer Chrysler Jeep Dodge Ram of Queensbury - 5183965751 CM spoke to SA Tammy, SA stated vehicle repairs are in progress.

Date	Comment
11/28/2018	[redacted] Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 844-827-2006 EXT 3020212
11/30/2018	[redacted] CM spoke to customer, customer stated that dealer did have to order part for the trim of the door at 80. CM advised customer can send in documentation we can look and review it.
12/10/2018	[redacted] CM spoke to customer, customer stated that he will be going ahead and sending in documentation.
12/18/2018	[redacted] Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 844-827-2006 EXT 3020212
12/20/2018	[redacted] CM spoke to customer, customer stated that everything is completed and vehicle is repaired.

Email(s)

Date	11/09/2018	***Subject***	Chrysler town and country. [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	11/09/2018 23:58 PM

Good afternoon,

My name is Amanda, I am contacting you on behalf of your case manager John. I seen in the case that your case manager is reviewing for any possible assistance. John will be calling you as soon as he has an update on your case.
If you have any questions or concerns please feel free to respond to this email or by contacting us at 844-827-2006 extension 3020212.

I do hope you have a great weekend!
[redacted]

Date	12/05/2018	***Subject***	RE: Chrysler town and country. [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/05/2018 00:00 AM

Hello [redacted]
If you would like to send in the documentation for possible reimbursement you would be able to send them directly to JO803@chrysler.com and we will be able to review this information.
[redacted]

Date	12/06/2018	***Subject***	Chrysler town and country [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/06/2018 23:30 PM

Hello [redacted]
If you would like to send in the documentation for possible reimbursement you would be able to send them directly to JO803@chrysler.com and we will be able to review this information.
[redacted]

Date	12/12/2018	***Subject***	Documentation [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/12/2018 18:49 PM

Hello [redacted]
If you would like to send in the documentation for possible reimbursement you would be able to send them directly to JO803@chrysler.com and we will be able to review this information.
r[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/07/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/07/2018	**Origin**	Telephone	**Reason**	
Mileage	0 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	WEST JORDAN	UT	[redacted]		
Dealer	X7011	AVIS BUDGET CAR RENTAL-Phoenix		**Dealer Phone**	6026839298
Dealer Address	6 SYLVAN WAY				
	PARSIPPANY	NJ	07054 3826	USA	
Dealer Zone		**Sales District**		**Service District**	
Subject	Gas Tank Sensor Replacement				
Synopsis					
Customer Anomaly	Fuel System				
	Fuel Tank				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	40	Fuel tank/gas tank issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/07/2018 11:10 PM	Open
11/07/2018 11:10 PM	Closed

Initial Description

Customer calling because her driver's side sliding door will not open manually or automatically.
Customer took vehicle to an IRF and was told the issue was the gas tank sensor not reading correctly, making the door electronics believe the gas tank door is open when it is not.
The IRF stated it's a manufacture error and advised customer it would be covered under warranty.
Customer seeking if this repair would be covered under warranty, customer did not know mileage.
Agent informed customer as long as the vehicle is under 36,000 miles it would be covered and would need to be diagnosed and repaired at the dealership.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/08/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/21/2019	**Origin**	Telephone	**Reason**	
Mileage	42,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**ontact Phone**		**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	

Customer	[redacted]				
Customer Address					
	CANTON		MI	[redacted]	USA
Dealer	42835	DICK SCOTT CHRYSLER DODGE JEEP RAM		**Dealer Phone**	7344512110
Dealer Address	684 ANN ARBOR RD W				
	PLYMOUTH		MI	48170 2230	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	C

Subject	Vehicle stalling				
Synopsis	diagnosis				
Customer Anomaly	Engine				
	Cylinder Head				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	23	Engine cylinder head / block issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/08/2018 06:13 PM	Open
12/04/2018 12:32 AM	Suspended
12/10/2018 05:00 AM	Open
12/19/2018 11:12 PM	Suspended
12/31/2018 05:01 AM	Open
01/03/2019 06:16 PM	Suspended
01/10/2019 05:01 AM	Open
01/21/2019 02:48 PM	Closed

Initial Description

At Dealership

Case Comments

Date	Comment
11/08/2018	Customer states that last year the vehicle stalled and was rear ended (See [redacted] Customer advised that a special investigator evaluated the vehicle and customer did not receive a response. Customer advises that vehicle stalled today. Customer would like a rental. Agent spoke with Dealership and made arrangements for rental before diagnosis has been completed. Customer will need rental longer than 3 days. CM will extend if appropriate.
11/09/2018	CCRG Open Date: 11/08/2018 14:38:15
11/09/2018	FILL OUT TREAD DATA . Legal needs ALL of the following listed clearly in the case BEFORE an inspection can be ordered: Customer COMPLETE name , address, daytime contact phone number Customer email address Vehicle EXACT location; COMPLETE name , address, daytime phone number. If it is at an Insurance storage facility we will need the LOT NUMBER The OWNER will need to request the vehicle location information from the insurance company. Post this information in the COMMENTS SECTION Note: Reason coding and TREAD data MUST be ACCURATE
11/09/2018	Reassigning to Level 2 for technical assistance, repeat repair for stalling concern. Customer needs rental greater than 3 days. Case is not Special Investigations.
11/12/2018	*****OUTBOUND DEALERSHIP CONTACT***** Dick Scott Chrysler Dodge Jeep Ram | 42835| 8773332052| CM spoke with Rob SA, and vehicle just came in Friday, and is slated to be looked at sometime this week. Someone will be driving it shortly but problem will need to be duplicated in order to fix vehicle. He stated that level 1 put customer in a rental for 3 days for some reason, as they do not have a time frame to even look at it at this point.
11/12/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM attempted to speak with customer, but only had voicemail, and unable to leave a message as voicemail is filled up.
11/12/2018	Goodwill Qualifier Narrative In-Service Date: 1-8-2016 Original Owner: no 3rd owner, previous enterprise vehicle Mileage: 42,000 Vehicle purchase loyalty: 1 used household Multiple Repairs/ Previous related repairs: previous in 1-2018 for stalling concern MVP plans: NONE Other:
11/13/2018	*****OUTBOUND DEALERSHIP CONTACT***** Dick Scott Chrysler Dodge Jeep Ram | 42835| 8773332052| CM emailed Mike SM, and stated that they are just waiting for customer to authorize repairs.
11/14/2018	*****OUTBOUND DEALERSHIP CONTACT***** Dick Scott Chrysler Dodge Jeep Ram | 42835| 8773332052| CM spoke with Jason SA , and Darrell SA, as Rob is unavailable. Darrell SA stated that all he can see is that authorization is required before proceeding.

Date	Comment
11/14/2018	Customer looking for update on case file Agent advised CM is looking into options and will touch base shortly regarding the update on the next steps forward Diagnosis was completed - Rob (SA) called customer & advised the customer of the issue, customer doesn't remember what info was provided Customer would prefer to be contacted @ 11 a.m EST Best Contact Number: [redacted]
11/14/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM spoke with customer to introduce as CM on file. Customer stated that he had this stalling problem in February whereas someone "came out and took pictures" and did not hear anything else. He stated that this happened again , and brought to the DLR where they quoted him 852.00 for repair. CM will look inot this for him, and let him know.
11/14/2018	*****OUTBOUND DEALERSHIP CONTACT***** Dick Scott Chrysler Dodge Jeep Ram | 42835| 8773332052| CM spoke with Rob SA, and advised that customer has not been there before, and stated that customer remains in a rental vehicle as he did not have a correct number to reach him. He stated that CAC gave him 3 days only. CM advised that CM will discuss with TL, as this was a previous SI case. He is fine with hearing back tomorrow morning.
11/14/2018	CM reviewed with TL SM2149, and will get pricing from Rob SA tomorrow, as he is gone for the day.
11/15/2018	*****INBOUND DEALERSHIP CONTACT***** Dick Scott Chrysler Dodge Jeep Ram | 42835| 8773332052| Rob Sa called back in and warranty pricing is 480.52. CM discussed with SM 2149, and will be offering customer a 50-50 discount, and will add DM notes. CM did speak with Rob SA afterwards to let him know that CM will be calling customer.
11/15/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM left a message for return call back. CM wanting to discuss case with him.
11/16/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM left a message for return call back. CM wanting to discuss his case with him. He had left a message at 1113 today, stating that he would be available.
11/19/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM spoke with customer to let him know the deal of covering 50% of the repair, with warranty pricing $ 480.52. He stated that he will call and authorize repair, and check on rental bill as he has been in a rental. CM advised that CM was only covering the 3 days, as CM is assisting with the repair.
11/20/2018	*****OUTBOUND DEALERSHIP CONTACT***** Dick Scott Chrysler Dodge Jeep Ram | 42835| 8773332052| CM left a message fro Rob SA to see if customer has called in to confirm agreement to repair.
11/21/2018	customer contacting to speak with cm cm is not available
11/21/2018	customer requesting extended rental because the parts have not arrived
11/21/2018	*****OUTBOUND DEALERSHIP CONTACT***** Dick Scott Chrysler Dodge Jeep Ram | 42835| 8773332052| CM attempted to reach Rob SA, and he had already left for the day.
11/21/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM attempted to reach customer, and someone picked up, but no answer.
11/23/2018	*****OUTBOUND DEALERSHIP CONTACT***** Dick Scott Chrysler Dodge Jeep Ram | 42835| 8773332052| CM spoke with Jason SA, as Rob SA had left for the day. He stated that it looks like they were waiting for parts to come in.
11/23/2018	*****OUTBOUND DEALERSHIP CONTACT***** Dick Scott Chrysler Dodge Jeep Ram | 42835| 8773332052| CM spoke with dan SA, and he stated that part has not come in, but is showing that its invoice and should be in either tomorrow or Tuesday, as they do nto get a truck in on Mondays. part# is 1UC34DX9AF; order# [redacted] ETA is 11-26-2018
11/27/2018	*****OUTBOUND DEALERSHIP CONTACT***** Dick Scott Chrysler Dodge Jeep Ram | 42835| 8773332052| CM spoke with Rob SA, and part came in, and vehicle will be completed today. He had informed him that he is responsible for his rental bill, as CM was assisting with the repair covering 50% of his bill. Rob SA confirmed price of $480.52 total, warranty pricing.
11/30/2018	*****OUTBOUND DEALERSHIP CONTACT***** Dick Scott Chrysler Dodge Jeep Ram | 42835| 8773332052| CM spoke with Jason SA, as Rob was unavailable. He does not see where an RO is opened, so vehicle must have been picked up.
12/04/2018	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM spoke with customer and he stated that he has not driven vehicle much this week. He asked about possible assistance with regards to his tail gate not working correctly, and not staying opened. He will check with Rob SA about getting it in to get it diagnosed. He will let CM know.
12/17/2018	****OUTBOUND CUSTOMER CONTACT***** [redacted] CM left a message for return call back if needing any further assiatnce, if not CM will close his case with a closing email.
01/10/2019	****OUTBOUND CUSTOMER CONTACT***** [redacted] CM tried to reach customer but mailbox was full.
01/10/2019	****INBOUND CUSTOMER CONTACT**** [redacted] Customer calling in as CM had wanted to speak with him. Customer stated that he is going to be charged 3 diagnostic fees, as he has 3 problems with his vehicle. CM advised that CM will be checking with the DLR on this. CM advised that he is responsible for any diagnostic fees, as he is OOW. CM advsied that CM stated t hat CM would look inot possible assiatnce, but has already helped with previous repair. He stated that his passenger door now "makes a buzzing sound", and his stow and go is now working on one side. he does not know if the stow and go has been working since purchase last year or not. CM will follow up with him after the appointment.
08/12/2021	CCRG Open Date: 11/08/2018 14:38:15

Email(s)

Date	11/15/2018	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	11/15/2018 14:10 PM

My name is Susan and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number is [redacted]
The Chrysler Case Management telephone number is: 1-844-827-1999
My direct extension: 3020216
My work hours are: 9:00am - 5:30pm Eastern Standard Time Monday-Friday.

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

Date	11/19/2018	***Subject***	[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	11/19/2018 21:16 PM

Hi Susan,
Just left you a VM and I am available to talk any time.
Please call me to review.
Thanks

From: US Customer Care [mailto:uscustomercare@fcagroup.com]
Sent: Thursday, November 15, 2018 9:11 AM
To: [redacted]
Subject: [redacted]

CAUTION: This email originated from outside TAI's Email System. DO NOT CLICK on any links or open attachments unless you recognize the sender and know the content is safe.

My name is Susan and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number is [redacted]
The Chrysler Case Management telephone number is: 1-844-827-1999
My direct extension: 3020216
My work hours are: 9:00am - 5:30pm Eastern Standard Time Monday-Friday.

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

Date	11/23/2018	Subject	[redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	11/23/2018 23:36 PM

Hi [redacted]
I spoke with parts at the dealership, and part should be in Monday. I'm sorry I was given misinformation. Rob advised that part was in, and vehicle would be ready on Wednesday. I will call them back Monday to check on to make sure parts have come in. Thanks, Susan

---------- Original Message ----------
From: [redacted]
Sent: 11/19/2018 4:16 PM
To: uscustomercare@fcagroup.com
Subject: [redacted]

Hi Susan,
Just left you a VM and I am available to talk any time.
Please call me to review.
Thanks

From: US Customer Care [mailto:uscustomercare@fcagroup.com]
Sent: Thursday, November 15, 2018 9:11 AM
To: [redacted]
Subject: [redacted]

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My name is Susan and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
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Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
[redacted]

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216

Date	11/26/2018	Subject	[redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	11/26/2018 10:29 AM

Hello Susan,
I thank you for the update.
Given the delay in part delivery, is there any option of expediting repair?
Thanks

From: US Customer Care [mailto:uscustomercare@fcagroup.com]
Sent: Friday, November 23, 2018 6:37 PM
To: [redacted]
Subject: [redacted]

CAUTION: This email originated from outside TAI's Email System. DO NOT CLICK on any links or open attachments unless you recognize the sender and know the content is safe.

HI [redacted]
I spoke with parts at the dealership, and part should be in Monday. I'm sorry I was given misinformation. Rob advised that part was in, and vehicle would be ready on Wednesday. I will call them back Monday to check on to make sure parts have come in. Thanks, Susan

---------- Original Message ----------
From: [redacted]
Sent: 11/15/2018 4:16 PM
To: uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
Subje[redacted]

Hi Susan,
Just left you a VM and I am available to talk any time.
Please call me to review.
Thanks

From: US Customer Care [mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>]
Sent: Thursday, November 15, 2018 9:11 AM
To: [redacted]
Su[redacted]

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My name is Susan and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number [redacted]
The Chrysler Case Management telephone number is: 1-844-827-1999
My direct extension: 3020216
My work hours are: 9:00am - 5:30pm Eastern Standard Time Monday-Friday.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
[redacted]
Susan | FCA Case Manager

Phone: 1-844-827-1999 | [redacted]

Date	11/26/2018	***Subject***	RE: [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	11/26/2018 17:55 PM

H[redacted]
I can check with Rob to see if they can expedite repair. I do not have control over that, as dealerships are independently owed. All I can do is try. Thanks, Susan

---------- Original Message ----------
From: [redacted]
Sent: 11/26/2018 5:29 AM
To: uscustomercare@fcagroup.com
Subject: RE: [redacted]

Hello Susan,
I thank you for the update.
Given the delay in part delivery, is there any option of expediting repair?
Thanks

From: US Customer Care [mailto:uscustomercare@fcagroup.com]
Sent: Friday, November 23, 2018 6:37 PM
To: [redacted]
Subject: [redacted]

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HI [redacted]
I spoke with parts at the dealership, and part should be in Monday. I'm sorry I was given misinformation. Rob advised that part was in, and vehicle would be ready on Wednesday. I will call them back Monday to check on to make sure parts have come in. Thanks, Susan

---------- Original Message ----------
From: [redacted]
Sent: 11/19/2018 4:16 PM
To: uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
Subjec[redacted]

Hi Susan,
Just left you a VM and I am available to talk any time.
Please call me to review.
Thanks

From: US Customer Care [mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>]
Sent: Thursday, November 15, 2018 9:11 AM
To: [redacted]
Sub[redacted]

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My name is Susan and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number is [redacted]
The Chrysler Case Management telephone number is: 1-844-827-1999
My direct extension: 3020216
My work hours are: 9:00am - 5:30pm Eastern Standard Time Monday-Friday.

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

[redacted]

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216[redacted]

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216

Date	11/27/2018	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]		11/27/2018 19:52 PM

HI [redacted]
I heard from Rob that vehicle should be done today as part has come in. Thanks, Susan

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 11/26/2018 12:55 PM
To: [redacted]
Su[redacted]

HI [redacted]
I can check with Rob to see if they can expedite repair. I do not have control over that, as dealerships are independently owed. All I can do is try. Thanks, Susan

---------- Original Message
From: [redacted]
Sent: 11/26/2018 5:29 AM
To: uscustomercare@fcagroup.com
Subjec[redacted]

Hello Susan,
I thank you for the update.
Given the delay in part delivery, is there any option of expediting repair?
Thanks

From: US Customer Care [mailto:uscustomercare@fcagroup.com]
Sent: Friday, November 23, 2018 6:37 PM
To: [redacted]
Su[redacted]

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HI [redacted]
I spoke with parts at the dealership, and part should be in Monday. I'm sorry I was given misinformation. Rob advised that part was in, and vehicle would be ready on Wednesday. I will call them back Monday to check on to make sure parts have come in. Thanks, Susan

---------- Original Message ----------
From: [redacted]
Sent: 11/19/2018 4:16 PM
To: uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
Subj[redacted]

Hi Susan,
Just left you a VM and I am available to talk any time.
Please call me to review.
Thanks

From: US Customer Care [mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>]
Sent: Thursday, November 15, 2018 9:11 AM
To: [redacted]
Sub[redacted]

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My name is Susan and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
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My work hours are: 9:00am - 5:30pm Eastern Standard Time Monday-Friday.

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

[redacted]

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216[redacted]

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216

Date	11/27/2018	***Subject***	RE[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	11/27/2018 20:16 PM

Hello Susan,
I also received a call from Rob. He indicated that the repair should be done today and I should be able to pick up tomorrow. They just want to keep a bit longer to test drive.
I will advise once I pick up.
Thank you

From: US Customer Care [mailto:uscustomercare@fcagroup.com]
Sent: Tuesday, November 27, 2018 2:53 PM
To: [redacted]
Subject: RE: [redacted]

CAUTION: This email originated from outside TAI's Email System. DO NOT CLICK on any links or open attachments unless you recognize the sender and know the content is safe.

HI [redacted]
I heard from Rob that vehicle should be done today as part has come in. Thanks, Susan

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>]
Sent: 11/26/2018 12:55 PM
To: [redacted]>
Subject: RE: [redacted]]

HI [redacted]
I can check with Rob to see if they can expedite repair. I do not have control over that, as dealerships are independently owed. All I can do is try. Thanks, Susan

---------- Original Message ----------
From: [redacted]>]
Sent: 11/26/2018 5:29 AM
To: uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
Subject: RE: [redacted]]

Hello Susan,
I thank you for the update.
Given the delay in part delivery, is there any option of expediting repair?
Thanks

From: US Customer Care [mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>]
Sent: Friday, November 23, 2018 6:37 PM
To [redacted]
Subject: RE: [redacted]

CAUTION: This email originated from outside TAI's Email System. DO NOT CLICK on any links or open attachments unless you recognize the sender and know the content is safe.

HI [redacted],
I spoke with parts at the dealership, and part should be in Monday. I'm sorry I was given misinformation. Rob advised that part was in, and vehicle would be ready on Wednesday. I will call them back Monday to check on to make sure parts have come in. Thanks, Susan

---------- Original Message ----------
From [redacted]>
<mailto [redacted]>]
Sent: 11/19/2018 4:16 PM
To: uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>
Subject: RE: [redacted]]

Hi Susan,
Just left you a VM and I am available to talk any time.
Please call me to review.
Thanks

From: US Customer Care [mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>]
Sent: Thursday, November 15, 2018 9:11 AM
To: [redacted]
<mailto:Peter_Gorski@taiamerica.com<mailto:Peter_Gorski@taiamerica.com>>>
Subject: [redacted]]

CAUTION: This email originated from outside TAI's Email System. DO NOT CLICK on any links or open attachments unless you recognize the sender and know the content is safe.

My name is Susan and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number is [redacted]
The Chrysler Case Management telephone number is: 1-844-827-1999
My direct extension: 3020216
My work hours are: 9:00am - 5:30pm Eastern Standard Time Monday-Friday.

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

[redacted]

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216[redacted]

Date	11/29/2018	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	11/29/2018 17:46 PM

HI [redacted]
I tried to reach Rob at the dealership, to see if you have picked up your vehicle. Have you picked it up yet? Thanks, Susan

---------- Original Message ----------
From [redacted]]
Sent: 11/27/2018 3:16 PM
To: uscustomercare@fcagroup.com
Subject: RE: [redacted]]

Hello Susan,
I also received a call from Rob. He indicated that the repair should be done today and I should be able to pick up tomorrow. They just want to keep a bit longer to test drive.
I will advise once I pick up.
Thank you

From: US Customer Care [mailto:uscustomercare@fcagroup.com]
Sent: Tuesday, November 27, 2018 2:53 PM
To: [redacted]
Subject: RE: [redacted]]

CAUTION: This email originated from outside TAI's Email System. DO NOT CLICK on any links or open attachments unless you recognize the sender and know the content is safe.

H[redacted],
I heard from Rob that vehicle should be done today as part has come in. Thanks, Susan

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>]
Sent: 11/26/2018 12:55 PM
To: [redacted]
Subject: RE: [redacted]]

H[redacted],
I can check with Rob to see if they can expedite repair. I do not have control over that, as dealerships are independently owed. All I can do is try. Thanks, Susan

---------- Original Message ----------
From: [redacted]
Sent: 11/26/2018 5:29 AM
To: uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
Subject: RE: [redacted]

Hello Susan,
I thank you for the update.
Given the delay in part delivery, is there any option of expediting repair?
Thanks

From: US Customer Care [mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>]
Sent: Friday, November 23, 2018 6:37 PM
To: [redacted]
Subject: RE: [redacted]

CAUTION: This email originated from outside TAI's Email System. DO NOT CLICK on any links or open attachments unless you recognize the sender and know the content is safe.

HI [redacted],
I spoke with parts at the dealership, and part should be in Monday. I'm sorry I was given misinformation. Rob advised that part was in, and vehicle would be ready on Wednesday. I will call them back Monday to check on to make sure parts have come in. Thanks, Susan

---------- Original Message ----------
From [redacted]
<mailto[redacted]
Sent: 11/19/2018 4:16 PM
To: uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>
Subject: RE: [redacted]

Hi Susan,
Just left you a VM and I am available to talk any time.
Please call me to review.
Thanks

From: US Customer Care [mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>]
Sent: Thursday, November 15, 2018 9:11 AM
To: [redacted]>
<mailto[redacted]
[redacted]]

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My name is Susan and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number [redacted]
The Chrysler Case Management telephone number is: 1-844-827-1999

My direct extension: 3020216
My work hours are: 9:00am - 5:30pm Eastern Standard Time Monday-Friday.

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

[redacted]

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216[redacted]

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216[redacted]

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216

Date	11/30/2018	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]		11/30/2018 19:44 PM

Hi [redacted],
Were you able to pick up your vehicle yet? I spoke with Jason, as Rob was unavailable. He thought that the vehicle was gone, and had been picked up. Thanks, Susan

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 11/29/2018 12:46 PM
To: [redacted]
Subject: [redacted]

Hi [redacted]
I tried to reach Rob at the dealership, to see if you have picked up your vehicle. Have you picked it up yet? Thanks, Susan

---------- Original Message ----------
From: [redacted]
Sent: 11/27/2018 3:16 PM
To: uscustomercare@fcagroup.com
Subject: [redacted]]

Hello Susan,
I also received a call from Rob. He indicated that the repair should be done today and I should be able to pick up tomorrow. They just want to keep a bit longer to test drive.
I will advise once I pick up.
Thank you

From: US Customer Care [mailto:uscustomercare@fcagroup.com]
Sent: Tuesday, November 27, 2018 2:53 PM
To: [redacted]
Subject: [redacted]

CAUTION: This email originated from outside TAI's Email System. DO NOT CLICK on any links or open attachments unless you recognize the sender and know the content is safe.

Hi [redacted]
I heard from Rob that vehicle should be done today as part has come in. Thanks, Susan

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>]
Sent: 11/26/2018 12:55 PM
To: [redacted]
Subject: [redacted]

H[redacted]
I can check with Rob to see if they can expedite repair. I do not have control over that, as dealerships are independently owed. All I can do is try. Thanks, Susan

---------- Original Message ----------
From: [redacted]
Sent: 11/26/2018 5:29 AM
To: uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
Subject: [redacted]

Hello Susan,
I thank you for the update.
Given the delay in part delivery, is there any option of expediting repair?
Thanks

From: US Customer Care [mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>]
Sent: Friday, November 23, 2018 6:37 PM
To: [redacted]

CAUTION: This email originated from outside TAI's Email System. DO NOT CLICK on any links or open attachments unless you recognize the sender and know the content is safe.

H[redacted],
I spoke with parts at the dealership, and part should be in Monday. I'm sorry I was given misinformation. Rob advised that part was in, and vehicle would be ready on Wednesday. I will call them back Monday to check on to make sure parts have come in. Thanks, Susan

---------- Original Message ----------
From: [redacted]
Sent: 11/19/2018 4:16 PM
To: uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>
Subject: [redacted]

Hi Susan,
Just left you a VM and I am available to talk any time.
Please call me to review.
Thanks

From: US Customer Care [mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>]
Sent: Thursday, November 15, 2018 9:11 AM
To: [redacted]

Subject [redacted]

CAUTION: This email originated from outside TAI's Email System. DO NOT CLICK on any links or open attachments unless you recognize the sender and know the content is safe.

My name is Susan and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number is [redacted]
The Chrysler Case Management telephone number is: 1-844-827-1999
My direct extension: 3020216
My work hours are: 9:00am - 5:30pm Eastern Standard Time Monday-Friday.

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

[redacted]

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216 [redacted]

Phone: 1-844-827-1999 | 3020216

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216 [redacted]

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216

Date	12/10/2018	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***e***	12/10/2018 17:57 PM

HI [redacted]
Were you able to get an appointment set up to get your vehicle in? Just checking in. Please let me know when you do, Thanks, Susan
[redacted]

Date	12/14/2018	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***e***	12/14/2018 01:18 AM

HI [redacted]
I was not sure if you were able to get an appointment for your vehicle? I will check again next week. Thanks, Susan
[redacted]

Date	12/17/2018	***Subject***	RE: [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	12/17/2018 20:40 PM

Hello Susan,
Hope you are doing great today. My apologies for not getting back to you earlier. With work load on top of business travel, it's difficult to address all items. I have reached out to Rob regarding the Tail Gate as well as to other items that have appeared once we picked up the car.
I plan to drop of the car for a full inspection once I hear back from him.
Thanks

From: US Customer Care [mailto:uscustomercare@fcagroup.com]
Sent: Thursday, December 13, 2018 8:18 PM
To: [redacted]
Su

CAUTION: This email originated from outside TAI's Email System. DO NOT CLICK on any links or open attachments unless you recognize the sender and know the content is safe.

H [redacted]
I was not sure if you were able to get an appointment for your vehicle? I will check again next week. Thanks, Susan
[redacted]

Date	12/19/2018	***Subject***	R [redacted]

From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	12/19/2018 23:12 PM

HI [redacted]
I will check with the dealership at the end of the week to see if an appointment has been made. I am off next week, so I will check after I come back, as well. Thanks,
Susan
[redacted]

Date	12/31/2018	Subject	[redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]		12/31/2018 17:41 PM

HI [redacted]
Just checking to see if you had made an appointment yet? I was off last week. If you'll let me know. otherwise I will temporarily close your case until an appointment has been made. Let me know. Thanks, Susan
[redacted]

Date	01/02/2019	Subject	[redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	01/02/2019 18:57 PM

Hello Susan,
I have reached out to Rob nit not gotten a reply. Now that I am back in town from Shut Down I will be contacting him again to set up an time to bring in my car.
I will follow up with you once I am confirm time and date with Rob.
Thanks

From: US Customer Care [mailto:uscustomercare@fcagroup.com]
Sent: Monday, December 31, 2018 12:41 PM
To: [redacted]
Su[redacted]

CAUTION: This email originated from outside TAI's Email System. DO NOT CLICK on any links or open attachments unless you recognize the sender and know the content is safe.

HI [redacted]
Just checking to see if you had made an appointment yet? I was off last week. If you'll let me know. otherwise I will temporarily close your case until an appointment has been made. Let me know. Thanks, Susan
[redacted]

Date	01/03/2019	Subject	[redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]		01/03/2019 18:16 PM

HI [redacted]
No problems. I will check back with you next week. If you'll just let me know when you have secured an appointment. Thanks, Susan
[redacted]

Date	01/09/2019	Subject	[redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]		01/09/2019 23:31 PM

HI [redacted]
Have you been able to make an appointment yet? Just checking in. Thanks, Susan

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 1/3/2019 1:16 PM
To: [redacted]
Sub[redacted]

HI [redacted]
No problems. I will check back with you next week. If you'll just let me know when you have secured an appointment. Thanks, Susan
[redacted]

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216

Date	01/10/2019	Subject	RE: [redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	01/10/2019 14:42 PM

Hello Susan,
It looks like my regular contact, Rob, has been out on Sick Leave. I schedule to Drop it off this coming Monday to review the issues I e-mailed about. Jim, the Service Agent I spoke to said that id I can have it it him first thing Monday, he should eb done by mid Tuesday. Jim informed me that there is a diagnostic fee for each of the Items I mentioned earlier.
How am I to treat this factor?
Thanks

From: US Customer Care [mailto:uscustomercare@fcagroup.com]
Sent: Wednesday, January 9, 2019 6:31 PM
To: [redacted]
Sub[redacted]

CAUTION: This email originated from outside TAI's Email System. DO NOT CLICK on any links or open attachments unless you recognize the sender and know the content is safe.

Hi[redacted]
Have you been able to make an appointment yet? Just checking in. Thanks, Susan

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>]
Sent: 1/3/2019 1:16 PM
To[redacted]
Su[redacted]

Hi[redacted]
No problems. I will check back with you next week. If you'll just let me know when you have secured an appointment. Thanks, Susan
[redacted]

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216[redacted]

Date	01/10/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] ***Sent Date/Time*** 01/10/2019 15:44 PM

H[redacted]
I tired to reach you but your mailbox was full. If you can call me at your convenience that would be great, so I can discuss your case with you. Thanks, Susan
[redacted]

Date	01/14/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] ***Sent Date/Time*** 01/14/2019 23:20 PM

Hi[redacted]
Were you able to drop your vehicle off today. It did not generate on my case like it usually does. Rob no longer works there, so someone else will be assisting you.
Thanks, Susan
---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 1/10/2019 10:44 AM
To[redacted]
Su[redacted]

H[redacted]
I tired to reach you but your mailbox was full. If you can call me at your convenience that would be great, so I can discuss your case with you. Thanks, Susan
[redacted]

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216

Date	01/16/2019	***Subject***	[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	01/16/2019 00:33 AM

Hello Susan,
No, unfortunately I was not able to. I need to double check with my wife on our car situation as I have some last min travel out of state this week.
I will advise ASAP.
Thanks

From: US Customer Care [mailto:uscustomercare@fcagroup.com]
Sent: Monday, January 14, 2019 6:20 PM
To: [redacted]
Su[redacted]

CAUTION: This email originated from outside TAI's Email System. DO NOT CLICK on any links or open attachments unless you recognize the sender and know the content is safe.

HI [redacted]
Were you able to drop your vehicle off today. It did not generate on my case like it usually does. Rob no longer works there, so someone else will be assisting you.
Thanks, Susan
---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>]
Sent: 1/10/2019 10:44 AM
To: [redacted]
Sub[redacted]

HI [redacted]
I tired to reach you but your mailbox was full. If you can call me at your convenience that would be great, so I can discuss your case with you. Thanks, Susan
[redacted]

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216[redacted]

Date	01/16/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 01/16/2019 20:20 PM

HI [redacted]
I will be temporarily closing your case in 2 days, and will reopen once an appointment has been made. Please contact me back once you are able to get your vehicle in for diagnosis . Thanks, Susan

---------- Original Message ----------
From: [redacted]
Sent: [redacted]
To: uscustomercare@fcagroup.com
Subject: [redacted]

Hello Susan,
No, unfortunately I was not able to. I need to double check with my wife on our car situation as I have some last min travel out of state this week.
I will advise ASAP.
Thanks

From: US Customer Care [mailto:uscustomercare@fcagroup.com]
Sent: Monday, January 14, 2019 6:20 PM
T[redacted]
S[redacted]

CAUTION: This email originated from outside TAI's Email System. DO NOT CLICK on any links or open attachments unless you recognize the sender and know the content is safe.

HI [redacted]
Were you able to drop your vehicle off today. It did not generate on my case like it usually does. Rob no longer works there, so someone else will be assisting you.
Thanks, Susan
---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>]
Sent: 1/10/2019 10:44 AM
To: [redacted]
Su[redacted]

HI [redacted]
I tired to reach you but your mailbox was full. If you can call me at your convenience that would be great, so I can discuss your case with you. Thanks, Susan
[redacted]

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216[redacted]

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216

Date	01/16/2019	***Subject***	[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	01/16/2019 23:28 PM

Hello Susan,
I appreciate you continuing to work with me on this. I will e-mail once I have dropped off the Van.
Thanks again.

From: US Customer Care [mailto:uscustomercare@fcagroup.com]
Sent: Wednesday, January 16, 2019 3:20 PM
T[redacted]
S[redacted]
CAUTION: This email originated from outside TAI's Email System. DO NOT CLICK on any links or open attachments unless you recognize the sender and know the content is safe.

H[redacted]
I [redacted]mporarily closing your case in 2 days, and will reopen once an appointment has been made. Please contact me back once you are able to get your vehicle in for diagnosis . Thanks, Susan

---------- Original Message ----------
From[redacted]
Sent: 1/15/2019 7:33 PM
To: uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
Subjec[redacted]
Hello Susan,
No, unfortunately I was not able to. I need to double check with my wife on our car situation as I have some last min travel out of state this week.
I will advise ASAP.
Thanks

From: US Customer Care [mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>]
Sent: Monday, January 14, 2019 6:20 PM
To: [redacted]
Sub[redacted]
CAUTION: This email originated from outside TAI's Email System. DO NOT CLICK on any links or open attachments unless you recognize the sender and know the content is safe.

HI[redacted]
Were you able to drop your vehicle off today. It did not generate on my case like it usually does. Rob no longer works there, so someone else will be assisting you.
Thanks, Susan
---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>]
Sent: 1/10/2019 10:44 AM
To[redacted]
Su[redacted]
HI[redacted]
I tired to reach you but your mailbox was full. If you can call me at your convenience that would be great, so I can discuss your case with you. Thanks, Susan
[redacted]

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216[redacted]

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216[redacted]

Date	01/18/2019	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***			01/18/2019 15:08 PM

H[redacted],
Once you secure an appointment, you will need to call me, as when case is closed, I will not get notifications. Thanks, Susan

---------- Original Message ----------
From [redacted]
Sent: 1/16/2019 6:28 PM
To: uscustomercare@fcagroup.com
Subject: RE[redacted]

Hello Susan,
I appreciate you continuing to work with me on this. I will e-mail once I have dropped off the Van.
Thanks again.

From: US Customer Care [mailto:uscustomercare@fcagroup.com]
Sent: Wednesday, January 16, 2019 3:20 PM
To:[redacted]
Subject: RE[redacted]:ref]

CAUTION: This email originated from outside TAI's Email System. DO NOT CLICK on any links or open attachments unless you recognize the sender and know the content is safe.

HI[redacted]
I will be temporarily closing your case in 2 days, and will reopen once an appointment has been made. Please contact me back once you are able to get your vehicle in for diagnosis . Thanks, Susan

---------- Original Message ----------
From:[redacted]>]
Sent: 1/15/2019 7:33 PM
To: uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
Subject: RE:[redacted]

Hello Susan,
No, unfortunately I was not able to. I need to double check with my wife on our car situation as I have some last min travel out of state this week.
I will advise ASAP.
Thanks

From: US Customer Care [mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>]
Sent: Monday, January 14, 2019 6:20 PM
To:[redacted]
Subject:[redacted]

CAUTION: This email originated from outside TAI's Email System. DO NOT CLICK on any links or open attachments unless you recognize the sender and know the content is safe.

HI[redacted]
Were you able to drop your vehicle off today. It did not generate on my case like it usually does. Rob no longer works there, so someone else will be assisting you.
Thanks, Susan
---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>]
Sent: 1/10/2019 10:44 AM
To: pete[redacted]>
Subject: RE:[redacted]]

HI[redacted],
I tired to reach you but your mailbox was full. If you can call me at your convenience that would be great, so I can discuss your case with you. Thanks, Susan
[redacted]

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216[redacted]

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216[redacted]

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/09/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/14/2018	**Origin**	Chat	**Reason**	
Mileage	0 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	TRUMAN	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	57325	QUIGLEY CHRYSLER DODGE JEEP RAM		**Dealer Phone**	6103672191
Dealer Address	ROUTE 100 NORTH				
	BOYERTOWN		PA	19512	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	E
Subject	Customer Assistance				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/09/2018 06:54 PM	New
11/14/2018 12:27 AM	Open
11/14/2018 12:27 AM	Closed

Initial Description

Chat Started: Friday, November 09, 2018, 13:54:30 (-0500) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Alexander (22s) Alexander: Hi, my name is Alexander with FCA Customer Care, How may I help you? (45s) Alexander: Hello [redacted] how are you today? (2m 5s) Visitor: Hello (2m 12s) Visitor: I need help with my van issues (2m 25s) Alexander: Sorry to hear you have some issues [redacted] I would be glad to help (2m 31s) Visitor: Rear right passenger door would not lock. It will open while driving if someone accident to click open (2m 49s) Visitor: The motor to open and closes works fine. Window will open and close normally (3m 40s) Visitor: It's just the lock itself and the dealership wants me to pay $884 to repair the lock I personally disagree because its safety issues. I have small children. Since door is able to open while driving that consider as safety issue . While it always should function. And what's worse my van is only two years old (3m 47s) Alexander: Definitely not a good thing to have happen! (3m 50s) Alexander: Lets take a look here (3m 54s) Visitor: ol thank youb (4m 0s) Alexander: Do you have the last eight digits of the VIN? (4m 13s) Visitor: [redacted] (4m 14s) Alexander: Also can I confirm your mailing address [redacted] 4m 24s) Visitor: [redacted] Woodbury Mn [redacted] 4m 35s) Alexander: Thank you and what is the current approximate mileage? (4m 44s) Visitor: 62,000 (6m 21s) Alexander: Now walk me through here, what happened with the lock exactly? (7m 52s) Visitor: It just won't lock. When all other three doors lock. That one will still open (8m 17s) Visitor: I tried to test drive. And it'll be able to open on the road. Even other threee doors are locked (8m 36s) Visitor: remote or drivers button to control lock. It results the same. (9m 50s) Alexander: Now is stays open even when you are stopped and have locked it? (10m 27s) Visitor: Yeah it will open if someone push the button. Even tho I have locked it. (10m 42s) Alexander: If they try to open from the inside or outside or both? (10m 45s) Visitor: Basically lock is broken itself but the door functions normal (10m 50s) Visitor: Yes both ways it'll still open (10m 53s) Alexander: ok (12m 14s) Alexander: Now when the vehicle is moving it is possible to unlock the doors from the inside, however if it is staying open while parked, from the outside thats definitely a problem. I am looking over your warranty here, just another minute please (13m 12s) Visitor: Yeah. My child can try to open it while moving. But she can't do with other door it'll be locked completely. (13m 48s) Visitor: When nobody is in the van. And I lock it. That door will still be able to open if I manual touch it to open.but other doors will stay lock; I can't open them but just that right rear one (17m 26s) Alexander: Sorry for the wait here [redacted] just a few more minutes (17m 50s) Alexander: [redacted] what dealer did you purchase from? (18m 20s) Visitor: Coon rapids Chrysler in coon rapids, MN (19m 29s) Alexander: That=nk you (19m 43s) Alexander: Pa[redacted]e, that should read "Thank you", slip of the fingers (21m 37s) Visitor: That's ok (35m 55s) Visitor: Any updates? (36m 22s) Alexander: Still here [redacted] sorry for the wait, looking to see what we can do (46m 3s) Visitor: Ok (47m 17s) Alexander: Have you had this issue before [redacted] (50m 26s) Visitor: Not that I'm aware. I just found out recently. I don't know if it have been like that for a long time or it just broke recently. I just noticed when my child managed to open it while on the road. Then I figured out more into it. That's how I figured that right rear one is broken (1h 6m 23s) Alexander: One thing is tripping up the works right now, you purchased this vehicle new? (1h 7m 43s) Alexander [redacted] (1h 8m 9s) Alexander [redacted] you there? (1h 8m 26s) Alexander: I do apologize, however due to inactivity on this chat I will be forced to disconnect.

Live Chats

Date

Date	
11/09/2018	Chat Started: Friday, November 09, 2018, 13:54:30 (-0500) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Alexander (22s) Alexander: Hi, my name is Alexander with FCA Customer Care, How may I help you? (45s) Alexander: Hello [redacted] how are you today? (2m 5s) Visitor: Hello (2m 12s) Visitor: I need help with my van issues (2m 25s) Alexander: Sorry to hear you have some issues [redacted] I would be glad to help (2m 31s) Visitor: Rear right passenger door would not lock. It will open while driving if someone accident to click open (2m 49s) Visitor: The motor to open and closes works fine. Window will open and close normally (3m 40s) Visitor: It's just the lock itself and the dealership wants me to pay $884 to repair the lock I personally disagree because its safety issues. I have small children. Since door is able to open while driving that consider as safety issue . While it always should function. And what's worse my van is only two years old (3m 47s) Alexander: Definitely not a good thing to have happen! (3m 50s) Alexander: Lets take a look here (3m 54s) Visitor: ol thank youb (4m 0s) Alexander: Do you have the last eight digits of the VIN? (4m 13s) Visitor[redacted] (4m 14s) Alexander: Also can I confirm your mailing address [redacted] (4m 24s) Visitor[redacted] Woodbury Mn [redacted] (4m 35s) Alexander: Thank you and what is the current approximate mileage? (4m 44s) Visitor: 62,000 (6m 21s) Alexander: Now walk me through here, what happened with the lock exactly? (7m 52s) Visitor: It just won't lock. When all other three doors lock. That one will still open (8m 17s) Visitor: I tried to test drive. And it'll be able to open on the road. Even other threee doors are locked (8m 36s) Visitor: remote or drivers button to control lock. It results the same. (9m 50s) Alexander: Now is stays open even when you are stopped and have locked it? (10m 27s) Visitor: Yeah it will open if someone push the button. Even tho I have locked it. (10m 42s) Alexander: If they try to open from the inside or outside or both? (10m 45s) Visitor: Basically lock is broken itself but the door functions normal (10m 50s) Visitor: Yes both ways it'll still open (10m 53s) Alexander: ok (12m 14s) Alexander: Now when the vehicle is moving it is possible to unlock the doors from the inside, however if it is staying open while parked, from the outside thats definitely a problem. I am looking over your warranty here, just another minute please (13m 12s) Visitor: Yeah. My child can try to open it while moving. But she can't do with other door it'll be locked completely. (13m 48s) Visitor: When nobody is in the van. And I lock it. That door will still be able to open if I manual touch it to open.but other doors will stay lock; I can't open them but just that right rear one (17m 26s) Alexander: Sorry for the wait here [redacted] just a few more minutes (17m 50s) Alexander[redacted] what dealer did you purchase from? (18m 20s) Visitor: Coon rapids Chrysler in coon rapids, MN (19m 29s) Alexander: That=nk you (19m 43s) Alexander: Pardon me, that should read "Thank you", slip of the fingers (21m 37s) Visitor: That's ok (35m 55s) Visitor: Any updates? (36m 22s) Alexander: Still here[redacted] sorry for the wait, looking to see what we can do (46m 3s) Visitor: Ok (47m 17s) Alexander: Have you had this issue before[redacted] (50m 26s) Visitor: Not that I'm aware. I just found out recently. I don't know if it have been like that for a long time or it just broke recently. I just noticed when my child managed to open it while on the road. Then I figured out more into it. That's how I figured that right rear one is broken (1h 6m 23s) Alexander: One thing is tripping up the works right now, you purchased this vehicle new? (1h 7m 43s) Alexander: [redacted] (1h 8m 9s) Alexander:[redacted] you there? (1h 8m 26s) Alexander: I do apologize, however due to inactivity on this chat I will be forced to disconnect.
Date	
11/09/2018	

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2016	Brand	DODGE
Body	RTKH53	Vehicle	DODGE GRAND CARAVAN SE		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	11/09/2018	CAIR Type	Regular	Status	Closed
Close Date	01/07/2019	Origin	Letter	Reason	
Mileage	30,500 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	THREE RIVERS		MI		
Dealer	68790	HAROLD ZEIGLER DODGE JEEP		Dealer Phone	2696855800
Dealer Address	1186 EAST M-89				
	PLAINWELL		MI	49080 1159	USA
Dealer Zone	Great Lakes	Sales District		Service District	Q
Subject	Reimbursement request				
Synopsis	Check Request approved				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C169	Request For Rental Reimbursement	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Reimbursement request - Repair/Rental				

Case Status History

Create Date	Status
11/09/2018 07:08 PM	Open
01/07/2019 05:45 PM	Closed

Initial Description

Customer requesting reimbursement for door actuator.

Case Comments

Date	Comment
11/09/2018	Customer stated he paid to have the rear door actuator replaced at an IRF, but was then notified that his warranty might cover the cost of repairs. Send document request email to customer for possible reimbursement.
11/12/2018	Customer calling for a mailing address. Agent provided mailing address.
12/06/2018	Customer called in following up on reimbursement case customer state that he sent his documents through mail. Agent informed customer that docs have not yet been received agent then provided customer with the fax number just to have another way of getting the documents over to use.
01/02/2019	Customer has submitted request for reimbursement for Basic Warranty repairs for Right Rear Door Lock Actuator. Customer has already paid out of pocket. Writer is submitting reimbursement request for Repairs as a goodwill gesture. Repairing IRF: R & T Auto Repair South, Three Rivers, MI (269) 858-3008 Date of Repairs: 10-26-2018 Invoice Numbe Customers Proof of Payment: copy of Receipt from R & T Auto Repair South(IRF) , and copy of Mastercard Receipt In-Service Date: July 31, 2017 Original Owner: Yes Loyalty: Mileage: 30,005 as shown on Invoice Multiple Repairs: No Dealer Opinion: Service Contract/Warranty: Yes Other Notes/Justification: Total Out-of-Pocket: $440.21 Labor: $225.00 Parts: $189.50 Misc: $14.34 Shop Supplies Tax: $11.37 = (Parts + Shop Supplies) x 6%

Email(s)

Date	11/09/2018	Subject	Reimbursement request		
From	uscustomercare@fcagroup.com	To		Sent Date/Time	11/09/2018 19:14 PM

Hello,

Please send a copy of any documents you would to have reviewed for possible reimbursement.

Thank you,
Daniel

Date	11/10/2018	Subject	Re: Reimbursement request		
From		To	uscustomercare@fcagroup.com	Sent Date/Time	11/10/2018 16:02 PM

Hi Daniel - I will send them USPS Monday if you will tell where to send them. As i told you on the phone my computer skills are zero for I retired before these skills were needed and my wife, [redacted] was the computer operator. She [redacted] in 2007 and I have no one who wants to teach an [redacted] how to do anything. Please send me mailing info and I will get on it right away. Thanks for all your help. [redacted]

_____

From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Friday, November 9, 2018 2:14 PM
To: [redacted]
Subject: Reimbursement request [redacted]]

Hello,

Please send a copy of any documents you would to have reviewed for possible reimbursement.

Thank you,
Danie[redacted]

[redacted]

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/10/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/15/2018	**Origin**	Telephone	**Reason**	
Mileage	59,788 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	ROUND ROCK	TX	[redacted]		
Dealer	X7463	EAN HOLDINGS - PORTLAND		**Dealer Phone**	5035257039
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS	MO	63105 4204	USA	
Dealer Zone		**Sales District**		**Service District**	
Subject	transmission issues				
Synopsis					
Customer Anomaly	Gears & Transmission				
	Gearbox				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	44	Gearbox issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/10/2018 08:03 PM	Open
11/15/2018 04:46 PM	Closed

Initial Description

There is a leak in the transmission

Case Comments

Date	Comment
11/10/2018	Customer is calling because she has a leak in the transmission and there is a squeaky noise in the door. Writer advised based on the mileage provided she has power train warranty for another 212 miles that might cover the transmission issue but there is not a warranty for the door as the basic warranty has expired. Writer provided contact information for the dealership.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2017	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN GT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/11/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/11/2018	**Origin**	Telephone	**Reason**	
Mileage	45,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	6[redacted]	**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
Dealer	X7641	EAN HOLDINGS - CORPUS CHRISTI		**Dealer Phone**	3612891122
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Door alert				
Synopsis	Agent does not see a way to turn the feature off.				
Customer Anomaly	Electronics				
	Gear Electronics				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	13	Vehicle transmission shifting issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/11/2018 08:54 PM	Open
11/11/2018 08:54 PM	Closed

Initial Description

Customer want to turn off buzz when opening door while vehicle running

Case Comments

Date	Comment
11/11/2018	Briefly summarize why the customer is contacting Chrysler: Customer want to turn off buzz when opening door while vehicle running New owner of vehicle system not updated yet. Agent does not see a way to turn that feature off in vehicle. Briefly summarize what the customer is expecting: Agent does not see a way to turn the feature off.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/13/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/29/2018	**Origin**	Telephone	**Reason**	
Mileage	44,519 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	GOSHEN	NY	[redacted]		
Dealer	37058	R I SURESKY & SON INC		**Dealer Phone**	8452945177
Dealer Address	RTE 17A HATFIELD				
	GOSHEN	NY	10924	USA	
Dealer Zone	Northeast	**Sales District**		**Service District**	J
Subject	GW				
Synopsis	vehicle repaired				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/13/2018 03:14 PM	Open
11/29/2018 09:58 PM	Closed

Initial Description

Reason Caller states-That the DLR 37058, Advised Customer to contact Chrysler for assistance with her Door. Customer stated that her Driver Rear Door not opening.
Desired Outcome Caller seeks- FCA to assist Customer with repair.
Response Response- Advised Customer that Chrysler Advisor have to reach out to the DLR to verify. Chrysler Advisor contacted the DLR, and spoke to SA Ashley, and she stated that they wrote the Customer ticket 30 Minutes ago, and have not diagnosed it yet. Asked Ashley could they offer the Customer some kind of DLR GW or Discount. Ashley stated that is something that her Supervisor would have to decide, but she do not think thwy would offer. Advise Customer that Chrysler Advisor will esculate CAIR for reviewing, and someone will contact the Customer at [redacted]
Disposition Next steps-Reassigning CAIR.

Case Comments

Date	Comment
11/14/2018	Customer stated that dealership refuse to update her on the current state of her vehicle, she call them 4 times and left them messages no one returned her phone call. Customer wants to continue to be a Chrysler customer but not at the rate of abuse dealership is giving her. She spent all day worrying and wondering about her vehicle. No one updated her on it. Told her the cm would be in touch with her to follow up
11/15/2018	R I Suresky & Son Inc CM spoke to SA, SA Ashley stated that the SM will be good willing the repair for the Left rear door latch
11/15/2018	[redacted] CM spoke to customer, CM advised customer of dealer assisting with the repair, customer stated thank you and understood dealer is assisting with the repairs.
11/19/2018	R I Suresky & Son Inc CM spoke to SA, SA stated that part is on order for vehicle at this time
11/19/2018	[redacted] Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 844-827-2006 EXT 3020212
11/21/2018	[redacted] CM spoke to customer, customer contacting the dealer on Monday to book appointment.
11/23/2018	CM to follow up on 11/27
11/27/2018	[redacted] Cm spoke to customer customer has booked an appointment for 11/28
11/29/2018	R I Suresky & Son Inc Agent attempted to contact dealer, however, dealer was not available. Left message for a return call at extension 844-827-2006 EXT 3020212
11/29/2018	[redacted] CM spoke to customer, customer stated that repairs are done and the vehicle is working great.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/13/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/28/2018	**Origin**	Telephone	**Reason**	
Mileage	44,960 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	HATFIELD		PA	[redacted]	
Dealer	66479	Bergey's Chrysler Jeep Dodge		**Dealer Phone**	2157213470
Dealer Address	408 HARLEYSVILLE PIKE				
	SOUDERTON		PA	18964 2141	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	E
Subject	seeking assistance				
Synopsis	Customer had issues with sliding door. Agent assisted with repairs and customer is satisfied with repairs.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/13/2018 04:05 PM	Open
11/28/2018 04:37 PM	Closed

Initial Description

Customer called in regards to vehicle repair Customer says that there's a noise on his sliding door when attempting to close it makes a squeaking noise which is very loud. Customer says in order to repair vehicle the cost will be well over 1020.18. And it will require a lot of work to complete task. Customer is seeking assistance with total cost. Vehicle is currently under warranty. Dealer wants customer to pay out of pocket due to the fact that is a different issue. Customer says its the same reoccurring issue. Doesn't feel she has to pay.

Case Comments

Date	Comment
11/15/2018	**********BC 35 REVIEW********** In-Service Date: 11/16/2015 Original Owner: No Mileage: 44,960 Vehicle purchase Loyalty: 2 used Multiple Repairs/ Previous related repairs: RO [redacted] MVP plans: CPW710N Basic expires: Expired November 16, 2018 Powertrain expires: November 16, 2020 or 60000 miles which ever occurs first LS: 0 CC: 15 **********
11/16/2018	OUTBOUND DEALERSHIP CONTACT Bergey's Chrysler Jeep Dodge | 66479 | 2157213470 | Agent called dealer and spoke with SA Dan and he advised that the vehicle was repaired and returned to customer.
11/16/2018	OUTBOUND CUSTOMER CONTACT [redacted] Agent called customer and left a VM with callback number and extension.
11/20/2018	OUTBOUND CUSTOMER CONTACT [redacted] Agent called customer and left a VM with callback number and extension.
11/21/2018	OUTBOUND CUSTOMER CONTACT [redacted] Agent called customer and spoke with customer and she sated that the vehicle is repaired. Customer advised to reach out to her husband [redacted] as she is unavailable during the day as she is a [redacted]
11/26/2018	OUTBOUND CUSTOMER CONTACT [redacted] Left a message requesting a call back about the vehicle.
11/28/2018	OUTBOUND CUSTOMER CONTACT [redacted] Agent called customer and spoke with customer and everything is good. Customer advised i can close file but he would like an email with contact information.

Email(s)

Date	11/16/2018	**Subject**	[redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	11/16/2018 16:11 PM

Hi [redacted]

My name is Tina and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your case number is [redacted]
The FCA Case Management telephone number is: 1-866-932-3873
My direct extension for leaving a Voice Mail is: 3020489
FCA Case Managements hours are: 8:00 am 8:00 pm EST Monday through Friday
My work hours are: 8:00 am 4:30 pm EST, Monday through Friday.
I will contact you within one business day of your appointment by telephone to review your case with you.

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

Best wishes
Tina FCA Specialist
1-866-932-3873 Ext 3020489
ref:_00Dj01qsDF._500f1mKZM9:ref

Date	11/28/2018	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	11/28/2018 16:36 PM

Hello [redacted]

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is [redacted]

The FCA Case Management Telephone Number is: 1-866-932-3873

My Direct Extension is: 3020489

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you,

Best wishes
Tina FCA Specialist
1-866-932-3873 Ext 3020489
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	Model Year	2016	Brand	DODGE
Body	RTKM33	Vehicle	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	11/16/2018	CAIR Type	Regular	Status	Closed
Close Date	11/28/2018	Origin	Telephone	Reason	
Mileage	40,000 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer	[redacted]				
Customer Address					
	APOPKA	FL	[redacted]		
Dealer	41383	ORLANDO DODGE CHRYSLER JEEP		Dealer Phone	4072991120
Dealer Address	4101 W COLONIAL DR				
	ORLANDO	FL	32808 8122		USA
Dealer Zone	Southeast	Sales District		Service District	E
Subject	Dealer Complaint				
Synopsis	.				
Customer Anomaly	Drivability				
	Stalling				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	9	Vehicle Stalling
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/16/2018 08:20 PM	Open
11/16/2018 08:23 PM	Closed
11/23/2018 01:41 PM	Open
11/28/2018 12:05 PM	Closed

Initial Description

Dealer allegedly provided incorrect warranty information to customer.

Case Comments

Date	Comment
11/16/2018	Customer would like to file a dealer complaint for incorrect warranty information provided over the phone. Customer stated that she was having vehicle issues and called, spoke to Hector who informed her that she is out of warranty. Customer needed to go to IRF for a more affordable expense and when requested dealer for vehicle documentation, found out that she still had vehicle warranty. Customer is upset that she was not informed that she had warranty and stated that if she knew, she should have taken the vehicle to the dealership for assistance.
11/23/2018	STATE LEMON LAW / Magnusson-Moss Act Letter received from Krohn & Moss, Ltd, dated 11/14/18 File No[redacted]Attorney: Nicholas Lacina Phone: 312-578-9428 Ext 269 Email: nlacina@consumerlawcenter.com Concern: Engine, Climate Control System, buzzing noise when attempting to lock the door. Reassigned case to Business Center for review and handling.
11/27/2018	SEBC RECEIVED.
11/28/2018	Matter referred to Warranty Litigation to open as an ERP file, vehicle is out of lemon law rights due to age of vehicleclosing case..vaj3

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/20/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/21/2018	**Origin**	Brand Site	**Reason**	assistance
Mileage	74,488 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**ontact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address	[redacted]			**Source**	Customer
Caller City	Litchfield Park	**Caller Country**		**Caller Postal Code**	85340
Customer	[redacted]				
Customer Address	[redacted]				
	OMAHA	NE	[redacted]		
Dealer	X7623	EAN HOLDINGS - THORNTON		**Dealer Phone**	3032971222
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS	MO	63105 4204	USA	
Dealer Zone		**Sales District**		**Service District**	
Subject	2016 Town & Country				
Synopsis	OOW. request for GW denied				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/20/2018 05:33 PM	New
11/21/2018 03:07 AM	Open
11/21/2018 03:19 AM	Closed

Initial Description

We have a 2016 Town & Country. The back drivers side sliding door lock recently stopped working. It cost us $518 (not including tax) to repair. Its imperative to have a functioning lock for safety reasons. Its highly disappointing this is even an issue in a 2 year old vehicle. Its really too bad your product is so poorly made. Many hard working families purchase your products and something like a lock should not break after 2 years and cost a ridiculous amount to fix.

Email(s)

Date	11/20/2018	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	11/20/2018 17:33 PM

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

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

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

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

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

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit [redacted]

Date	11/21/2018	**Subject**	FCA Contact Center Case # [redacted] 2016 Town & Country [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	11/21/2018 03:18 AM

Hello [redacted];
Thank you for contacting Chrysler Customer Care. I am sorry to learn of the inconvenience you have experienced with the back sliding door.

FCA Group LLC is dedicated to producing a quality product and while vehicles are not put out onto the market with specific faults in mind, it is not possible to foresee when a vehicle may require additional maintenance outside of the suggested maintenance routines. We realize that a vehicle's need for repair cannot always be predicted. Within warranty parameters, FCA Group LLC will not hesitate to assume the repair costs, however [redacted] after the warranty limits have been exceeded, expenses must be accepted by the vehicle owner. The vehicle in question has exceeded the time or mileage limitations of the manufacturer's warranty. We do ask that you keep your receipts for future reference should this become a recall or extended warranty in the future.

Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at (800) 247-9753.
Thank you again for your email [redacted]. Have a great day.
Best wishes,
Jennifer
Chrysler Customer Care
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/21/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/21/2018	**Origin**	Brand Site	**Reason**	assistance
Mileage	74,488 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**ct Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address	[redacted]			**Source**	Customer
Caller City	Litchfield Park	**Caller Country**		**Caller Postal Code**	85340
Customer	[redacted]				
Customer Address	[redacted]				
	OMAHA		NE	[redacted]	
Dealer	60759	KELLY JEEP CHRYSLER DODGE RAM OF		**Dealer Phone**	9786838775
Dealer Address	175 PELHAM ST				
	METHUEN		MA	01844 1520	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	B
Subject	Driverside Rear Sliding Door Lock Safety				
Synopsis					
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/21/2018 04:00 PM	New
11/21/2018 04:56 PM	Open
11/21/2018 05:19 PM	Closed

Initial Description

After this repair, I will not buy another Chrysler product and will not use a dealer for future service.
I recently (11/20/18) had the driver side rear sliding door lock assembly (lock actuator) repaired at the dealer. This car is only 2.5 years old. The way this part broke made it so we could not sufficiently lock the vehicle once it was parked. The lock actuator failed in such a way that personal safety was compromised. There appears to be a design defect in the way this product fails. We could not electronically or manually lock the vehicle. This could allow a person into the vehicle that can cause personal harm to my family in the car or property loss. Therefore this FORCED us to make this safety repair. Unfortunately, this needed to be performed at the dealer and the parts required were $250 and also labor was $100+/hour. Since this was a safety issue that needed to be repaired to keep my family safe, it is really inconvenient and a poor practice to allow vehicles on the road that can compromise personal safety.

Case Comments

Date	Comment
11/21/2018	After this repair, I will not buy another Chrysler product and will not use a dealer for future service. I recently (11/20/18) had the driver side rear sliding door lock assembly (lock actuator) repaired at the dealer. This car is only 2.5 years old. The way this part broke made it so we could not sufficiently lock the vehicle once it was parked. The lock actuator failed in such a way that personal safety was compromised. There appears to be a design defect in the way this product fails. We could not electronically or manually lock the vehicle. This could allow a person into the vehicle that can cause personal harm to my family in the car or property loss. Therefore this FORCED us to make this safety repair. Unfortunately, this needed to be performed at the dealer and the parts required were $250 and also labor was $100+/hour. Since this was a safety issue that needed to be repaired to keep my family safe, it is really inconvenient and a poor practice to allow vehicles on the road that can compromise personal safety. ***END OF CUSTOMER EMAIL***

Email(s)

Date	11/21/2018	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	11/21/2018 16:00 PM

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

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

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

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference numbe[redacted]

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit
[redacted]

Date	11/21/2018	***Subject***	Case Acknowledgement[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	11/21/2018 17:19 PM

Dear [redacted]

Thank you for contacting the FCA Customer Assistance Center.

I am sorry to hear that your the power sliding door locks have failed on your vehicle. I understand this can be a safety concern for your family and personal possessions in the vehicle.

FCA is dedicated to producing quality products. Our vehicles are not put out onto market with specific faults in mind. It is also not possible to predict when a component will fail in the vehicle.

I do apologize this has been an inconvenient for you. I do appreciate you reaching out in regards to this concern. I will request that you keep all your receipts and repair orders from this repair in the event a recall or an extended warranty is released.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753.

Sincerely,

Lauren

Customer Service Representative
FCA Customer Assistance Center

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 11/21/2018 11:00 AM
To [redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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

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

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

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

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

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/21/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/23/2018	**Origin**	Telephone	**Reason**	
Mileage	72,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	MAYWOOD	IL	[redacted]		
Dealer	45126	HAWK CHRYSLER DODGE JEEP RAM FIAT		**Dealer Phone**	7083661001
Dealer Address	7911 ROOSEVELT RD				
	FOREST PARK	IL	60130 2526	USA	
Dealer Zone	Midwest	**Sales District**		**Service District**	B
Subject	back doors not working				
Synopsis	Amount of 2070.00 gw				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/21/2018 07:23 PM	Open
11/23/2018 03:53 PM	Closed

Initial Description

Customer states both back doors arent working as per dlr est cost 2070

Case Comments

Date	Comment
11/21/2018	Customer is experiencing an issue where both doors went out where they do not unlock or open auto or manually. as per the dealer the latches have gone out and the est cost of repair is 2070.00 Agent feels its in the best interest for dodge to consider goodwill as this is a safety concern the customer has children that have resorted to climbing in and out over the passenger seat to use the back seat. Vehicle is not very old (2016). Customer is begging for assistance from Dodge for this repair due to hardship and holiday times causing a financial burden on household.
12/03/2018	SA called from dlr SA advised they were never contacted and would like to know if assistance was provided Agent advised of DM notes submitted SA advised customer also said she was promised to be refunded the diagnostic fee Agent advised they was not documented in case, but customer are always aware diagnostic fees are out of pocket costs to determine issue with vehicle. SA thanked and disconnected.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/23/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/28/2018	**Origin**	Telephone	**Reason**	
Mileage	48,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	MOREHEAD CITY		NC		
Dealer	45412	MIKE TOLER CHRYSLER DODGE JEEP RAM		**Dealer Phone**	2522472003
Dealer Address	5340 HIGHWAY 70				
	MOREHEAD CITY		NC	28557 4508	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	M
Subject	Recall				
Synopsis	appointment Scheduled				
Customer Anomaly					
Contact Reason	C78	Contacts & Appointment For Recall	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Recall Campaign - Recall Campaign - Contacts & Appointment				

Case Status History

Create Date	Status
11/23/2018 04:22 PM	Open
11/28/2018 04:15 PM	Closed

Initial Description

customer is calling to see if she has recalls based with her search on Kelly blue book customer stated she can hear a mechanical noise in the sliding door writer provided the customer the number to MVP so the customer can see if the service plan covers the door.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/26/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/05/2019	**Origin**	Letter	**Reason**	
Mileage	30,396 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	NORCO		LA		
Dealer	44956	RIVERLAND CHRYSLER DODGE JEEP INC		**Dealer Phone**	9856529600
Dealer Address	601 BELLE TERRE BLVD				
	LAPLACE		LA	70068 1726	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	R
Subject	Reimbursement				
Synopsis	CLOSE				
Customer Anomaly					
Contact Reason	C169	Request For Rental Reimbursement	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Product - Reimbursement request - Repair/Rental				

Case Status History

Create Date	Status
11/26/2018 06:46 PM	Open
02/05/2019 08:40 PM	Closed

Initial Description

Customer submitted documents for reimbursement.

Case Comments

Date	Comment
01/08/2019	Alison Called in regarding the reimbursement of her rental costs; she has a disabled son and had to rent a vehicle; due to the doors not opening properly on her Vehicle @ no fault of her own Customer has already been declined as per CASE she started this process originally in August (see CAIR Supposedly (and I am unable to locate notes to this effect) she called back on Dec 14 after getting the decline and spoke with a Shantee, who spoke with the supervisor Glenda; who informed her that we would reconsider her request .. she requested to speak to a supervisor; best contact number is 5
01/09/2019	***Supervisor call*** Writer called Writer advised the request for reimbursement was not approved. Writer attempted to explain that rental is not part of the warranty that any rental would be at customers expense. Customer requested the mailing address so she could send in a formal complaint.
02/05/2019	AS PREVIOUSLY DOCUMENTED IN THIS CASE: Writer called Writer advised the request for reimbursement was not approved. Writer attempted to explain that rental is not part of the warranty that any rental would be at customers expense. Customer requested the mailing address so she could send in a formal complaint
02/05/2019	Advisor reviewed case and documents and found that customer is submitting for reimbursement for rental. Customer does not have SC and does not meet GW parameters. Advisor will not reimburse for rental
02/05/2019	Advisor reached out to customer to advise of decline. Customer was not available left message
02/05/2019	NEXT AGENT PLEASE ADVISE OF DECLINE DO NOT REOPEN
02/07/2019	The customer called in to speak to the case manager. The agent sees the CM is not available, the agent informed the customer the CM will be notified.
02/18/2019	Customer is aware of decline. She is displeased, as this is a vehicle, but she was accepting of decline.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/28/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/28/2018	**Origin**	Telephone	**Reason**	
Mileage	58,604 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	LAS VEGAS		NV		
Dealer	X7872	EAN HOLDINGS - PALM SPRINGS		**Dealer Phone**	
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Sliding Doors				
Synopsis					
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/28/2018 11:21 PM	Open
11/28/2018 11:38 PM	Closed

Initial Description

Customer called about issue with his sliding doors not opening due to them showing up as locked

Case Comments

Date	Comment
11/28/2018	Customer called with concern on his vehicle. Customer has 58604 miles on vehicle and is outside of basic. Agent asked if customer had gone to DLR for a diagnosis. Customer stated that he has not due to the DLR wanting to charge him $150 for a diagnosis. Agent advised that because DLR's are privately and independently owned we are not at liberty to ask the DLR to waive any fees. Customer stated he does not believe that a $25K vehicle that is two years old should have the doors inoperable. Customer request to have a manager. Agent advised there was no case manager on his case

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/04/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/12/2018	**Origin**	Telephone	**Reason**	
Mileage	50,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	BLAKESLEE		PA		
Dealer	62346	BRUBAKER CHRYSLER-JEEP		**Dealer Phone**	7172996541
Dealer Address	1020-60 LITITZ PIKE				
	LANCASTER		PA	17601	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	F
Subject	Door Lock				
Synopsis	repair done / customer is satisfied				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/04/2018 09:07 PM	Open
12/12/2018 06:28 PM	Closed

Initial Description

Customer called in about door lock

Case Comments

Date	Comment
12/04/2018	Customer called in stating the vehicle sliding door does not lock & Customer needs assistance with repair. Customer is OOW but falls within 2 yr/24000 mile window. Customer loyalty score is 639, vehicle is currently at DLR.
12/04/2018	********** ********** In-Service Date: 5/4/2016 Original Owner: yes Mileage: 50,000 Vehicle purchase loyalty: 1 new Multiple Repairs/ Previous related repairs: no MVP plans: no Other: ********** **********
12/04/2018	***OUTBOUND DEALER CALL *Brubaker Chrysler-Jeep*717 299 6541*** CM contacted dealer and spoke with SA Kevin to get information on customers vehicle , SA stating that they have the vehicle and they are still working on the diagnosis , CM understood and advised she will follow up with SA again tomorrow to get diagnosis info, SA understood.
12/05/2018	***OUTBOUND DEALER CALL *Brubaker Chrysler-Jeep*717 299 6541*** CM contacted dealer and spoke with SA Jim to get diagnosis on customers vehicle , SA stating that they found the issue with the locks to be due to the actuator . SA stating that warranty cost is parts $170.00 / labor $301 / total $473.00 . CM offered to cover the cost of the repair for the customer , SA stating that customer will be pleased with the assistance , CM advised that she will reach out to the customer to advise that arrangements have been made to cover the cost of the repair for him . CM provided SA with case number to which DM notes will be added .
12/05/2018	***OUTBOUND CUSTOMER CONTACT [redacted]*** CM contacted customer to discuss there case , CM advised that the dealer was contacted and the SA Jim advised that they found the issue with the actuator , CM advised that she made arrangements with the dealer to cover the cost of the repair . Cm advised of contact information should there be any issues , CM advised that she will follow up again on Friday to check for repair satisfaction .
12/07/2018	***OUTBOUND CUSTOMER CONTACT [redacted]** CM attempted to contact customer to inquire if he has his vehicle back, customer was not available . CM left VM requesting a call back at 866 932 3873 ext 3020164.
12/10/2018	***OUTBOUND CUSTOMER CONTACT [redacted]* CM attempted to contact customer to inquire if he has his vehicle back and if so if he is satisfied with the repairs , customer was not available . CM left VM for a return call at 866 932 3873 ext 3020164.
12/12/2018	***OUTBOUND CUSTOMER CONTACT [redacted]* CM attempted to contact customer to inquire how everything is with his vehicle since it has been repaired , customer was not available . CM left VM advising that if she does not get a response back that his case will be closed , but should he have any further issues not to hesitate to contact us back . CM provided contact information .
12/12/2018	***INBOUND CUSTOMER CONTACT [redacted]* Customer had called and left VM stating that his vehicle is good and he is satisfied with the repairs and appreciates the effort CM provided .

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/05/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/16/2019	**Origin**	Telephone	**Reason**	
Mileage	74,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	

Customer	[redacted]				
Customer Address					
	ELLSWORTH		WI	[redacted]	
Dealer	24280	HASTINGS CHRYSLER CENTER INC		**Dealer Phone**	6514375200
Dealer Address	2980 HIGHWAY 61 SOUTH				
	HASTINGS		MN	55033 4022	USA
Dealer Zone	Denver	**Sales District**		**Service District**	N

Subject	Sliding Doors
Synopsis	Goodwill on both door actuators.
Customer Anomaly	Electronics
	Power Door Locks

Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning

Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details

Case Status History

Create Date	Status
12/05/2018 07:10 PM	Open
01/16/2019 04:54 PM	Closed

Initial Description

Doors lock but do not open.
one door does not do anything.

Case Comments

Date	Comment
12/05/2018	[redacted] Cell) Best time : Any time Latest : 9pm Email [redacted]
12/05/2018	Appointment at DLR Friday Dec 7 /2018 @. 10 am Customer has a loyalty score of 646, critical score 15.
12/05/2018	***OUTBOUND CUSTOMER CONTACT*** / Dodge 715-821-9621 (Cell) Agent called customer to followup. Agent stated she will followup after appointment. Agent verified email and stated she will send one out with contact information.
12/07/2018	Vehicle has arrived at dealership Hastings Chrysler Center Inc and attended by dealer employee
12/07/2018	Joe with Hasting's Chrysler calling in He is unable to sign it He says its asking for a user name and password He is requesting you call asap because the customer is waiting in the lobby
12/07/2018	***OUTBOUND DEALER CONTACT*** 24280/Hastings Chrysler Center Inc Agent was advised that Joe was busy and would call back.
12/10/2018	***OUTBOUND DEALER CONTACT*** 24280/Hastings Chrysler Center Inc Agent left a VM for SM Joel.
12/11/2018	Customer left a VM seeking an update, Phone numbe[redacted]
12/11/2018	***OUTBOUND DEALER CONTACT*** 24280/Hastings Chrysler Center Inc Agent spoke with SM Joel and he stated the customer's both side door actuators are gone and the price is $1200.00. If repair was within warranty it would have been covered. SM Joel will accept DM Notes and suggested customer have a $500.00 co pay. Customer must schedule an appointment to have repairs completed.
12/11/2018	Has the vehicle been diagnosed? Yes, Door Actuators need to be replaced Is this warrantable? If under 3/36 this would have been a warrantable repair Is there an ETA for repair completion? Customer must schedule an appointment, parts are at Dealer Is the customer in a rental/loaner? If so, who is paying, how many days? No - Is the concern a result of misuse/abuse/lack of maintenance? No Could the customer have caused/prevented concern? No Is the concern related to the age and/or mileage? No Has the vehicle been properly maintained? Is maintenance completed at the dealership? yes Have there been any previous related repairs? No Have there been any previous out-of-pocket repairs? No What is the repair cost at customer price? What is the breakdown for warranty pricing, parts and labor? $1200.00 When could repairs be completed? Anytime Do you feel this customer should receive assistance and why? Yes as he is just outside of warranty and this defect could not have been prevented. Has this customer been provided assistance previously? No Would you be willing to provide assistance? Yes - ***AS A 1 TIME GOODWILL GESTURE*** CM will offer customer customer $700.00 in DM Notes to Dealer towards the cost of repair. Customer's co pay is $500.00.
12/11/2018	In-Service Date: 04/07/2016 Original Owner: No Mileage: 68,000 M Vehicle purchase loyalty: 4 New 1 used Multiple Repairs/ Previous related repairs: No MVP plans: No
12/11/2018	***OUTBOUND CUSTOMER CONTACT*** [redacted] CM called customer to present offer. Agent left a VM inviting customer to call back.
12/11/2018	If customer calls in, please present offer of FCA will cover the repair and customer has a $500.00 co pay. Final Offer.
12/12/2018	Customer left a VM requesting a call back,.

Date	Comment
12/12/2018	***OUTBOUND CUSTOMER CONTACT*** [redacted]Cell) Agent called customer and presented offer of $500.00. Customer accepted offer and is not sure when his wife will be make to make it in. Agent will follow up after appointment.
12/13/2018	Customer left a VM requesting a call back.
12/13/2018	Customer called in and agent explained that the co pay stands and that can not be changed. Customer understood and CM stated it is ok if he had the repair after Christmas. Customer will speak with his wife and follow up with CM when he knows more.
12/20/2018	Customer to schedule repair after Christmas.
12/27/2018	Customer to schedule repair after Christmas.
12/31/2018	Customer to schedule repair after Christmas.
01/02/2019	***OUTBOUND CUSTOMER CONTACT*** [redacted](Cell) CM called customer to follow up. Customer stated his wife has an appointment for Jan.7 CM stated she will follow up after that.
01/02/2019	***AS A 1 TIME GOODWILL GESTURE*** CM will offer customer customer $700.00 in DM Notes to Dealer towards the cost of repair of both side door actuators. Customer's co pay is $500.00. DM Notes are added.
01/07/2019	Vehicle has arrived at dealership Hastings Chrysler Center Inc and attended by dealer employee
01/07/2019	SA Jeremiah called in discussing pricing. SA Jeremiah will speak with his SM Joel and then call agent back.
01/07/2019	***OUTBOUND DEALER CONTACT*** 24280/Hastings Chrysler Center Inc / Jeremiah SA Jeremiah stated the 1 hour diag fee was not included. CM will add DM Notes for $118.31. --- Parts on order and should arrive within the next couple of days.
01/09/2019	DLR called in to speak to CM, agent warm transferred DLR over to CM.
01/10/2019	***OUTBOUND CUSTOMER CONTACT*** [redacted](Cell) Customer stated the repairs are completed and so far everything is fine. CM stated to call back if he has any questions/concerns. CM will close file.

Email(s)

Date	12/05/2018	***Subject***	Appointment [redacted]		
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/05/2018 23:55 PM

Hi [redacted]

Your Case Number is [redacted]and you may reach me by email or phone. I will follow up with you after your appointment on Friday at Hastings Chrysler Center Inc.

Regards,

Robin

FCA Case Manager

Phone 1-844-827-1926 | Ext. 3020185
[redacted]

Date	12/13/2018	***Subject***	RE: Appointment [redacted]		
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/13/2018 18:42 PM

Hi [redacted]

The offer of $500.00 still stands and I apologize but I am unable to change that. Please advise me when you are able to make it in. If you prefer to wait until after Christmas, that is fine as well. Have a great day!

Robin

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 12/5/2018 6:55 PM
To [redacted]
Subject: Appointment [[redacted]

Hi [redacted]

Your Case Number is [redacted]and you may reach me by email or phone. I will follow up with you after your appointment on Friday at Hastings Chrysler Center Inc.

Regards,

Robin

FCA Case Manager

Phone 1-844-827-1926 | Ext. 3020185
[redacted]

Regards,

Robin

FCA Case Manager

Phone 1-844-827-1926 | Ext. 3020185

Date	12/18/2018	***Subject***	RE: Appointment [ref:[redacted]		
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/18/2018 14:32 PM

Hello [redacted]

This is Karleen a case manager from FCA. I am filling in for your case manager, Robin, while they are out of the office in regards to case number [redacted]

I just wanted to follow up and see if you have made a decision of when you will be having the vehicle repaired? If you have please book an appointment for that time and I will let Robin know and she will follow up as needed.

If you need anything else you can reply to this email or call 1-844-827-1926.

Thank you for your patience and co-operation!

Regards,
Karleen | FCA Case Manager
Phone 1-844-827-1926 ext. 3020156
[redacted]

Date	01/11/2019	***Subject***	RE: Case Closure [ref:[redacted]		
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/11/2019 16:15 PM

Hi [redacted],

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is: [redacted]

The FCA Case Management Telephone Number is: 1-844-827-1926

My Direct Extension is: 3020185

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best

Robin | FCA Case Manager

Phone: 1-844-827-1926 | Ext. 3020185

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 12/18/2018 9:32 AM
[redacted]
Subject: RE: Appointment [redacted]

Hello [redacted]

This is Karleen a case manager from FCA. I am filling in for your case manager, Robin, while they are out of the office in regards to case number [redacted]

I just wanted to follow up and see if you have made a decision of when you will be having the vehicle repaired? If you have please book an appointment for that time and I will let Robin know and she will follow up as needed.

If you need anything else you can reply to this email or call 1-844-827-1926.

Thank you for your patience and co-operation!

Regards,
Karleen | FCA Case Manager
Phone 1-844-827-1926 ext. 3020156
[redacted]

Regards,

Robin

FCA Case Manager

Phone 1-844-827-1926 | Ext. 3020185

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/12/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/04/2019	**Origin**	Brand Site	**Reason**	assistance
Mileage	65,383 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address	[redacted]			**Source**	Customer
Caller City	Morgantown	**Caller Country**		**Caller Postal Code**	26505
Customer	[redacted]				
Customer Address	[redacted]				
	MORGANTOWN		WV	[redacted]	
Dealer	45136	TRI STAR UNIONTOWN		**Dealer Phone**	7244301401
Dealer Address	2 SUPERIOR WAY				
	UNIONTOWN		PA	15401 2604	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	I
Subject	door locks buzzing				
Synopsis	Vehicle needed two door actuators. CAC covered the parts portion outside warranty. Dealership felt that the remote start concern may have been a win modular. Repair did not fix vehicle.				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/12/2018 12:30 PM	New
12/12/2018 10:57 PM	Open
12/12/2018 11:51 PM	Suspended
12/14/2018 05:00 AM	Open
12/14/2018 04:36 PM	Suspended
12/17/2018 04:59 AM	Open
12/18/2018 03:36 PM	Suspended
12/19/2018 05:00 AM	Open
12/19/2018 03:04 PM	Suspended
12/21/2018 05:01 AM	Open
02/04/2019 07:05 PM	Closed

Initial Description

Dear Chrysler,

First of all, I'd like to say I love my van (overall). This is my 3rd Dodge/Chrysler van since my two kids were born [redacted] That being said, I hope you will help me with a problem I'm having.

I have had a number of issues with my 2016 T&C, which I bought new on 6/30/16. Among other items, the original nav system didn't consistently work, and had to be replaced; the remote-start engine has never worked consistently, and I've made multiple trips to the dealership (45 minute trip each way) to get it fixed - which it still isn't, - but I'm no longer under warranty...etc etc etc. You can check with my dealership to see a list of all the things for which I've had to take the van into the shop.

One of the reasons I bought this vehicle was our local mechanic told me he rarely has to work on T&C vans - they're that well made.

It's frustrating and concerning I keep having little issues with a number of different systems in my van.

Here's the latest:

The middle row door locks buzz - I've been told they're called actuators. Want to hear the very best part about this...? The buzzing/broken actuators began 6 days - no lie - 6 days after my 2-year warranty on my new van expired. 6 days. I haven't gotten them fixed because finding the time to get to the dealership was challenging, but the bigger reason was the cost, since it's now out of my pocket.

Would you please have them fixed - at your expense? There is no way I could have done anything to cause the actuators to break, so this has to be a failure on the part of Chrysler. I don't have the $500 I've been told it will cost to fix them, and I honestly believe it's Chrysler's issue, and one you should stand behind to fix.

I would appreciate hearing from you at your earliest convenience.

Thank you.

Very Truly Yours,

[redacted]

Case Comments

Date	Comment
12/12/2018	Dear Chrysler, First of all, I'd like to say I love my van (overall). This is my 3rd Dodge/Chrysler van since my two kids were born [redacted] ago). That being said, I hope you will help me with a problem I'm having. I have had a number of issues with my 2016 T&C, which I bought new on 6/30/16. Among other items, the original nav system didn't consistently work, and had to be replaced; the remote-start engine has never worked consistently, and I've made multiple trips to the dealership (45 minute trip each way) to get it fixed - which it still isn't, - but I'm no longer under warranty...etc etc etc. You can check with my dealership to see a list of all the things for which I've had to take the van into the shop. One of the reasons I bought this vehicle was our local mechanic told me he rarely has to work on T&C vans - they're that well made. It's frustrating and concerning I keep having little issues with a number of different systems in my van. Here's the latest: The middle row door locks buzz - I've been told they're called actuators. Want to hear the very best part about this...? The buzzing/broken actuators began 6 days - no lie - 6 days after my 2-year warranty on my new van expired. 6 days. I haven't gotten them fixed because finding the time to get to the dealership was challenging, but the bigger reason was the cost, since it's now out of my pocket. Would you please have them fixed - at your expense? There is no way I could have done anything to cause the actuators to break, so this has to be a failure on the part of Chrysler. I don't have the $500 I've been told it will cost to fix them, and I honestly believe it's Chrysler's issue, and one you should stand behind to fix. I would appreciate hearing from you at your earliest convenience. Thank you. Very Truly Yours [redacted] **END OF CUSTOMER EMAIL***
12/20/2018	Customer called for information as to what is needed from her in regards to the case. Customer stated that she has an appointment for 01/04/2018 at Tri Star Uniontown.
12/21/2018	Customer seeking assistance with: door locks concern Customer expecting: technical assistance with door locks Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number [redacted] Note: Customer away the week of 12/24.
12/21/2018	Goodwill Qualifier Narrative In-Service Date: 06/30/2016 Original Owner: Yes Mileage: 65383 Vehicle purchase loyalty: 2 mini vans Multiple Repairs/ Previous related repairs: No MVP plans: No Basic expires: 3/36 Powertrain expires: 5/60
12/21/2018	**OUTBOUND DEALERSHIP CONTACT**/TRI-STAR/ DC 45136/724-430-1401 No one answered in service. Agent left a voice mail stating that she will be following the repair and wanted to make sure that the vehicle was coming to this Tri-Star.
12/21/2018	** OUTBOUND CUSTOMER CONTACT** [redacted] Agent advised customer that she was going to be the CM and would see what we can assist with after the vehicle is diagnosed.
12/24/2018	Appointment scheduled for the 4th of Jan.
12/26/2018	Appointment scheduled for the 4th of Jan.
12/27/2018	Appointment scheduled for the 4th of Jan.
12/31/2018	Appointment scheduled for the 4th of Jan.
01/02/2019	Appointment scheduled for the 4th of Jan.
01/04/2019	**OUTBOUND DEALERSHIP CONTACT**/TRI-STAR/ DC 45136/724-430-1401 Robert advised that the vehicle needs two new door acuators and two new key fobs. Total Repair is $1405.50. Robert advised that they have not seen the vehicle for the last 30,000 miles. Miles today was 60,433 Part were $822.50 / Labor portion $583.00 but these components are covered under the 3/36. Remote Start system was verified to be factory installed. It was agreed agent was going to offer to cover the parts portion.
01/04/2019	** OUTBOUND CUSTOMER CONTACT** [redacted] Customer feels that she should not be responsible for actuators which she feels shouldn't wear out so soon. She feels that there have been issues with the remote prior and that we should cover the entire repair not just the parts. Agent advised customer that she would review the files again, but felt that covering the parts portion outside the 3/36 is is fair. Agent advised customer that when she spoke with the dealership they did not mention that there was ongoing issues with the remote but she would review the files as well. Customer did have an issue with the remote - it appeared to be turned off on her first visit to the dealership. The dealership also did a re-learn on the remote on another visit. Customer was given a "free" key when she lost a key by easy care on another visit. Customer states that the issue began two days after the 36,000 miles expired but it took her until she was over 60,000 to take the vehicle back to the dealership. Agent spoke with LS1521 to see if she should be covering more of the repair and she felt that covering the parts was enough.
01/07/2019	**OUTBOUND DEALERSHIP CONTACT**/TRI-STAR/ DC 45136/724-430-1401 Agent spoke with Robert who advised customer did call him again on Friday. He states that they did a re-learn on the remote at approx. 12,000 miles. He still doesn't believe that customer care should have to pay the entire amount.
01/07/2019	* OUTBOUND CUSTOMER CONTACT** [redacted] Customer still feels strongly that Chrysler needs to pay for the entire repair - every penny. Agent advised she has reveiwed the file with Rob and the service history. Agent advised Rob advised that customer has not had an issue with the remote start since 12,687 miles when they they did the re-learn on the remote start which was more than 48.000 miles ago and by her own admission the issue with the actuator began 2 days after the warranty expired but she continued to drive nearly 30,000 miles before bringing it to our attention. Agent advised that Chrysler stands behind the offer to assist with the parts portion only. Customer is going to think about it and will get back to agent.
01/09/2019	* OUTBOUND CUSTOMER CONTACT** [redacted] Customer was not available. Agent left message looking to verify if she has reached a decision on the goodwill offer she provided.
01/10/2019	Email from Sean asking if agent agreed to $822.50 Agent responded yes.
01/10/2019	**OUTBOUND DEALERSHIP CONTACT**/TRI-STAR/ DC 45136/724-430-1401 Candy said that Sean was sick. Agent advised she would add the DM notes to the file and confirm in email back to Sean.
01/14/2019	**OUTBOUND DEALERSHIP CONTACT**/TRI-STAR/ DC 45136/724-430-1401 Robert advised that customer has an appointment scheduled for Thurs.
01/16/2019	Appointment scheduled for Thurs. - Jan. 17
01/18/2019	**OUTBOUND DLR CONTACT**/TRI-STAR/ DC 45136/724-430-1401 Robert advised that customer came in yesterday to get the door locks fixed. He said that the tech tried to check on the remote by re-programming them and it didn't work. They believe that it may be the win modular which has been a recall on other vehicles but not this. He wanted to know if agent would cover the modular which is $75.00 Agent agreed to add DM notes for the win modular
01/21/2019	*OUTBOUND DLR CONTACT**/TRI-STAR/ DC 45136/724-430-1401 No one answered in service. Agent left a voice mail message looking to verify the next steps.
01/21/2019	Agent reached out to the dealership again but was only able to leave another message for service.
01/23/2019	*OUTBOUND DLR CONTACT**/TRI-STAR/ DC 45136/724-430-1401 Robert advised customer is scheduled to come in on Friday.
01/25/2019	Appointment Friday.
01/28/2019	OUTBOUND DLR CONTACT**/TRI-STAR/ DC 45136/724-430-1401 Robert advised that they were able to fix the issue and verified agent put DM notes on file.
01/29/2019	OUTBOUND DLR CONTACT**/TRI-STAR/ DC 45136/724-430-1401 Candy advised that customer did leave a message advising that she did have issues with the remote again. She advised she probably wasn't going to chase it further at this time.
01/30/2019	* OUTBOUND CUSTOMER CONTACT** [redacted] Customer was not available. Agent left voice mail message looking for her thoughts on the repair and the remote which she said is not working.

Date	Comment
02/04/2019	OUTBOUND CUSTOMER CONTACT* [redacted] Customer confirmed that she is not going to pursue the issue with the remote starter any further. Event though she states that the remote never worked properly. The window modulars are working well. She said that she did learn that when she has issues she needs to pursue them right when they happen rather than waiting to have things fixed. Agent advised customer that we rarely see the T&C's in for repairs. Customer states her own personal mechanic said the same thing. Agent advised customer that she is not willing to put more into the remote either because she did cover the component that the dealership felt would fix the vehicle. Customer will not be pursuing the repair of the remote further.

Email(s)

Date	12/12/2018	***Subject***	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/12/2018 12:30 PM

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

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

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

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference numbe[redacted]

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit

[redacted]

Date	12/12/2018	***Subject***	Case Acknowledgement [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/12/2018 23:51 PM

Dear [redacted]

Thank you for contacting the FCA Customer Assistance Center.

I am so sorry to hear about your vehicle issues. I am very sorry to hear that your power door locks have failed six days after your warranty has expired. I do understand how frustrating that would be.

I am happy to look into the possibility of assistance. However, I do require further information. If you've had the vehicle diagnosed by a certified Chrysler dealership within the last 14 days, I will need that dealerships name so I have the correct one on file here for you.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753.

Sincerely,

Lauren

Customer Service Representative
FCA Customer Assistance Center

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/12/2018 7:30 AM
To: [redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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

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Sincerely,

The Chrysler Brand

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[redacted]

Date	12/13/2018	***Subject***	Re: Case Acknowledgement [[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	12/13/2018 00:00 AM

Hi Lauren,

Thank you very much for your very prompt reply - Im sure youre quite busy. I have not had it looked at in the last 14 days. I did call my dealership - its Tri Star in Uniontown, PA, but I havent taken it inbusy time of year and all.

Please let me know how youd like to proceed.

Thank you again,

[redacted]

> On Dec 12, 2018, at 6:51 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
>
> Dear [redacted]
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> Thank you for contacting the FCA Customer Assistance Center.
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>
> Sincerely,
>
> Lauren
>
> Customer Service Representative
> FCA Customer Assistance Center
>
>
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com>]
> Sent: 12/12/2018 7:20 AM
> To: [redacted]
> Subject: AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****
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> Your inquiry has been received by the Chrysler Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible.
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> Sincerely,
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> The Chrysler Brand
>
>
> To view the Chrysler Privacy Policy, visit
> [redacted]

Date	12/13/2018	***Subject***	Re: Case Acknowledgement [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/13/2018 22:27 PM

[redacted]

Thank you for getting back to me. I do appreciate it. It has been quite busy here. I would be happy to provide you with assistance through our case management department.

In order to be provided a case manager , I will require an appointment made with your dealership for this issue. I know and understand during this time with Christmas approaching very closely it might not be into the new year. If you're able to make one, do let me know that appointment date and I will be able to provide you a case manager.

Thank you

Lauren
Chrysler Customer Care

---------- Original Message ----------
From: [redacted]]
Sent: 12/12/2018 7:00 PM
To: uscustomercare@fcagroup.com
Subject: Re: Case Acknowledgement [redacted]

Hi Lauren,

Thank you very much for your very prompt reply - Im sure youre quite busy. I have not had it looked at in the last 14 days. I did call my dealership - its Tri Star in Uniontown, PA, but I havent taken it inbusy time of year and all.

Please let me know how youd like to proceed.

Thank you again,

[redacted]

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> The Chrysler Brand
>
>
> To view the Chrysler Privacy Policy, visit
>
> [redacted]

>
[redacted]

Date	12/13/2018	***Subject***	Re: Case Acknowledgement [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/13/2018 22:27 PM

[redacted]

Thank you for getting back to me. I do appreciate it. It has been quite busy here. I would be happy to provide you with assistance through our case management department.

In order to be provided a case manager , I will require an appointment made with your dealership for this issue. I know and understand during this time with Christmas approaching very closely it might not be into the new year. If you're able to make one, do let me know that appointment date and I will be able to provide you a case manager.

Thank you

Lauren
Chrysler Customer Care

---------- Original Message ----------
From: [redacted]]
Sent: 12/12/2018 7:00 PM
To: uscustomercare@fcagroup.com
Subject: Re: Case Acknowledgement [redacted]

Hi Lauren,

Thank you very much for your very prompt reply - I'm sure you're quite busy. I have not had it looked at in the last 14 days. I did call my dealership - it's Tri Star in Uniontown, PA, but I haven't taken it in…busy time of year and all.

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> The Chrysler Brand
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> To view the Chrysler Privacy Policy, visit
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[redacted]

>
>
>[redacted]

Date	12/18/2018	***Subject***	Re: Case Acknowledgement [redacted]		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	12/18/2018 15:36 PM

[redacted]

Good morning. I am just reaching out to you to let you know I've attempted to reach out to you by email on 12/13 and by phone on 12/17 in regards to an appointment required with the dealership. I do understand it is a busy time of year for all of us.

If you have not made an appointment with your most preferred dealership at this time, I will have to close your case for now. Once you are able to make an appointment, you can contact back in with the appointment details and we can reopen your case to provide you with a case manager.

Please let me know at your earliest convenience.

Happy Holidays.
Lauren
Chrysler Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/13/2018 5:27 PM
To: [redacted]
Subject: Re: Case Acknowledgement [redacted]

[redacted]

Thank you for getting back to me. I do appreciate it. It has been quite busy here. I would be happy to provide you with assistance through our case management department.

In order to be provided a case manager , I will require an appointment made with your dealership for this issue. I know and understand during this time with Christmas approaching very closely it might not be into the new year. If you're able to make one, do let me know that appointment date and I will be able to provide you a case manager.

Thank you

Lauren
Chrysler Customer Care

---------- Original Message ----------
From: [redacted]]
Sent: 12/12/2018 7:00 PM
To: uscustomercare@fcagroup.com
Subject: Re: Case Acknowledgement [[redacted]]

Hi Lauren,

Thank you very much for your very prompt reply - I'm sure you're quite busy. I have not had it looked at in the last 14 days. I did call my dealership - it's Tri Star in Uniontown, PA, but I haven't taken it in…busy time of year and all.

Please let me know how you'd like to proceed.

Thank you again,

[redacted]

> On Dec 12, 2018, at 6:51 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
>
> Dear [redacted]
>
> Thank you for contacting the FCA Customer Assistance Center.
>
> I am so sorry to hear about your vehicle issues. I am very sorry to hear that your power door locks have failed six days after your warranty has expired. I do understand how frustrating that would be.
>
> I am happy to look into the possibility of assistance. However, I do require further information. If you've had the vehicle diagnosed by a certified Chrysler dealership within the last 14 days, I will need that dealerships name so I have the correct one on file here for you.
>
> Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753.
>
> Sincerely,
>
> Lauren
>
> Customer Service Representative
> FCA Customer Assistance Center
>
>
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com>]
> Sent: 12/12/2018 7:30 AM
> To: [redacted]
> Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****
>
> Your inquiry has been received by the Chrysler Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible.
>

> To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response.
>
> Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with one of our Chrysler Advisors.
>
> Chrysler Brand: 800-247-9753
>
> FCA Brand : 800-247-9753
>
>
>
> For any future communication related to this email, please refer to reference number [redacted]
>
> Sincerely,
>
> The Chrysler Brand
>
>
> To view the Chrysler Privacy Policy, visit
[redacted]

Date	12/18/2018	***Subject***	Re: Case Acknowledgement [redacted]		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	12/18/2018 15:37 PM

[redacted]

Good morning. I am just reaching out to you to let you know I've attempted to reach out to you by email on 12/13 and by phone on 12/17 in regards to an appointment required with the dealership. I do understand it is a busy time of year for all of us.

If you have not made an appointment with your most preferred dealership at this time, I will have to close your case for now. Once you are able to make an appointment, you can contact back in with the appointment details and we can reopen your case to provide you with a case manager.

Please let me know at your earliest convenience.

Happy Holidays.
Lauren
Chrysler Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/13/2018 5:27 PM
To: [redacted]
Subject: Re: Case Acknowledgement [[redacted]

[redacted]

Thank you for getting back to me. I do appreciate it. It has been quite busy here. I would be happy to provide you with assistance through our case management department.

In order to be provided a case manager , I will require an appointment made with your dealership for this issue. I know and understand during this time with Christmas approaching very closely it might not be into the new year. If you're able to make one, do let me know that appointment date and I will be able to provide you a case manager.

Thank you

Lauren
Chrysler Customer Care

---------- Original Message ----------
From: [redacted]
Sent: 12/12/2018 7:00 PM
To: uscustomercare@fcagroup.com
Subject: Re: Case Acknowledgement [redacted]

Hi Lauren,

Thank you very much for your very prompt reply - I'm sure you're quite busy. I have not had it looked at in the last 14 days. I did call my dealership - it's Tri Star in Uniontown, PA, but I haven't taken it in…busy time of year and all.

Please let me know how you'd like to proceed.

Thank you again,

Eleanor Green

> On Dec 12, 2018, at 6:51 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
>
> Dear [redacted]
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> Thank you for contacting the FCA Customer Assistance Center.
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> Sincerely,
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> Lauren
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> Customer Service Representative
> FCA Customer Assistance Center
>
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>
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> From: US Customer Care [uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com>]
> Sent: 12/12/2018 7:30 AM
> To: [redacted] >
> Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****
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> Chrysler Brand: 800-247-9753
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> FCA Brand : 800-247-9753
>
>
>
> For any future communication related to this email, please refer to reference numbe
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> Sincerely,
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> The Chrysler Brand
>
>
> To view the Chrysler Privacy Policy, visit
>

Date	12/18/2018	***Subject***	Re: Case Acknowledgement		
From		***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	12/18/2018 16:04 PM

Hi Lauren,

Thanks for heads up. I am going to make appt, but as you stated it is an incredibly busy time of year. Were departing for a week this Friday and Im up to my eyeballs in details.

Please do not close the case.

Ill endeavor to call Tri Star Uniontown today to make said appt. It cant occur before my return, likely not before the new year. We have a houseful of company arriving the day we return.

Thanks,

[redacted]

Eleanor's cell phone

> On Dec 18, 2018, at 10:36 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
>[redacted]
>
> Good morning. I am just reaching out to you to let you know I've attempted to reach out to you by email on 12/13 and by phone on 12/17 in regards to an appointment required with the dealership. I do understand it is a busy time of year for all of us.
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> Please let me know at your earliest convenience.
>
> Happy Holidays.
> Lauren
> Chrysler Customer Care
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>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 12/13/2018 5:27 PM
> To:[redacted]t
> Subject: Re: Case Acknowledgement[redacted]
>
>[redacted]
>
> Thank you for getting back to me. I do appreciate it. It has been quite busy here. I would be happy to provide you with assistance through our case management department.
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> Thank you
>
> Lauren
> Chrysler Customer Care
>
>
> ---------- Original Message ----------
> From:[redacted]
> Sent: 12/12/2018 7:00 PM
> To: uscustomercare@fcagroup.com
> Subject: Re: Case Acknowledgement [redacted]
>
> Hi Lauren,
>
> Thank you very much for your very prompt reply - Im sure youre quite busy. I have not had it looked at in the last 14 days. I did call my dealership - its Tri Star in Uniontown, PA, but I havent taken it inbusy time of year and all.
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> Please let me know how youd like to proceed.
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[redacted]
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> > Dear[redacted]
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> >
> > Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753.
> >

> > Sincerely,
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> > Lauren
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> > Customer Service Representative
> > FCA Customer Assistance Center
> >
> >
> >
> >
> > ---------- Original Message ----------
> > From: US Customer Care [uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com>]
> > Sent: 12/12/2018 7:30 AM
> > To [redacted]
> > Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****
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> > Chrysler Brand: 800-247-9753
> >
> > FCA Brand : 800-247-9753
> >
> >
> >
> > For any future communication related to this email, please refer to reference numbe[redacted]
> >
> > Sincerely,
> >
> > The Chrysler Brand
> >
> >
> > To view the Chrysler Privacy Policy, visit
> [redacted]

Date	12/18/2018	***Subject***	Re: Case Acknowledgement [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/18/2018 16:29 PM

[redacted]

Thank you for reaching out back to me. I will keep your case open. It is no harm in trying to make an appointment. Its understandable during this time of year.

I hope you enjoy your holiday and time with family.

Lauren
Chrysler Customer Care

---------- Original Message ----------
From [redacted]]
Sent: 12/18/2018 11:04 AM
To: uscustomercare@fcagroup.com
Subject: Re: Case Acknowledgement [[redacted]

Hi Lauren,

Thanks for heads up. I am going to make appt, but as you stated it is an incredibly busy time of year. Were departing for a week this Friday and Im up to my eyeballs in details.

Please do not close the case.

Ill endeavor to call Tri Star Uniontown today to make said appt. It cant occur before my return, likely not before the new year. We have a houseful of company arriving the day we return.

Thanks,

[redacted]

[redacted] cell phone

> On Dec 18, 2018, at 10:36 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
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>[redacted]
>
> Good morning. I am just reaching out to you to let you know I've attempted to reach out to you by email on 12/13 and by phone on 12/17 in regards to an appointment required with the dealership. I do understand it is a busy time of year for all of us.
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> Please let me know at your earliest convenience.
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> Happy Holidays.
> Lauren
> Chrysler Customer Care
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>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 12/13/2018 5:27 PM
> To[redacted]
> Subject: Re: Case Acknowledgement [[redacted]]
>
>[redacted]
>
> Thank you for getting back to me. I do appreciate it. It has been quite busy here. I would be happy to provide you with assistance through our case management department.
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> In order to be provided a case manager , I will require an appointment made with your dealership for this issue. I know and understand during this time with Christmas approaching very closely it might not be into the new year. If you're able to make one, do let me know that appointment date and I will be able to provide you a case manager.
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> Thank you
>
> Lauren
> Chrysler Customer Care
>
>
> ---------- Original Message ----------
> From [redacted]]
> Sent: 12/12/2018 7:00 PM
> To: uscustomercare@fcagroup.com
> Subject: Re: Case Acknowledgement [[redacted]
>
> Hi Lauren,
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> Thank you very much for your very prompt reply - Im sure youre quite busy. I have not had it looked at in the last 14 days. I did call my dealership - its Tri Star in Uniontown, PA, but I havent taken it inbusy time of year and all.
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> Please let me know how youd like to proceed.
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> Thank you again,
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> > On Dec 12, 2018, at 6:51 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
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> >
> > Dear [redacted]
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> > Thank you for contacting the FCA Customer Assistance Center.
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> > I am so sorry to hear about your vehicle issues. I am very sorry to hear that your power door locks have failed six days after your warranty has expired. I do understand how frustrating that would be.
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> > I am happy to look into the possibility of assistance. However, I do require further information. If you've had the vehicle diagnosed by a certified Chrysler dealership within the last 14 days, I will need that dealerships name so I have the correct one on file here for you.
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> > Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753.
> >
> > Sincerely,
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> > Lauren
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> > Customer Service Representative
> > FCA Customer Assistance Center
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> >
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> > ---------- Original Message ----------
> > From: US Customer Care [uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com>]
> > Sent: 12/12/2018 7:30 AM
> > T[redacted]
> > Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****
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> > Chrysler Brand: 800-247-9753
> >
> > FCA Brand : 800-247-9753
> >
> >
> >
> > For any future communication related to this email, please refer to reference numbe[redacted]
> >
> > Sincerely,
> >
> > The Chrysler Brand
> >
> >
> > To view the Chrysler Privacy Policy, visit
[redacted]

Date	12/18/2018	***Subject***	Re: Case Acknowledgement [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/18/2018 16:33 PM

[redacted]

Thank you for reaching out back to me. I will keep your case open. It is no harm in trying to make an appointment. Its understandable during this time of year.

I hope you enjoy your holiday and time with family.

Lauren
Chrysler Customer Care

---------- Original Message ----------
From: [redacted]
Sent: 12/18/2018 11:04 AM
To: uscustomercare@fcagroup.com
Subject: Re: Case Acknowledgement [[redacted]

Hi Lauren,

Thanks for head's up. I am going to make appt, but as you stated it is an incredibly busy time of year. We're departing for a week this Friday and I'm up to my eyeballs in details.

Please do not close the case.

I'll endeavor to call Tri Star Uniontown today to make said appt. It can't occur before my return, likely not before the new year. We have a houseful of company arriving the day we return.

Thanks,

[redacted]

[redacted] cell phone

> On Dec 18, 2018, at 10:36 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
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> Good morning. I am just reaching out to you to let you know I've attempted to reach out to you by email on 12/13 and by phone on 12/17 in regards to an appointment required with the dealership. I do understand it is a busy time of year for all of us.
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> Please let me know at your earliest convenience.
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> Happy Holidays.
> Lauren
> Chrysler Customer Care
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>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 12/13/2018 5:27 PM
> To: [redacted]
> Subject: Re: Case Acknowledgement [[redacted]
>
> [redacted]
>
> Thank you for getting back to me. I do appreciate it. It has been quite busy here. I would be happy to provide you with assistance through our case management department.
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> Thank you
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> Lauren
> Chrysler Customer Care
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> ---------- Original Message ----------
> From [redacted]]
> Sent: 12/12/2018 7:00 PM
> To: uscustomercare@fcagroup.com
> Subject: Re: Case Acknowledgement [[redacted]
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> Hi Lauren,
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> Please let me know how you'd like to proceed.
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> Thank you again,
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> [redacted]
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> > On Dec 12, 2018, at 6:51 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
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> >
> > Dear [redacted]
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> > I am happy to look into the possibility of assistance. However, I do require further information. If you've had the vehicle diagnosed by a certified Chrysler dealership within the last 14 days, I will need that dealerships name so I have the correct one on file here for you.
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> >
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> > For any future communication related to this email, please refer to reference number [redacted]
> >
> > Sincerely,
> >
> > The Chrysler Brand
> >
> >
> > To view the Chrysler Privacy Policy, visit
> >
[redacted]

Date	12/20/2018	***Subject***	Re: Case Acknowledgement [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	12/20/2018 18:53 PM

Hi Lauren,

I made appt at Tri Star motors. Wanted you to know. I also called the FCA customer service line to make sure it was listed on my record. Its Jan 4, 2019.

Thank you.

[redacted] cell phone

> On Dec 18, 2018, at 11:29 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
>[redacted]
>
> Thank you for reaching out back to me. I will keep your case open. It is no harm in trying to make an appointment. Its understandable during this time of year.
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> I hope you enjoy your holiday and time with family.
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> Lauren
> Chrysler Customer Care
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>
> ---------- Original Message ----------
> From: [redacted]]
> Sent: 12/18/2018 11:04 AM
> To: uscustomercare@fcagroup.com
> Subject: Re: Case Acknowledgement [redacted]
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>
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> > Please let me know at your earliest convenience.
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> > Happy Holidays.
> > Lauren
> > Chrysler Customer Care
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> >
> > ---------- Original Message ----------
> > From: US Customer Care [uscustomercare@fcagroup.com]
> > Sent: 12/13/2018 5:27 PM
> > To: [redacted]t
> > Subject: Re: Case Acknowledgement [redacted]
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> > Thank you
> >
> > Lauren
> > Chrysler Customer Care
> >
> >
> > ---------- Original Message ----------
> > From: [redacted]]
> > Sent: 12/12/2018 7:00 PM
> > To: uscustomercare@fcagroup.com
> > Subject: Re: Case Acknowledgement [redacted]
> >
> > Hi Lauren,

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> > > Customer Service Representative
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> > > ---------- Original Message ----------
> > > From: US Customer Care [uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com>]
> > > Sent: 12/12/2018 7:30 AM
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> > > Subject: ***** AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****
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> > > Your inquiry has been received by the Chrysler Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible.
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> > > To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response.
> > >
> > > Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with one of our Chrysler Advisors.
> > >
> > > Chrysler Brand: 800-247-9753
> > >
> > > FCA Brand : 800-247-9753
> > >
> > >
> > >
> > > For any future communication related to this email, please refer to reference numbe
> > >
> > > Sincerely,
> > >
> > > The Chrysler Brand
> > >
> > >
> > > To view the Chrysler Privacy Policy, visit
> >
>
>
>
>
>
>

Date	12/21/2018	***Subject***	Re: Case Acknowledgemen		
From	uscustomercare@fcagroup.com	***To***		***Sent Date/Time***	12/21/2018 20:09 PM

[redacted]

Thank you for letting me know your appointment date. Also thank you for contacting in to let us know as well. It is appreciated. I will be sending your case to a case manager. I will note that you are going to be away next week. A case manager will be in contact with you upon your return.

Enjoy your Holiday. Have a Merry Christmas.

Lauren
Chrysler Customer Care

---------- Original Message ----------
From: [redacted]
Sent: 12/20/2018 1:53 PM
To: uscustomercare@fcagroup.com
Subject: Re: Case Acknowledgement [[redacted]

Hi Lauren,

I made appt at Tri Star motors. Wanted you to know. I also called the FCA customer service line to make sure it was listed on my record. Its Jan 4, 2019.

Thank you.

[redacted] cell phone

> On Dec 18, 2018, at 11:29 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
>[redacted]
>
> Thank you for reaching out back to me. I will keep your case open. It is no harm in trying to make an appointment. Its understandable during this time of year.
>
> I hope you enjoy your holiday and time with family.
>
> Lauren
> Chrysler Customer Care
>
>
> ---------- Original Message ----------
> From: [redacted]
> Sent: 12/18/2018 11:04 AM
> To: uscustomercare@fcagroup.com
> Subject: Re: Case Acknowledgement [[redacted]
>
> Hi Lauren,
>
> Thanks for heads up. I am going to make appt, but as you stated it is an incredibly busy time of year. Were departing for a week this Friday and Im up to my eyeballs in details.
>
> Please do not close the case.
>
> Ill endeavor to call Tri Star Uniontown today to make said appt. It cant occur before my return, likely not before the new year. We have a houseful of company arriving the day we return.
>
> Thanks,
>
>[redacted]
>
>[redacted] cell phone
>
> > On Dec 18, 2018, at 10:36 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
> >
> >[redacted]
> >
> > Good morning. I am just reaching out to you to let you know I've attempted to reach out to you by email on 12/13 and by phone on 12/17 in regards to an appointment required with the dealership. I do understand it is a busy time of year for all of us.
> >
> > If you have not made an appointment with your most preferred dealership at this time, I will have to close your case for now. Once you are able to make an appointment, you can contact back in with the appointment details and we can reopen your case to provide you with a case manager.
> >
> > Please let me know at your earliest convenience.
> >
> > Happy Holidays.
> > Lauren
> > Chrysler Customer Care
> >
> >
> > ---------- Original Message ----------
> > From: US Customer Care [uscustomercare@fcagroup.com]
> > Sent: 12/13/2018 5:27 PM
> > To [redacted]
> > Subject: Re: Case Acknowledgement [redacted]
> >
> >[redacted]
> >
> > Thank you for getting back to me. I do appreciate it. It has been quite busy here. I would be happy to provide you with assistance through our case management department.
> >

> > In order to be provided a case manager , I will require an appointment made with your dealership for this issue. I know and understand during this time with Christmas approaching very closely it might not be into the new year. If you're able to make one, do let me know that appointment date and I will be able to provide you a case manager.
> >
> > Thank you
> >
> > Lauren
> > Chrysler Customer Care
> >
> >
> > ---------- Original Message ----------
> > From [redacted]
> > Sent: 12/12/2018 7:00 PM
> > To: uscustomercare@fcagroup.com
> > Subject: Re: Case Acknowledgement [[redacted]
> >
> > Hi Lauren,
> >
> > Thank you very much for your very prompt reply - Im sure youre quite busy. I have not had it looked at in the last 14 days. I did call my dealership - its Tri Star in Uniontown, PA, but I havent taken it inbusy time of year and all.
> >
> > Please let me know how youd like to proceed.
> >
> > Thank you again,
> >
> [redacted]
> >
> > > On Dec 12, 2018, at 6:51 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
> > >
> > >
> > > Dear [redacted]
> > >
> > > Thank you for contacting the FCA Customer Assistance Center.
> > >
> > > I am so sorry to hear about your vehicle issues. I am very sorry to hear that your power door locks have failed six days after your warranty has expired. I do understand how frustrating that would be.
> > >
> > > I am happy to look into the possibility of assistance. However, I do require further information. If you've had the vehicle diagnosed by a certified Chrysler dealership within the last 14 days, I will need that dealerships name so I have the correct one on file here for you.
> > >
> > > Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753.
> > >
> > > Sincerely,
> > >
> > > Lauren
> > >
> > > Customer Service Representative
> > > FCA Customer Assistance Center
> > >
> > >
> > >
> > >
> > > ---------- Original Message ----------
> > > From: US Customer Care [uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com>]
> > > Sent: 12/12/2018 7:30 AM
> > > To: [redacted]
> > > Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****
> > >
> > > Your inquiry has been received by the Chrysler Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible.
> > >
> > > To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response.
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> > > Chrysler Brand: 800-247-9753
> > >
> > > FCA Brand : 800-247-9753
> > >
> > >
> > >
> > > For any future communication related to this email, please refer to reference number [redacted]
> > >
> > > Sincerely,
> > >
> > > The Chrysler Brand
> > >
> > >
> > > To view the Chrysler Privacy Policy, visit
> > >
> > > [redacted]
> > >
> > >
> > > [redacted]
> > >
> >
>

Lauren

Date	12/21/2018	***Subject***	Re: Case Acknowledgemen[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/21/2018 20:15 PM

[redacted]

Thank you for letting me know your appointment date. Also thank you for contacting in to let us know as well. It is appreciated. I will be sending your case to a case manager. I will note that you are going to be away next week. A case manager will be in contact with you upon your return.

Enjoy your Holiday. Have a Merry Christmas.

Lauren
Chrysler Customer Care

---------- Original Message ----------
From: [redacted]
Sent: 12/20/2018 1:53 PM
To: uscustomercare@fcagroup.com
Subject: Re: Case Acknowledgement [redacted]

Hi Lauren,

I made appt at Tri Star motors. Wanted you to know. I also called the FCA customer service line to make sure it was listed on my record. It's Jan 4, 2019.

Thank you.

[redacted] cell phone

> On Dec 18, 2018, at 11:29 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
>[redacted]
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> Thank you for reaching out back to me. I will keep your case open. It is no harm in trying to make an appointment. Its understandable during this time of year.
>
> I hope you enjoy your holiday and time with family.
>
> Lauren
> Chrysler Customer Care
>
>
> ---------- Original Message ----------
> From: [redacted]
> Sent: 12/18/2018 11:04 AM
> To: uscustomercare@fcagroup.com
> Subject: Re: Case Acknowledgement [redacted]
>
> Hi Lauren,
>
> Thanks for head's up. I am going to make appt, but as you stated it is an incredibly busy time of year. We're departing for a week this Friday and I'm up to my eyeballs in details.
>
> Please do not close the case.
>
> I'll endeavor to call Tri Star Uniontown today to make said appt. It can't occur before my return, likely not before the new year. We have a houseful of company arriving the day we return.
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> Thanks,
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>[redacted]
>
>[redacted] cell phone
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> > Good morning. I am just reaching out to you to let you know I've attempted to reach out to you by email on 12/13 and by phone on 12/17 in regards to an appointment required with the dealership. I do understand it is a busy time of year for all of us.
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> > If you have not made an appointment with your most preferred dealership at this time, I will have to close your case for now. Once you are able to make an appointment, you can contact back in with the appointment details and we can reopen your case to provide you with a case manager.
> >
> > Please let me know at your earliest convenience.
> >
> > Happy Holidays.
> > Lauren
> > Chrysler Customer Care
> >
> >
> > ---------- Original Message ----------
> > From: US Customer Care [uscustomercare@fcagroup.com]
> > Sent: 12/13/2018 5:27 PM
> > To: [redacted]
> > Subject: Re: Case Acknowledgement [redacted]
> >
> >[redacted]
> >
> > Thank you for getting back to me. I do appreciate it. It has been quite busy here. I would be happy to provide you with assistance through our case management department.
> >

> > In order to be provided a case manager , I will require an appointment made with your dealership for this issue. I know and understand during this time with Christmas approaching very closely it might not be into the new year. If you're able to make one, do let me know that appointment date and I will be able to provide you a case manager.
> >
> > Thank you
> >
> > Lauren
> > Chrysler Customer Care
> >
> >
> > ---------- Original Message ----------
> > From: [redacted]
> > Sent: 12/12/2018 7:00 PM
> > To: uscustomercare@fcagroup.com
> > Subject: Re: Case [redacted]]
> >
> > Hi Lauren,
> >
> > Thank you very much for your very prompt reply - I'm sure you're quite busy. I have not had it looked at in the last 14 days. I did call my dealership - it's Tri Star in Uniontown, PA, but I haven't taken it in…busy time of year and all.
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> > Please let me know how you'd like to proceed.
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> > Thank you again,
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> > [redacted]
> >
> > > On Dec 12, 2018, at 6:51 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
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> > >
> > > Dear [redacted]
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> > >
> > > Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753.
> > >
> > > Sincerely,
> > >
> > > Lauren
> > >
> > > Customer Service Representative
> > > FCA Customer Assistance Center
> > >
> > >
> > >
> > >
> > > ---------- Original Message ----------
> > > From: US Customer Care [uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com>]
> > > Sent: 12/12/2018 7:30 AM
> > > To: [redacted]
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> > >
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> > > Chrysler Brand: 800-247-9753
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> > >
> > >
> > >
> > > For any future communication related to this email, please refer to reference number [redacted]
> > >
> > > Sincerely,
> > >
> > > The Chrysler Brand
> > >
> > >
> > > To view the Chrysler Privacy Policy, visit
> > >
> > > [redacted]
> > >
> > >
> > > [redacted]
> > >
> >
>

Lauren

Date	12/21/2018	***Subject***	Re: Chrysler Mini Van [redacted]		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	12/21/2018 21:05 PM

My name is Lynn and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number is [redacted]
The Chrysler Case Management telephone number is: 1-866-932-3873
My direct extension: 3020187
My work hours are: 8:00am - 4:30pm Eastern Standard Time Monday-Friday.
I will contact you within one business day of your appointment by telephone to review your case with you.

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

[redacted]

Date	12/21/2018	***Subject***	Re: Chrysler Mini Van [redacted]		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	12/21/2018 21:05 PM

My name is Lynn and [redacted] assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number is [redacted]
The Chrysler Case Management telephone number is: 1-866-932-3873
My direct extension: 3020187
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I will contact you within one business day of your appointment by telephone to review your case with you.

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

[redacted]

Date	01/06/2019	***Subject***	Re: Chrysler Mini Van [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	01/06/2019 16:40 PM

Dear Lynn,

Thank you for your Jan 4, 2019 phone call (commencing at 1:52 pm) following up on my 1/4/19 9am appointment with TriStar Motors, Uniontown, PA, to discuss the problems with my 2016 T&C van. I regret we were unable to resolve the items discussed below, and I hope we will reach a satisfactory conclusion as quickly as possible. To that end Ive itemized the issues for your perusal, and I hope to provide any needed clarifying information to aid us to solve these items.

There are two current issues with my T&C van, purchased 6/30/16:

1. Since I bought the van, the remote start has never worked correctly. When I remotely start my vehicle, whether its summer or winter, once I actually get into the van and press the start button (which essentially moves the control of the vehicle to my key fob), the van turns itself off nearly 90% of the time.

2. July 6, 2018, the actuators on the middle row doors began buzzing. I know the exact date because I was hosting a family reunion.

With regard to the remote start issue, I mentioned it multiple times to the folks at TriStar, and it was checked more than once. Unfortunately, up until 1/4/19, TriStar was never able to recreate the problem. You stated you were unaware I had tried to get this problem sorted out. I called Robert (@TriStar) as soon as you and I finished our phone call of 1/4/19. Robert confirmed on 12/16/16 TriStar first attempted to recreate the problem, but had been unable to do so. There were other dates I had to take the van in for one problem or another, and I had the remote start looked at again. All of the other attempts to recreate the problem were unsuccessful until 1/4/19. On 1/4/19, the TriStar mechanics finally were able to recreate the problem and they stated the remote start was not recognizing my key fob.

Regarding the actuators problem, I am (as I stated in my original email to Chrysler corporate - I believe I wrote on 12/11/18) fully aware I am no longer under the 3 year/36,000 mile warranty. That was precisely the reason for writing to Chrysler corporate. The actuators are not working properly, and I did not cause the problem. Other than the doors being damaged due to a collision, I cannot fathom how one would break actuatorsIm honestly dumbfounded by this problem. I have driven a broad style of vehicles in the 41 years Ive possessed a drivers license. Never have I had actuators buzz/break. In fact, its only because of this problem I now know what actuators are.

Lynn, I hope we can resolve this quickly and fairly. I apologize for becoming mildly irritated as we spoke on 1/4/19. I was caught off-guard by the comment made that I had not ever tried to get the remote start issue fixed, which was quite untrue, and that perhaps I had caused it by dropping the key fob, which I didnt. The problem was there from the day I drove the van off the lot.

With regard to the problem with the actuators I appreciate the initial offer to cover the cost of the parts. My question to you is this, if the actuators arent working properly and its honestly a Chrysler problem (and it is), why am I expected to pay the difference to fix them?

I welcome your thoughts.

Please call or email me at your earliest convenience.

Sincerely,

[redacted]

> On Dec 21, 2018, at 4:05 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> My name is Lynn and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
> Your case number i[redacted]
> The Chrysler Case Management telephone number is: 1-866-932-3873
> My direct extension: 3020187
> My work hours are: 8:00am - 4:30pm Eastern Standard Time Monday-Friday.
> I will contact you within one business day of your appointment by telephone to review your case with you.
>
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>
>
>
> -
[redacted]

Date	01/10/2019	***Subject***	Re: Chrysler Mini Van [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	01/10/2019 17:27 PM

Hi Lynn,

Thanks for your call yesterday - sorry I was unable to answer it at that time.

I have decided to have the door actuators fixed - Chrysler covering the parts, I covering the labor. Im not going to pursue the remote start.

Thanks again,

[redacted]

> On Jan 6, 2019, at 11:39 AM [redacted] rote:
>
> Dear Lynn,
>
> Thank you for your Jan 4, 2019 phone call (commencing at 1:52 pm) following up on my 1/4/19 9am appointment with TriStar Motors, Uniontown, PA, to discuss the problems with my 2016 T&C van. I regret we were unable to resolve the items discussed below, and I hope we will reach a satisfactory conclusion as quickly as possible. To that end Ive itemized the issues for your perusal, and I hope to provide any needed clarifying information to aid us to solve these items.
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>
> 1. Since I bought the van, the remote start has never worked correctly. When I remotely start my vehicle, whether its summer or winter, once I actually get into the van and press the start button (which essentially moves the control of the vehicle to my key fob), the van turns itself off nearly 90% of the time.
>
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>
> With regard to the remote start issue, I mentioned it multiple times to the folks at TriStar, and it was checked more than once. Unfortunately, up until 1/4/19, TriStar was never able to recreate the problem. You stated you were unaware I had tried to get this problem sorted out. I called Robert (@TriStar) as soon as you and I finished our phone call of 1/4/19. Robert confirmed on 12/16/16 TriStar first attempted to recreate the problem, but had been unable to do so. There were other dates I had to take the van in for one problem or another, and I had the remote start looked at again. All of the other attempts to recreate the problem were unsuccessful until 1/4/19. On 1/4/19, the TriStar mechanics finally were able to recreate the problem and they stated the remote start was not recognizing my key fob.
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>
> I welcome your thoughts.
>
> Please call or email me at your earliest convenience.
>
> Sincerely,
>
> [redacted]
>
>
>> On Dec 21, 2018, at 4:05 PM, US Customer Care <uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com>> wrote:
>>
>> My name is Lynn and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
>> Your case number is [redacted]
>> The Chrysler Case Management telephone number is: 1-866-932-3873
>> My direct extension: 3020187
>> My work hours are: 8:00am - 4:30pm Eastern Standard Time Monday-Friday.
>> I will contact you within one business day of your appointment by telephone to review your case with you.
>>
>> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>>
>>
>>
>> -
>> [redacted]
>> [redacted]
>

Date	01/11/2019	***Subject***	Re: Chrysler Mini Van [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/11/2019 13:30 PM

[redacted]

Thanks for the update. I have been in touch with Shaun/Christine at the dealership and have let them know that Chrysler is covering the parts portion.
I will be following the repair through to completion.
Lynn

[redacted]

Date	01/11/2019	***Subject***	Re: Chrysler Mini Van [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/11/2019 13:30 PM

[redacted]
Thanks for the update. I have been in touch with Shaun/Christine at the dealership and have let them know that Chrysler is covering the parts portion.
I will be following the repair through to completion.
Lynn
[redacted]

Date	01/11/2019	Subject	Re: Chrysler Mini Van [redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	01/11/2019 13:33 PM

Good morning,

Thanks for the reply.

Id like to purse an extended warranty - is that something you can either help me with or direct me to whomever can?

Thank you,

[redacted]

> On Jan 11, 2019, at 8:30 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
[redacted]
> Thanks for the update. I have been in touch with Shaun/Christine at the
> dealership and have let them know that Chrysler is covering the parts
> portion.
> I will be following the repair through to completion.
> Lynn
>
>
>
>
[redacted]

Date	01/11/2019	Subject	Re: Chrysler Mini Van [redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	01/11/2019 14:49 PM

[redacted]

You can reach Service contracts - 800-442-2666 ext. 3
Vin for your vehicle [redacted] They may only need the last 8 starting with [redacted]

Lynn
[redacted]

Date	01/11/2019	Subject	Re: Chrysler Mini Van [redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	01/11/2019 14:49 PM

[redacted]

You can reach Service contracts - 800-442-2666 ext. 3
Vin for your vehicle [redacted] They may only need the last 8 starting with [redacted]

Lynn
[redacted]

Date	01/14/2019	Subject	Re: Chrysler Mini Van [r[redacted]]		
From	uscustomercare@fcagroup.com	To	uscustomercare@fcagroup.com	Sent Date/Time	01/14/2019 18:17 PM

H[redacted]
I spoke with Robert who advised that you have an appointment scheduled for Thrus.
I will be following up on the repair but you can phone or email me if there is something else I can do for you in-the meantime.

Lynn
866-932-3873 x 3020187

[redacted]

Date	01/14/2019	Subject	Re: Chrysler Mini Van [redacted]		
From	uscustomercare@fcagroup.com	To	uscustomercare@fcagroup.com	Sent Date/Time	01/14/2019 18:19 PM

Hi [redacted]
I spoke with Robert who advised that you have an appointment scheduled
for Thrus.
I will be following up on the repair but you can phone or email me
if there is something else I can do for you in-the meantime.

Lynn
866-932-3873 x 3020187

[redacted]

Date	01/14/2019	**Subject**	Re: Chrysler Mini Van [redacted]		
From	[redacted]	**To**	uscustomercare@fcagroup.com	**Sent Date/Time**	01/14/2019 22:20 PM

Thanks for your email. I sent one last week letting you know I had decided to get actuators fixed...did you receive it? I guess I was unclear Id made an appt.

Thanks again for outreach.

[redacted]

Heres a screenshot:

[redacted] cell phone

> On Jan 14, 2019, at 1:17 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> Hi [redacted]
> I spoke with Robert who advised that you have an appointment scheduled
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> I will be following up on the repair but you can phone or email me
> if there is something else I can do for you in-the meantime.
>
> Lynn
> 866-932-3873 x 3020187
>
> -

[redacted]

Date	01/15/2019	**Subject**	Re: Chrysler Mini Van [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	01/15/2019 13:01 PM

[redacted]

I received the email, I just wasn't sure what date you
had scheduled. I usually speak with the dealership
every few days. I need to see if there is something
I can do for them as well.
Lynn

[redacted]

Date	01/15/2019	**Subject**	Re: Chrysler Mini Van [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	01/15/2019 13:06 PM

[redacted]

I received the email, I just wasn't sure what date you
had scheduled. I usually speak with the dealership
every few days. I need to see if there is something
I can do for them as well.
Lynn

[redacted]

Date	01/18/2019	**Subject**	Re: Chrysler Mini Van [redacted]		
From	uscustomercare@fcagroup.com	**To**	uscustomercare@fcagroup.com	**Sent Date/Time**	01/18/2019 15:54 PM

Hi [redacted]
I spoke with Robert who advised that they attempt to re-program your remote when they fixed the door locks fixed. He believes that the issue was the win modular and wanted to know if I would cover one. I have put notes on the system advising I would cover that part even though there is no recall and it is beyond the warranty period.
Not sure if you have the vehicle back or not.
Lynn

[redacted]

Date	01/18/2019	**Subject**	Re: Chrysler Mini Van [redacted]		
From	uscustomercare@fcagroup.com	**To**	uscustomercare@fcagroup.com	**Sent Date/Time**	01/18/2019 15:54 PM

H[redacted]
I spoke with Robert who advised that they attempt to re-program your remote when they fixed the door locks fixed. He believes that the issue was the win modular and wanted to know if I would cover one. I have put notes on the system advising I would cover that part even though there is no recall and it is beyond the warranty period.
Not sure if you have the vehicle back or not.
Lynn

[redacted]

Date	01/19/2019	**Subject**	Re: Chrysler Mini Van [redacted]		
From	[redacted]	**To**	uscustomercare@fcagroup.com	**Sent Date/Time**	01/19/2019 02:09 AM

Thank you. I appreciate this.

I do have the van back. I waited at the dealership that day. How would you like to proceed?

Thank you,

[redacted]hone

> On Jan 18, 2019, at 10:54 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> Hi [redacted]
> I spoke with Robert who advised that they attempt to re-program your
> remote when they fixed the door locks fixed. He believes that the issue
> was the win modular and wanted to know if I would cover one. I have
> put notes on the system advising I would cover that part even though
> there is no recall and it is beyond the warranty period.
> Not sure if you have the vehicle back or not.
> Lynn
>
>
> --
>
> [redacted]

Date	01/21/2019	**Subject**	Re: Chrysler Mini Van [redacted]		
From	[redacted]customercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	01/21/2019 20:22 PM

Hi [redacted]

I called Tri-Star to speak with Robert a couple of times today but haven't been able to connect with him. I wanted to see if they have the part or see if you just need an new appointment. They might be off today due to the holiday OR due to the storm..
I will try to get more information tomorrow.
Lynn
[redacted]

Date	01/21/2019	**Subject**	Re: Chrysler Mini Van [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	01/21/2019 20:23 PM

Hi [redacted]

I called Tri-Star to speak with Robert a couple of times today but haven't been able to connect with him. I wanted to see if they have the part or see if you just need an new appointment. They might be off today due to the holiday OR due to the storm..
I will try to get more information tomorrow.
Lynn
[redacted]

Date	01/21/2019	**Subject**	Re: Chrysler Mini Van [redacted]		
From	[redacted]	**To**	uscustomercare@fcagroup.com	**Sent Date/Time**	01/21/2019 22:23 PM

Ok - thats fine - thanks for checking

[redacted]

> On Jan 21, 2019, at 3:22 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> [redacted]
> I called Tri-Star to speak with Robert a couple of times today but haven't been able
> to connect with him. I wanted to see if they have the part or see if you just need an
> new appointment. They might be off today due to the holiday OR due to the storm..
> I will try to get more information tomorrow.
> Lynn
>
>
>
>
>
>
> [redacted]

Date	01/22/2019	***Subject***	Re: Chrysler Mini Van [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/22/2019 13:42 PM

Hi [redacted]

I just spoke with Candy/Shawn at Tri-Star and Robert was off sick yesterday.
Shawn is going to see if he can find out where we are with your win modular.
And, Robert is in so there should be an update today.
Lynn

[redacted]

Date	01/23/2019	***Subject***	Re: Chrysler Mini Van [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/23/2019 19:56 PM

Hi [redacted]
I just spoke with Tri-Star and understand that you have an appointment
scheduled for Friday.
I'll be hoping that this new part does fix your remote.
Lynn
[redacted]

Date	01/28/2019	***Subject***	Remote Starter [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/28/2019 16:58 PM

Hi [redacted]

I just spoke with Tri-Star and was told that your remote is working
again.
Is that right?

Lynn
866-932-3873 x 3020187

[redacted]

Date	01/28/2019	***Subject***	Remote Starter [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/28/2019 17:00 PM

Hi [redacted]

I just spoke with Tri-Star and was told that your remote is working
again.
Is that right?

Lynn
866-932-3873 x 3020187

[redacted]

Date	01/28/2019	***Subject***	Re: Remote Starter [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	01/28/2019 22:00 PM

Hi Lynn,

I wish I could tell you it is - but its not. I tried 3 times to remote start, then push start button once I entered vehicle, and every time the van shut itself off, as it has done since June 30, 2016 - with 3-4 exceptions.

I know they tried really hard to fix it. All I can presume is its a hard-to-find glitch somewhere in the electronics.

Thanks for checking back,

[redacted]

> On Jan 28, 2019, at 11:58 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> Hi [redacted]
>
> I just spoke with Tri-Star and was told that your remote is working
> again.
> Is that right?
>
> Lynn
> 866-932-3873 x 3020187
>
>
>
>
> -
[redacted]

Date	01/29/2019	***Subject***	Re: Remote Starter [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/29/2019 14:38 PM

Hi [redacted]

I'm sorry that the fix didn't resolve your concerns.
I called Tri-Star and Candy advised that you left a nice message
for them. From the message, she believed that you were not going
to pursue this further.
I wish I knew of another option for this concern but I'm really not that
technical.

Is there something else I can do for you at this time?

Lynn
[redacted]

Date	01/29/2019	***Subject***	Re: Remote Starter [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/29/2019 14:38 PM

Hi [redacted]

I'm sorry that the fix didn't resolve your concerns.
I called Tri-Star and Candy advised that you left a nice message
for them. From the message, she believed that you were not going
to pursue this further.
I wish I knew of another option for this concern but I'm really not that
technical.

Is there something else I can do for you at this time?

Lynn
[redacted]

Date	01/31/2019	***Subject***	Re: Chrysler Mini Van [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/31/2019 20:50 PM

Hi [redacted]

I just spoke with Candy/Shawn at Tri-Star and Robert was off sick yesterday.
Shawn is going to see if he can find out where we are with your win modular.
And, Robert is in so there should be an update today.
Lynn

[redacted]

Date	01/31/2019	***Subject***	Re: Chrysler Mini Van [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/31/2019 23:56 PM

Hi [redacted]:
I just spoke with Tri-Star and understand that you have an appointment scheduled for Friday.
I'll be hoping that this new part does fix your remote.
Lynn
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/12/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/31/2019	**Origin**	Telephone	**Reason**	
Mileage	60,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	NITRO		WV	[redacted]	USA
Dealer	26872	DUTCH MILLER CHRYSLER DODGE JEEP		**Dealer Phone**	3043437700
Dealer Address	339 MACCORKLE AVE SW				
	SOUTH CHARLESTON		WV	25303 1263	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	K
Subject	Actuator				
Synopsis	vehicle repaired				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/12/2018 05:52 PM	Open
01/03/2019 03:29 PM	Suspended
01/09/2019 05:08 AM	Open
01/09/2019 03:03 PM	Suspended
01/17/2019 05:01 AM	Open
01/23/2019 03:28 PM	Suspended
01/31/2019 05:04 AM	Open
01/31/2019 04:30 PM	Closed

Initial Description

Actuator

Case Comments

Date	Comment
12/12/2018	REFERENCE CASE [redacted] Customer states actuator went bad and is locked up on driver's side Customer states vehicle was at DLR today. Actuator deemed as needing replaced Customer was advised to call back with diagnosis for further assistance Agent escalating per LS Agent escalating per CCS Agent escalating per vehicle having diagnosis
12/12/2018	***** BC35 REVIEW ***** In-Service Date: 05/14/2016 Original Owner: Yes Mileage: 60,000 Vehicle Purchase Loyalty: 1 New ********** Basic Warranty: Expired by miles (60,000) Powertrain Warranty: Expired by miles (60,000) Corrosion Warranty: 29 months remaining Major Emission Comp Warranty: 64 months or 20,000 miles remaining ********** RO [redacted] 12/03/2017 2672 RO Details: Actuator replaced. **********
12/13/2018	***** OUTBOUND DEALER CONTACT ***** Dutch Miller Chrysler Dodge Jeep Ram | 26872 | 3043437700 CM contacted DLR and LVM with SM Jeremy requesting update on vehicle.
12/13/2018	***** OUTBOUND DEALER CONTACT ***** Dutch Miller Chrysler Dodge Jeep Ram | 26872 | 3043437700 CM spoke with DLR regarding diagnosis and was advised by SM Jeremy that they have diagnosed issue as actuator on drivers side. SM advised that issue in 11/17 was for passengers side. SM advised that component failure does not appear to be caused by customer.
12/13/2018	***** OUTBOUND CUSTOMER CONTACT ***** [redacted] CM attempted to contact customer; left introductory voicemail.
12/14/2018	customer called in seeking to speak with case manager, customer states that best number to reach him at is 3048813703
12/14/2018	***** INBOUND CUSTOMER CONTACT **** [redacted] Customer has had a diagnosis . Customer needs an actuator which will cost about $1000.00 Customer is looking into getting Chrysler to replace this as a safety concern. Customer has the vehicle and is looking to speak with CM.
12/14/2018	***** INBOUND CUSTOMER CONTACT ***** [redacted] CM spoke with customer and advised that we would be unable assist with cost of repair due to previous assistance as well as mileage on vehicle. Customer requested supervisor callback as well as contact number for NHTSA.
12/17/2018	***** INBOUND CUSTOMER CONTACT ***** [redacted] Writer contacted customer. Customer stated that he had previously been working with a case manager that had offered cost assistance. Writer advised that we can look into providing assistance. Customer stated that he was delayed in getting a diagnosis in October and November due to [redacted] ustomer has stated that the current case manager was rude. Writer advised that this has been an issue with all of the doors on his vehicle. Writer advised that she will reassign case to previous case manager to look into cost assistance.

Date	Comment
12/17/2018	*****OUTBOUND DEALER CONTACT**** DUTCH MILLER |26872 |304-343-7700 SM Jeremy Cm reached out to dealership to review file. CM spoke with SM Jeremy who advised that the customer has almost 70,000 miles and has received GW 3-4 other times. Customer refuses to pay a diagnosis fee and believes needs to pay out of pocket for this repair. Customer has received GW a few times in the past when the issues where customer caused. CM advised CM will be standing behind SM and declining customer.
12/17/2018	***** OUTBOUND CUSTOMER CONTACT ***** [redacted] CM reached out to customer to review file. CM spoke with customer and advised that Cm would be declining assistance due to dealer input and mileage of vehicle. Customer advised that customer spoke with supervisor and the supervisor already approved the goodwill repair. CM advised would speak with supervisor and contact customer back.
12/18/2018	Customer stated that his transmission went out and is seeking goodwill assistance. Customer is eligible for goodwill (LS 580 >0455, miles out of warranty 0 < 24000).
12/19/2018	*****INBOUND CUSTOMER CONTACT***** [redacted] Customer calling in to speak with CM. Writer transferred to Amy.
12/19/2018	***** INBOUND CUSTOMER CONTACT ***** [redacted] Customer warm transferred. Customer upset as his transmission blew . Customer is seeking cost assistance with the transmission repairs. Customer states that the dealership has one in stock. Cm advised would contact SM and review cost assistance and contact customer back,.
12/19/2018	*****OUTBOUND DEALER CONTACT**** DUTCH MILLER |26872 |304-343-7700 SM Jeremy CM reached out to dealership for warranty pricing. CM left detailed Vm requesting a return call.
12/19/2018	***** INBOUND CUSTOMER CONTACT ***** [redacted] Customer called to see if the customer needed to go by the Dealership as he just got off work and works by the Dealership. Customer advised that he wasn't trying to rush Cm. Agent advised that his CM has reached out to SM Jeremy and is waiting for more information. CM will call customer as soon as all the details are in. Customer is fine with this and said thanks.
12/19/2018	*****OUTBOUND DEALER CONTACT**** DUTCH MILLER |26872 |304-343-7700 SM Jeremy CM reached out to dealership for warranty pricing. CM left detailed Vm requesting a return call.
12/20/2018	*****OUTBOUND DEALER CONTACT**** DUTCH MILLER |26872 |304-343-7700 SM Jeremy CM reached out to dealership to review file. CM left detailed VM requesting a return call.
12/20/2018	***** OUTBOUND CUSTOMER CONTACT ***** [redacted] Cm reached out to customer to review file. CM spoke with customer and advised just waiting on SM Jeremy . Cm advised would contact customer as soon as CM speaks with SM .
12/21/2018	*****OUTBOUND DEALER CONTACT**** DUTCH MILLER |26872 |304-343-7700 SM Jeremy CM reached out to dealership for diagnosis. CM spoke with SA Rex who advised that the customer's solenoid pack needs to be replaced. SA requested CM to email SM.
12/21/2018	- EMAIL SENT TO SM -
12/21/2018	***** INBOUND CUSTOMER CONTACT ***** [redacted] Customer calling to see if CM Amy has spoken to the dealer, as the dealer is advising they havent heard from her. Customer states that he has been advised of different diagnostic. Agent advised CM has spoken to the DLR today. Customer states the Dlr advised customer Amy is not interested in providing assistance. Agent advised we will let CM know he called, customer doesnt want to stress CM out with calling all the time.
12/21/2018	***** OUTBOUND CUSTOMER CONTACT ***** [redacted] CM reached out to customer to review file. CM advised customer that Cm was waiting to hear back from SM . CM advised would reach out to customer when cm has updated information.
12/21/2018	- EMAIL FROM SM I will get that for you as soon as I get back to the dealership. I Should be back in approximately an hour and a half ******END OF EMAIL FROM SM****
12/24/2018	*******VOICEMAIL******* 12/21: Customer called and left VM with part information. Order # [redacted] Part #: R5078723AF
12/24/2018	DLR code:26872 Part number: R5078723AF Order number: [redacted] Order type: VOR Case manager: AM3665
12/24/2018	T5139AM has escalated case to external system with name [redacted] . Case was escalated successfully.
12/24/2018	**********86L TRIAGE UPDATE********** ****** Following Corporate Resource has been contacted ****** DATE SUPPORT ESCALATED: 12/24/2018 DLR CODE: 26872 PART NUMBER: R5078723AF PART DESCRIPTION: VALVE BODY ORDER NUMBER: $BECKN ORDER TYPE: VOR ORDER DATE: 12/22/18 ETA: NO CURR PROM DATE - B/O DEALERS WITH PART/D2D OPTION: Yes **********END OF TRIAGE**********
12/24/2018	***** OUTBOUND CUSTOMER CONTACT ***** [redacted] Cm reached out to customer to review file. CM advised customer that CM escalated the file to parts expediting. CM advised will follow up on 12/26.
12/26/2018	**********PART UPDATE********** DLR CODE: 26872 PART NUMBER: R5078723AF - ORDER NUMBER: [redacted] ACCEPTED D2D on 12/26 - Waiting for Selling DLR to SHIP - SUBJECT TO CHANGE UPS TRACKING# 1Z45TT790192524779
12/26/2018	*****OUTBOUND DEALER CONTACT**** DUTCH MILLER |26872 |304-343-7700 SM Jeremy CM reached out to dealership for warranty pricing and to update on part. Cm spoke with SM Jeremy who advised of warranty pricing. Cm advised would offer customer 50/50 as customer has received goodwill in the past. Cm advised would be declining the window repair and advised customer would be advised that this is the last goodwill that the customer will receive. Cm advised would put the DM notes in the system. Parts: $652.50 Labor: $193.09 Total: $845.59
12/26/2018	***** OUTBOUND CUSTOMER CONTACT ***** [redacted] CM reached out to customer to discuss file. CM offered customer 50/50 split on repair. Customer accepted. CM advised customer that due to assisting with the valve body repair, CM will not be assisting with the window repair. CM advised that CM will follow up once CM has another update on part. CM advised customer that this will be the last GW gesture.
12/27/2018	**********PART UPDATE********** DLR CODE: 26872 PART NUMBER: R5078723AF - ORDER NUMBER: $BECKN UPS TRACKING# 1Z45TT790192524779 - Scheduled Delivery Thursday 12/27/2018
12/27/2018	**********PART UPDATE********** DLR CODE: 26872 PART NUMBER: R5078723AF - ORDER NUMBER: $BECKN UPS TRACKING# 1Z45TT790192524779 - Delivered On Thursday 12/27/2018 B/O Parts Task Completed. If further assistance needed, support escalate part/order number and assign a NEW task to Chatham Parts Pod.
12/28/2018	**********VOICEMAIL***** 12/27: Customer left VM stating that the part has arrived at the dlr and they are hoping to have the repairs completed 12/28. Customer requested a return call as he has questions.
12/28/2018	***** OUTBOUND CUSTOMER CONTACT ***** [redacted] CM reached out customer to return call. Customer looking for direction on next steps as part has arrived. CM advised customer that the dlr will move forward with the repair. Customer inquired whether CM would be assisting with the actuator repair. CM advised customer due to being out of basic warranty and CM already providing GW on present repair, CM would not be providing any assistance for the actuator. Cm advised customer that CM will follow up on 1/2/2019.
12/28/2018	*****OUTBOUND DEALER CONTACT**** DUTCH MILLER |26872 |304-343-7700 SM Jeremy CM reached out to dealership for update on repairs. CM spoke with SA Rex who advised that the part has arrived and they are hoping to have the repairs completed this afternoon.
12/31/2018	*****OUTBOUND DEALER CONTACT**** DUTCH MILLER |26872 |304-343-7700 SM Jeremy CM reached out to dealership for update on vehicle repairs. CM spoke with SM Jeremy who advised the vehicle is being repaired and should be completed this afternoon.
01/03/2019	***** OUTBOUND CUSTOMER CONTACT ***** [redacted] CM reached out to customer to review file. Customer states he has picked up the vehicle and everything seems good. CM advised would follow up middle of next week to review closure.
01/09/2019	***** OUTBOUND CUSTOMER CONTACT ***** [redacted] CM reached out to customer. Customer states that the vehicle has shifted really hard a couple times so customer would like to keep case open another week. Customer states it has only happened a couple times just after he picked up the vehicle. Cm advised would follow up the end of next week.

Date	Comment
01/17/2019	***** OUTBOUND CUSTOMER CONTACT **** [redacted] CM reached out to customer to review file. CM was unable to reach customer. CM left detailed VM requesting a return call.
01/23/2019	***** OUTBOUND CUSTOMER CONTACT **** [redacted] M reached out to customer to review file. CM spoke with customer who advised that everything has been good with the vehicle. Customer requested that the file stay open for another week. Customer advised that if he does not need anything then CM can close file on 1/31.

Email(s)

Date	12/13/2018	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/13/2018 23:24 PM

Hello [redacted]

My name is Mike and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your case number is [redacted]
The FCA Case Management telephone number is: 866-932-3873;
My direct extension for leaving a Voice Mail is: 3020888;
FCA Case Managements hours are: 8:00 am 8:00 pm EST (7:00 am 7:00 pm Central Time), Monday through Friday.

My work hours are: 11:30 am - 8:00 pm ET, Monday through Friday. Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!

Michael L.
Ram Case Management
[redacted]

Date	01/21/2019	***Subject***	[redacted]	2016 DODGE GRAND CARAVAN R/T [redacted]	
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/21/2019 16:17 PM

Hello,
I just wanted to send you a quick email as I have tried contacting you by phone and been unable to reach you. If you wouldnt mind taking the time to contact me back so we can go over your concerns, I would really appreciate it.

Sincerely,

Amy

FCA Case Management

866-932-3873 ext 3020178
[redacted]

Date	01/31/2019	***Subject***	[redacted]	016 DODGE GRAND CARAVAN R/T [[redacted]	
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/31/2019 16:30 PM

Hello,

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is: [redacted]

The FCA Case Management Telephone Number is: 1-866-932-3873

My Direct Extension is: 3020178

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best

Sincerely,

Amy

FCA Case Management

866-932-3873 ext 3020178
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/12/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/22/2019	**Origin**	Telephone	**Reason**	
Mileage	58,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	VOORHEES		NJ		
Dealer	58285	CHERRY HILL DODGE CHRYSLER JEEP		**Dealer Phone**	8566659000
Dealer Address	1708 WEST MARLTON PIKE				
	CHERRY HILL		NJ	08002 3203	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	B
Subject	passenger sliding door issue				
Synopsis	Close				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/12/2018 06:38 PM	Open
01/22/2019 04:20 PM	Closed

Initial Description

Customer states his sliding passenger door doesn't open.

Case Comments

Date	Comment
12/12/2018	Customer states vehicle was diagnosed on 12/5/18 at dealer#58285 as needing another door actuator repair. Customer states repairs are $771 and is seeking assistance with repair costs. Customer has been working with SA Rich. Agent advised customer case would be escalated to specialists for goodwill consideration.
12/13/2018	**********BC 35 REVIEW********** In-Service Date: 12/14/2015 Original Owner: No Mileage: 58000 Vehicle purchase Loyalty: 1 New | 1 Used Multiple Repairs/ Previous related repairs: Yes (On the right side) MVP plans: No Basic expires: December 14, 2018 Powertrain expires: December 14, 2020 LS: CC: 0 ********** - ***OUTBOUND DEALERSHIP CONTACT*** CHERRY HILL | 8563821680 CM spoke with SA Rocco who advised that the latch and the actuator assembly need to be replaced in the amount of $771.00, the customer had previous problems last October on the right side now the problem is the left side and the DLR provided Goodwill for the left side. SA is going to speak with SA Rich to speak with SM to seek if the CM can provide 50/50 Goodwill for repair assistance. - ***OUTBOUND CUSTOMER CONTACT** CM spoke with the customer and advised this is the second time this issue has occurred and doesn't feel he should pay anymore other then the diagnosis fee, CM advised once all the information is provided that the CM will need the CM will review for cost assistance.
12/14/2018	***OUTBOUND DEALERSHIP CONTACT*** CHERRY HILL | 8563821680 CM spoke with Service Adviser Rich who advised that the dealership would like the customer to pay out of pocket for the repair and submit for reimbursement. - ***OUTBOUND CUSTOMER CONTACT*** CM is following up with the customer to inform decision on cost assistance repair. CM informed the customer, that the customer will have to pay out of pocket for the repair and submit for reimbursement, CM informed that once the documents have been received the case manager will reimburse $500.00 of the repair and the customer be responsible for 271.00
12/18/2018	***OUTBOUND CUSTOMER CONTACT*** CM is following up to seek if he proceeded with repairs and the customer is going to do it next week.
12/27/2018	***OUTBOUND CUSTOMER CONTACT*** CM is following up in regards of repairs and if he has an appointment or had repairs completed. CM LVM.
12/31/2018	***OUTBOUND CUSTOMER CONTACT*** CM LVM.
01/02/2019	***OUTBOUND CUSTOMER CONTACT*** CM is following up to seek if his appointment is set or if repairs have been completed. CM LVM.
01/03/2019	Customer called back seeking to speak with CM Clorissa. Customer requesting call back asap. 856-220-1876 Customer is stopping by the dealership tomorrow to lock in a date for next week.
01/04/2019	***OUTBOUND CUSTOMER CONTACT** CM is following up in regards of appointment. CM is going to follow up Thursday.
01/10/2019	***OUTBOUND CUSTOMER CONTACT*** Vehicle has been picked up yesterday, CM advised to send in receipt and the CM will reimburse $500.00.
01/10/2019	Agent warm transferred call to cm.
01/10/2019	***INBOUND CUSTOMER CONTACT*** Customer sent email again and provided fax number.

Date	Comment
01/10/2019	Repair Reimbursement Customer has submitted request for good will due to out of warranty repairs. Writer is suggesting reimbursement as a goodwill gesture Approved By: CC1389 Customers proof of payment: PAID REPAIR ORDER Date: 1/10/2019 Total: $655.20 Writer submitting check for approval in the amount of $500.00 - Customer accepts and verifies the check should be mailed too the following address [redacted] VOORHEES NJ USA [redacted]
01/16/2019	CHECK ARRIVAL FOLLOW UP ON JAN 22ND
01/22/2019	***OUTBOUND CUSTOMER CONTACT*** [redacted] CM is following up to seek if the customers check has arrived. CM LVM that the case manager is closing file and to call back in 30 days if the customer has not received check.

Email(s)

Date	12/14/2018	Subject	[redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	12/14/2018 16:38 PM

Hello,

As discussed I will be reimbursing you $500.00 of your repair and you will be responsible for $271.00.

Please call me if you have any questions or concerns.

Best Regards.

Clorissa | FCA Specialist
866-932-3873 | Extension: 3020205
[redacted]

Date	01/02/2019	Subject	[redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]	Date/Time	01/02/2019 14:37 PM

Good Morning,

I have attempted to reach you 3 times in regards of your appointment and or repairs, within 2 business days I will be closing the file, if you have any questions or concerns please contact me directly.

Thank you!

Best Regards.

Clorissa | FCA Specialist
866-932-3873 | Extension: 3020205
[redacted]

Date	01/10/2019	Subject	[redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]	ate/Time	01/10/2019 15:24 PM

Good Morning,

Please attach documents

Best Regards.

Clorissa | FCA Specialist
866-932-3873 | Extension: 3020205
[redacted]

Date	01/10/2019	Subject	[redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	01/10/2019 15:44 PM

Attached is a copy of the paid invoice.

Sent from my iPhone

> On Jan 2, 2019, at 9:37 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> Good Morning,
>
> I have attempted to reach you 3 times in regards of your appointment and or repairs, within 2 business days I will be closing the file, if you have any questions or concerns please contact me directly.
>
> Thank you!
>
> Best Regards.
>
> Clorissa | FCA Specialist
> 866-932-3873 | Extension: 3020205
>
> [redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/13/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/13/2018	**Origin**	Chat	**Reason**	
Mileage	42,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
Dealer	60834	WEST HERR CHRYSLER DODGE JEEP RAM		**Dealer Phone**	5853526600
Dealer Address	4477 W RIDGE RD				
	ROCHESTER		NY	14626 3549	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	S
Subject	Door locks				
Synopsis	customer wanted to know why he had to pay the deductible				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/13/2018 05:08 PM	New
12/13/2018 05:23 PM	Open
12/13/2018 08:24 PM	Closed

Initial Description

Chat Started: Thursday, December 13, 2018, 12:08:19 (-0500) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Michelle (6s) Michelle: Hi, my name is Michelle with FCA Customer Care, How may I help you? (4m 17s) Visitor: I just dropped my grand caravan off for the second time for bad locks First time sliding door drivers side would not open as the lock failed and wouldn't unlock this time it is the sliding door on passanger side it wont lock this seems to me that it should be covered free of charge as this is a safety issue (6m 2s) Visitor: I was told that easy care is gonna charge me a deductible again of 100 dollars and that they might break a plastic panel that is not covered for another 100 dollars (6m 56s) Visitor: are you still there (7m 9s) Michelle: Hi [redacted]'m still here. My screen keeps freezing on me (7m 26s) Visitor: ok (7m 39s) Michelle: I'm sorry to hear that your vehicle is at the dealership again and would be happy to try and assist you today but before we begin, we require verification of your information in our system, is that ok? (7m 52s) Visitor: ok (8m 49s) Michelle: Great! May I have the last 8 characters of the Vehicle Identification Number with letters & numbers please? (10m 33s) Visitor: [redacted] (10m 49s) Michelle: Perfect! May I have the name, complete address with zip code, phone number & email address that the vehicle is registered to as well as the current mileage please? (12m 53s) Visitor: [redacted] Hamlin NY [redacted] 42,000 (14m 51s) Michelle: Awesome! Thank you for verifying your information for me, it's greatly appreciated! (15m 3s) Michelle: What dealership is the vehicle at currently? (15m 16s) Visitor: Doan Dodge (16m 40s) Visitor: Rochester NY (18m 58s) Michelle: Ok thank you. Please allow me to look into this for you and see what we can do. I will be back as quickly as I can (19m 7s) Visitor: ok (21m 8s) Michelle: Awesome. Thank you [redacted] (32m 3s) Michelle: Hi [redacted] thank you so much for holding. (32m 15s) Visitor: hello (33m 16s) Michelle: I'm showing that the power locks are covered under our Basic warranty which has since expired on due to mileage as it was for 3 years or 36,000 miles, whichever one came first (33m 27s) Visitor: gotta let dog in be right back (35m 18s) Visitor: shouldn't locks be a safety issue (38m 25s) Visitor: you still there (39m 59s) Visitor: Hello (40m 48s) Michelle: Sorry [redacted]'m still here (41m 7s) Michelle: Locks are electronics which is covered under our Basic Warranty (41m 46s) Michelle: I'm not sure what Easy Care is as we don't have access to their systems (42m 55s) Michelle: If you have coverage through Easy Care, I would contact them to see if it's covered and why you have to pay for the deductible (45m 31s) Visitor: ok , My next step is to file a complaint with the Better Business Bureau I have seen on the internet where this lock problem on Grand Caravan has been an issue since 2005 , I don't feel that this should be an issue as I feel it is a safety hazard that should be addressed by Dodge ! (48m 30s) Visitor: you there still (49m 2s) Michelle: I'm sorry [redacted]'m still here. Still having system issues. I certainly apologize for all these delays in my response (49m 9s) Visitor: ok (50m 13s) Michelle: I definitely understand your concern as I would too if this happened to myself. \ (50m 40s) Michelle: You had stated that you had Easy Care. I'm assuming this is a 3 party extended warranty coverage correct? (53m 50s) Visitor: I don't mind paying the 100 dollar deductible if it wasn't a safety concern I just feel that this should be covered 100 percent by dodge , there is nothing stopping that door from being opened ! (57m 56s) Michelle: Let me provide you with NHTSA's contact information as we give this to our customer with safety concerns regarding their vehicles. I will also be documenting your file for you today as well. (58m 25s) Visitor: ok thank you (59m 28s) Michelle: The National Highway Traffic Safety Administrations (NHTSA) can be reached at: Toll-Free: (888) 327-4236 (59m 41s) Michelle: Web site: NHTSA (1h 0m 30s) Visitor: ok thank you (1h 1m 6s) Michelle: My pleasure [redacted] e there any other questions or concerns for me today? (1h 1m 20s) Visitor: no thank you (1h 1m 40s) Michelle: Ok. Thank you for contacting Dodge Customer Care. Please chat with us again if you need further assistance or contact Dodge customer care at 800-423-6343. Have a fantastic day! (1h 1m 54s) Visitor: you too (1h 2m 9s) Michelle: Thank you :) (1h 2m 50s) Visitor: click end chat now?

Case Comments

Date	Comment
12/13/2018	customer wants to know know why Easy Care is going to charge him $ 100 deductible to have his power door locks fixed again as this is a safety issue and wants to know what are warranty is on this. Agent apologized & advised customer that the locks are covered under our Basic warranty which has since expired. Agent referrred him to NHTSA

Live Chats

Date	
12/13/2018	Chat Started: Thursday, December 13, 2018, 12:08:19 (-0500) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Michelle (6s) Michelle: Hi, my name is Michelle with FCA Customer Care, How may I help you? (4m 17s) Visitor: I just dropped my grand caravan off for the second time for bad locks First time sliding door drivers side would not open as the lock failed and wouldn't unlock this time it is the sliding door on passanger side it wont lock this seems to me that it should be covered free of charge as this is a safety issue (6m 2s) Visitor: I was told that easy care is gonna charge me a deductible again of 100 dollars and that they might break a plastic panel that is not covered for another 100 dollars (6m 56s) Visitor: are you still there (7m 9s) Michelle: Hi [redacted] I'm still here. My screen keeps freezing on me (7m 26s) Visitor: ok (7m 39s) Michelle: I'm sorry to hear that your vehicle is at the dealership again and would be happy to try and assist you today but before we begin, we require verification of your information in our system, is that ok? (7m 52s) Visitor: ok (8m 49s) Michelle: Great! May I have the last 8 characters of the Vehicle Identification Number with letters & numbers please? (10m 33s) Visitor [redacted] (10m 49s) Michelle: Perfect! May I have the name, complete address with zip code, phone number & email address that the vehicle is registered to as well as the current mileage please? (12m 53s) Visitor: [redacted] Hamlin NY [redacted] 42,000 (14m 51s) Michelle: Awesome! Thank you for verifying your information for me, it's greatly appreciated! (15m 5s) Michelle: What dealership is the vehicle at currently? (15m 16s) Visitor: Doan Dodge (16m 40s) Visitor: Rochester NY (18m 58s) Michelle: Ok thank you. Please allow me to look into this for you and see what we can do. I will be back as quickly as I can (19m 7s) Visitor: ok (21m 8s) Michelle: Awesome. Thank you [redacted] (32m 3s) Michelle: Hi [redacted], thank you so much for holding. (32m 15s) Visitor: hello (33m 16s) Michelle: I'm showing that the power locks are covered under our Basic warranty which has since expired on due to mileage as it was for 3 years or 36,000 miles, whichever one came first (33m 27s) Visitor: gotta let dog in be right back (35m 18s) Visitor: shouldn't locks be a safety issue (38m 25s) Visitor: you still there (39m 59s) Visitor: Hello (40m 48s) Michelle: Sorry [redacted] I'm still here (41m 7s) Michelle: Locks are electronics which is covered under our Basic Warranty (41m 46s) Michelle: I'm not sure what Easy Care is as we don't have access to their systems (42m 55s) Michelle: If you have coverage through Easy Care, I would contact them to see if it's covered and why you have to pay for the deductible (45m 31s) Visitor: ok , My next step is to file a complaint with the Better Business Bureau I have seen on the internet where this lock problem on Grand Caravan has been an issue since 2005 , I don't feel that this should be an issue as I feel it is a safety hazard that should be addressed by Dodge ! (48m 30s) Visitor: you there still (49m 2s) Michelle: I'm sorry [redacted] I'm still here. Still having system issues. I certainly apologize for all these delays in my response (49m 9s) Visitor: ok (50m 13s) Michelle: I definitely understand your concern as I would too if this happened to myself. \ (50m 40s) Michelle: You had stated that you had Easy Care. I'm assuming this is a 3 party extended warranty coverage correct? (53m 50s) Visitor: I don't mind paying the 100 dollar deductible if it wasn't a safety concern I just feel that this should be covered 100 percent by dodge , there is nothing stopping that door from being opened ! (57m 56s) Michelle: Let me provide you with NHTSA's contact information as we give this to our customer with safety concerns regarding their vehicles. I will also be documenting your file for you today as well. (58m 25s) Visitor: ok thank you (59m 28s) Michelle: The National Highway Traffic Safety Administrations (NHTSA) can be reached at: Toll-Free: (888) 327-4236 (59m 41s) Michelle: Web site: NHTSA (1h 0m 30s) Visitor: ok thank you (1h 1m 6s) Michelle: My pleasure [redacted] Are there any other questions or concerns for me today? (1h 1m 20s) Visitor: no thank you (1h 1m 40s) Michelle: Ok. Thank you for contacting Dodge Customer Care. Please chat with us again if you need further assistance or contact Dodge customer care at 800-423-6343. Have a fantastic day! (1h 1m 54s) Visitor: you too (1h 2m 9s) Michelle: Thank you :) (1h 2m 50s) Visitor: click end chat now?

Date	
12/13/2018	

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	Model Year	2016	Brand	DODGE
Body	RTKH53	Vehicle	DODGE GRAND CARAVAN SE		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	12/17/2018	CAIR Type	Regular	Status	Closed
Close Date	12/17/2018	Origin	Telephone	Reason	
Mileage	0 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer	[redacted]				
Customer Address					
	WESTON		FL	[redacted]	
Dealer	44940	AUTONATION CHRYSLER DODGE JEEP		Dealer Phone	9544412000
Dealer Address	13601 PINES BLVD				
	PEMBROKE PINES		FL	33027 1511	USA
Dealer Zone	Southeast	Sales District		Service District	A
Subject	Dealer sales				
Synopsis					
Customer Anomaly					
Contact Reason	C188	Dealership Facilities	Customer Anomaly		
Reason Code	Sales - Complaint - Network - Dealership - Dealer Facilities				

Case Status History

Create Date	Status
12/17/2018 09:25 PM	Open
12/17/2018 09:29 PM	Closed

Initial Description

Vehicle concerns

Case Comments

Date	Comment
12/17/2018	Customer states she was sold certified preowned vehicel. Had rust and scratches, and bumps that were on the vehicle. Vehicle came with mounted tv. Dealer broke it. Customer has been going back amnd forth to get issues to resolve. Customer states she had the carfax which states the car had work done on the sliding doors. Customer states the vehicle has been to the dealer more times than her other vehicle has in a year. Customer states she brought her vehicle back to the dealer and the sliding doors are broken while the gas tank door is being fixed. Customer states she wants nothing to do with the dealer. Agent provided mailing address per customer request

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/18/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/18/2018	**Origin**	Brand Site	**Reason**	assistance
Mileage	55,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	Cumming	**Caller Country**		**Caller Postal Code**	30028
Customer					
Customer Address					
	CUMMING		GA		
Dealer				**Dealer Phone**	
Dealer Address					
Dealer Zone		**Sales District**		**Service District**	
Subject	Doors				
Synopsis					
Customer Anomaly					
Contact Reason	C160	Vehicle Product Specifications	**Customer Anomaly**		
Reason Code	Sales - Information & Assistance requests - Product - Vehicle features - Product Specifications				

Case Status History

Create Date	Status
12/18/2018 04:03 AM	New
12/18/2018 04:58 AM	Open
12/18/2018 04:59 AM	Closed

Initial Description

Id like to understand how the doors on grand caravans have not been recalled by now. I have owned 2 and have had issues with 3 out of 4 sliding doors and the locking mechanism failing. I see countless threads from folks with the locks just failing. Whats most interesting is that when it fails sometimes it sticks in the lock position. I now have a car that has trapped its occupants inside. This is a massive safety risk. Now I managed to get one door working again but its buzzing (the actuator) and will fail for good. Knowing dodge has locks that lock occupants inside is a massive risk that in the event of an accident is going to cause dodge some real questions and legal responsibility. This is a known issue what is dodge doing about it ? I look forward to your response. My next contact will be the news here in Atlanta where they can come And see how my dodge car has trapped its occupants in.

Email(s)

Date	12/18/2018	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**		**Sent Date/Time**	12/18/2018 04:03 AM

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

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

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

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference numbe

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit

Date	12/18/2018	**Subject**	FCA Contact Center Case		
From	uscustomercare@fcagroup.com	**To**		**Sent Date/Time**	12/18/2018 04:58 AM

Hello [redacted]
Thank you for contacting Dodge Customer Care.
Lets look into things further and see what we can do to try and fix the problem. The first step for this issue would be to have the dealership perform a diagnosis. We need to have a tangible understanding of the problem and failure. The people in the best position to do that are our dealerships.

Please have the vehicle brought to a dealership. I have no access to information about upcoming recalls, if there are any. Please resolve the problem at hand by taking it to a dealer. If it ever did become a recall you would be advised by mail and could submit for reimbursement the costs you incurred.
Please do not hesitate to contact us if you need any further assistance by calling us at (800) 423-6343.
Thank you again for your email Doug. Have a great day.
Best wishes,
Jennifer
Dodge Customer Care
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/18/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/15/2019	**Origin**	Telephone	**Reason**	
Mileage	42,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	BURWELL	NE	[redacted]		
Dealer	45146	MIDWAY CHRYSLER DODGE JEEP, INC.		**Dealer Phone**	3082375904
Dealer Address	219 2ND AVE E				
	KEARNEY	NE	68847 7858	USA	
Dealer Zone	Denver	**Sales District**		**Service District**	J
Subject	GoodWill				
Synopsis					
Customer Anomaly	Electronics				
	Control Systems (BCM, etc.)				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	10	Body Control Module (BCM) issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/18/2018 08:01 PM	Open
01/15/2019 08:05 PM	Closed

Initial Description

customer seeking cost assistance for broken door lock

Case Comments

Date	Comment
12/18/2018	customer called in stating the lock for his passenger rear side door is no longer working. Customer stated that the door stays locked and will not open. Customer is just outside his basic warranty, Seeking cost assistance.
12/19/2018	Per RO customer has not been back to DLR since 2017 and notes do not indicate new appt or vehicle being at DLR within the last 14 days per answer hub article 1267.
12/21/2018	Customer's son in law contacted us for update. Agent advised customer that CM sent file back stating he needs a diagnosis done on the vehicle. Customer states he does not want to pay the diagnosis fee, he thinks it should be covered under warranty even though he is out of his warranty. Customer thinks there is someway to put that diagnosis fee under the warranty as if it were still active. Customer will fix vehicle himself.
12/24/2018	Based on tasks, AM contacted SM Kurt at dealership 45146. Customer has not brought vehicle into dealership for diagnosis as he doesn't want to pay anything out-of-pocket. Please call SM for further updates.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2017	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/20/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/28/2019	**Origin**	Telephone	**Reason**	
Mileage	18,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	LADSON		SC	[redacted]	
Dealer	44509	RICK HENDRICK DODGE CHRYSLER JEEP		**Dealer Phone**	8437638400
Dealer Address	1468 SAVANNAH HIGHWAY				
	CHARLESTON		SC	29407 7821	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	K
Subject	Vehicle issues customer want vehicle fixed (buyback lemon)				
Synopsis	customer non contact				
Customer Anomaly	Uconnect / Infotainment				
	Bluetooth streaming/Audio Streaming				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	63	Bluetooth/Audio streaming issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/20/2018 04:45 PM	Open
02/28/2019 10:55 PM	Closed

Initial Description

customer called in regarding that the dealership is not able to fix it and there is all kind of issues with the vehicle.

Case Comments

Date	Comment
12/20/2018	customer called in regarding that there are multiple issues with the vehicle, Bluetooth does not work all the time and the radio freezes, passenger side door locks does not always unlock and have to push the button multiple times, and issues with the door that it malfunctions and the door tried to close on her nephew while her nephew was between the door and getting in the vehicle and she had to pull the door. customer stated that the dealership cant fix and want the customer to call us to fix it. Reach out to the dealership and spoke with Lesley and she that she reach out to the adviser and was informed that the vehicle is done its finish, but there is no paper work drawn up at this time but the vehicle is ready for pickup.
12/20/2018	SA James stated that the vehicle came in one time for the door issues and his tech tested everything with the modules and there are no issues and could not duplicate the issue, and James mention with the radio it cracked its spider web and that was caused when the customer had her finger on the radio and she had swerved it caused a cracked in the radio which he can not properly diagnosis the issue due to the screen like that and it wont be covered under warranty. customer feels that the vehicle is an electrical with the doors informed customer that she has to get the vehicle diagnosis and see what is causing the doors to act up, customer stated that she whats a buyback and wants out of the vehicle she does not trust the vehicle and the doors does not operate and the screen is out and does not work and the Bluetooth and that the dodge should cover the radio unit due to it was a defect, customer stated she wants out of the vehicle, the vehicle is a piece of crap. Customer had her vehicle in for an oil change
12/28/2018	In case [redacted] the customer informed the dealer that she was in an accent with the vehicle. At the time the AM declined any good will and refereed the customer to her insurance company. Also the tech could not reproduce the issue as per previous notes.
12/28/2018	I called the dealer and spoke to SM Bill. He informed that the radio screen was due to customer induced damage. Bill also informed that he is willing to repair all issue cover under the warrant if the customer brings in their vehicle. The customer has not dropped of her vehicle yet.
12/28/2018	I called the customer. The customer picked up but the connection had a lot of static and then disconnected. I called the customer back but got her VM and left a message. I called the customer once more and got her VM once again.
12/28/2018	I called the customer. She informed the sliding doors will closes by itself and the safety feature that prevents the door from closing on someone does not work. She also informed that the temp of heated steering wheel will change will temp of seats and she informed that the temp is suppose to stay the same. She then informed that the blue tooth disconnects randomly and the radio screen is cracked. I informed the customer that the radio will have to be replaced and it would not be covered under. The customer understood. I also informed the customer that the dealer is willing to try to diagnose all other issues. The issue are very intermittent. I informed the customer to monitor the issue and I will follow up with her on Monday 12/31/18. The customer agreed.
01/07/2019	I called SM Bill. He informed the customer needs to set appointment.
01/07/2019	I received a VM from the customer requesting a buyback or to get their money back on the vehicle. I checked the customer's service recorders. The customer has only 3 RO's and only one is for the issue the customer is describing so I cannot escalate for service review. I called the customer to inform her that I can assist with the repair only. The customer understood and informed that she will call the dealer and schedule an appointment for next week. The customer's email address is [redacted]
01/11/2019	I called the dealer but no one in the service department was available to provide an update.

Date	Comment
01/14/2019	I called SM Bill. I got his VM and left a message requesting an update on the repair.
01/15/2019	I called SM Bill he informed that the customer has an appointment set for 1/17.
01/17/2019	Vehicle has arrived at dealership Rick Hendrick Dodge Chrysler Jeep Ram and attended by dealer employee
01/24/2019	I called SM Bill but got his VM. I left a message.
01/29/2019	I called SM Bill but got his VM. I left a message.
01/29/2019	I sent an email to service manager requesting an update.
02/04/2019	I called the dealer and spoke ti SM Bill. He informed that they could not duplicate her issue but did locate an issue with her cruise control and they have a CC switch on order.
02/04/2019	The customer thanked me for the update.The customer thanked me for the follow up.
02/11/2019	I called the dealer and spoke to SM Bill. He informed that he will have an update by tomorrow.
02/11/2019	I called the customer. I got their VM and I left a message.
02/19/2019	I called the customer. I got their VM and I left a message.
02/28/2019	I called SM Bill and he informed that the customer has not scheduled an appointment.
02/28/2019	I called the customer. I got their VM and I left a message.

Email(s)

Date	01/07/2019	***Subject***	Vehicle issues customer want vehicle fixed (buyback lemon) [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/07/2019 23:52 PM

Arbitration:

Mail: NCDS 12900 Hall Road, Suite 401, Sterling Heights, MI 48313

Phone: Toll-free: 866-662-4639, Option 5 or 586-226-2470, extension 118

Fax: 586-226-2559

[redacted]

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	Model Year	2016	Brand	DODGE
Body	RTKM53	Vehicle	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	12/26/2018	CAIR Type	Regular	Status	Closed
Close Date	12/31/2018	Origin	Telephone	Reason	
Mileage	38,000 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer	[redacted]				
Customer Address	[redacted]				
	CROSSVILLE		TN	[redacted]	
Dealer	X7854	EAN HOLDINGS - ORLANDO		Dealer Phone	4073253783
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		Sales District		Service District	
Subject	Power locks				
Synopsis					
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/26/2018 05:17 PM	Open
12/31/2018 07:13 PM	Closed

Initial Description

Customer is hearing a terrible noise when he locks the doors

Case Comments

Date	Comment
12/26/2018	Customer is having issues with the power locks , hes seeking assistance but doesnt qualify for GW, agent advised paying and seeking reimbursement

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/30/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/03/2019	**Origin**	Brand Site	**Reason**	assistance
Mileage	66,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	MESA	**Caller Country**		**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	MESA		AZ	[redacted]	
Dealer	99999	Dealer99999		**Dealer Phone**	
Dealer Address					
Dealer Zone		**Sales District**		**Service District**	
Subject	Sliding Door Lock Mechanism				
Synopsis					
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/30/2018 12:08 AM	New
12/31/2018 04:35 PM	Open
01/03/2019 06:46 PM	Closed

Initial Description

The driver's side locking mechanism has been having problems shorting after 50,000 miles.

It will sometimes stay locked regardless of whether or not I manually or electronically unlock the door. Other times it will not lock at all unless I lock it manually.

When it does lock and unlock electronically, it buzzes like a solenoid is going out.

I can understand me taking care of repairs for normal wear and tear, but this is on a vehicle that started having problems less than two years after purchasing.

This issue appears to me to be a safety hazard. Luckily we haven't had an emergency and the passenger sliding door still works.

I checked some different forums and this seems to be a common reported issue from Dodge Grand Caravan owners.

In my mind the issue is serious enough to warrant a recall on the locking mechanism so that people do not get locked in the vehicle if they are in a side collision accident.

Thank you for your consideration.

[redacted]

Case Comments

Date	Comment
12/31/2018	The driver's side locking mechanism has been having problems shorting after 50,000 miles. It will sometimes stay locked regardless of whether or not I manually or electronically unlock the door. Other times it will not lock at all unless I lock it manually. When it does lock and unlock electronically, it buzzes like a solenoid is going out. I can understand me taking care of repairs for normal wear and tear, but this is on a vehicle that started having problems less than two years after purchasing. This issue appears to me to be a safety hazard. Luckily we haven't had an emergency and the passenger sliding door still works. I checked some different forums and this seems to be a common reported issue from Dodge Grand Caravan owners. In my mind the issue is serious enough to warrant a recall on the locking mechanism so that people do not get locked in the vehicle if they are in a side collision accident. Thank you for your consideration. [redacted]*** END OF CUSTOMER EMAIL ***

Email(s)

Date	12/30/2018	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	12/30/2018 00:08 AM

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

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

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

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

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

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit [redacted]

Date	12/31/2018	***Subject***	Case Numbe[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/31/2018 17:46 PM

Hello [redacted]

Thank you for contacting Dodge Customer Care.

We are disappointed to learn of your concern with the power locks regarding your Grand Caravan and I would like to assure you that I will do everything I can to assist you.

It is possible we are looking into making this concern a recall, however at this time there is not one listed on your vehicle.
In the event it does turn into a recall, you can submit your documentation in for reimbursement review.

Based on the information that you have provided, the best plan of action would be for you to see one of our authorized dealerships for a diagnosis if you have not had one yet. Once there, if you have any further concerns, you are welcome to contact us again. For your convenience, I have provided contact information for 2 dealerships in your area below and I am happy to help you schedule an appointment if you like.

If you have been to your preferred dealership, could you please provide me with some details about your visit? This will help me determine what the next steps should be.

When was your visit?
Who was your Service Advisor or Service Manager?
What was the diagnosis?
What repairs, if any, did they complete?

Chapman Dodge Chrysler Jeep
3800 N. 89th St,
Scottsdale, AZ 85251
480-949-7600

Tempe Chrysler Dodge Jeep Ram, 44394
7975 S Autoplex Loop Rd,
Tempe, AZ 85284
844-720-6165

Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at 800-4ADODGE (800-423-6343).

Thank you again for your email [redacted] Have a great day.

Best wishes,
Jocelyn
Dodge Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/29/2018 7:08 PM
To [redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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

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

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

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

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

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit

[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/02/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/29/2019	**Origin**	Telephone	**Reason**	
Mileage	41,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	GREENFIELD		MA	[redacted]	USA
Dealer	68594	BROWN MOTORS INC		**Dealer Phone**	4137722111
Dealer Address	399 FEDERAL STREET				
	GREENFIELD		MA	01301 1835	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	O
Subject	Vehicle issue's				
Synopsis	Customer called due to a door latch concern. CM provided GW due to customer's fantastic loyalty score. Customer happy with repairs.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/02/2019 05:42 PM	Open
01/22/2019 02:01 PM	Suspended
01/29/2019 05:01 AM	Open
01/29/2019 01:44 PM	Closed

Initial Description

Customer stated that his vehicle door does not open at all. When he took it to the dlr they told him it would be up to 1000 dollars to be fix. i did tell the customer that because of their basic warranty expiring that it is a oop expense. He is seeking help from use with the cost.

Case Comments

Date	Comment
01/07/2019	SA- Erin customer contact on 1/2/2019 (within 14 days of diagnosis) customer seeking cost assistance to repair rear passenger door case was not escalated by previous adviser customer has a loyalty score of 762 re-assigning to case management
01/07/2019	diagnosis date was 12/21/2018
01/07/2019	Customer[redacted]
01/08/2019	*****OUTBOUND DEALER CONTACT***** 4137722111 | 68594 | Brown Motors Inc - CM reached out to DLR, service was busy and could not take the call so CM will follow up with DLR tomorrow and call customer
01/08/2019	******OUTBOUND CUSTOMER CONTACT*****[redacted]CHRYSLER - CM LVM advising of contact information and advising CM will follow up with the DLR again tomorrow to gather repair information.
01/09/2019	*****OUTBOUND DEALER CONTACT***** 4137722111 | 68594 | Brown Motors Inc - CM spoke with SA Aaron who states the door will not close properly due to an issue with the latch. Customer had to hold the door closed multiple times to keep it closed and the last time they did so it stayed shut and is stuck shut. SA advised that the customer had previously been in for a similar concern in May 2018 around 30,000 miles because the door would not lock. This time the door will not stay closed. - CM inquired about labor and part pricing at warranty - SA states they are uncertain if this will be the repair total or if they need additional work based on their previous diagnosis. They are unsure of the exact repairs that are made because they are not sure how much total labor will go into opening the door and diagnosing what parts need repair. SA states they vehicle will at least need a rear sliding door latch - which costs $467.60 at warranty and requires 1.5 hours of labor @ $136.95 for a total of $604.55. SA reiterated that this would not be the final total as extensive work is likely needed to open the door and decide what is required. SA states this job will likely take 2-3 days. - CM advised they will follow up with customer to advise that they need to return to the DLR
01/09/2019	******OUTBOUND CUSTOMER CONTACT*****[redacted]CHRYSLER - CM reached out to customer, call was answered then disconnected.
01/09/2019	******OUTBOUND CUSTOMER CONTACT*****[redacted]CHRYSLER - CM spoke with customer who states they will call the DLR to book an appointment. Customer is upset that they are having this issue based on the age of the vehicle and customer further states they are experiencing a similar issue with the other sliding door. CM advised they will follow up with the customer Monday or Tuesday to discuss the customer's appointment date and address their next steps.
01/14/2019	******OUTBOUND CUSTOMER CONTACT*****[redacted]CHRYSLER - CM spoke with customer who states they have an appointment set for Wednesday morning. CM advised they will follow up with DLR/ customer Wednesday
01/16/2019	*****OUTBOUND DEALER CONTACT***** 4137722111 | 68594 | Brown Motors Inc - CM spoke with SA Aaron who states they were able to get the panels off of the C-pillar and got the door off successfully. They will need to replace striker bolts and the latch. SA provided CM will parts breakdown as seen below: - 1x Striker - 4717598AG: $14.35 + 4 screws 6511246AA: $0.84 each $3.36 + latch 467.60 Parts total: $485.31 tax: $30.33 Labor: $550 for 5 hours Total: $1065.64

Date	Comment
01/16/2019	*****OUTBOUND DEALER CONTACT***** 4137722111 | 68594 | Brown Motors Inc - CM spoke with SA Aaron who states the repair quote was accurate. SA states they may need additional electrical work to be completed and will not know until they have authorization for this repair so they can connect and test everything following the repair. SA advised the SM will not sign off on ordering parts until they have written authorization from CM. CM advised they will follow up with customer to discuss repair cost and then follow up with the DLR. - SM Steve's email is: smservicedirector@gmail.com
01/16/2019	**********GW QUALIFIER********** Loyalty: 5 new + 1 used Original Owner? Yes, SC: None 41,000 miles 1st repair of this nature. - ******OUTBOUND CUSTOMER CONTACT***** [redacted] CHRYSLER - CM spoke with customer to discuss potential repair assistance. CM advised that based heavily on the customer's vehicle purchase CM is looking to cover the total cost of the repair which is $1065.64. Customer was ecstatic and authorized the repair immediately. CM advised they have sent an email to the SM to approve the repairs in hopes that they can get the repairs underway by the end of the week. CM advised they will call DLR to follow up again tomorrow and will also call customer tomorrow.
01/16/2019	*****OUTBOUND DEALER CONTACT***** 4137722111 | 68594 | Brown Motors Inc - CM spoke with SA Aaron and advised the DM notes are submitted and the SM has been emailed. SA states they will have the SM check their email and order the parts as soon as they can. CM and SA agreed to discuss case again tomorrow.
01/17/2019	*****OUTBOUND DEALER CONTACT***** 4137722111 | 68594 | Brown Motors Inc - CM reached out to DLR and spoke with SA Nick who states SA Aaron was out to lunch. CM advised they will simply callback later.
01/17/2019	*****OUTBOUND DEALER CONTACT***** 4137722111 | 68594 | Brown Motors Inc - CM spoke with SA Aaron who advised the door has been put back together but the motor on the door needs to be fixed. The SA door track wiring needs to be replaced. CM advised they will call SA on Tuesday since SA states they will be out of the shop Monday and the vehicle should be finished tomorrow barring a difficulty getting the parts tomorrow because of the snow storm. CM advised they will have a co-worker follow up with the DLR tomorrow. - Part 68211876AA - door track wiring $132.23, $110 for labor. Total $242.23
01/17/2019	******OUTBOUND CUSTOMER CONTACT***** [redacted] CHRYSLER - CM spoke with customer and advised that the DLR needs to do an additional repair as they did have electrical problems after reinstalling the door. CM advised that Chrysler is still looking to cover the entire repair and a co-worker will be calling the DLR for authorization tomorrow if the parts come in. CM advised they will call the customer Tuesday to follow up on the repairs.
01/18/2019	*****OUTBOUND DEALER CONTACT***** 4137722111 | 68594 | Brown Motors Inc - CM spoke with SA Aaron and confirmed the amount required for the repairs. Aaron states the vehicle repairs were completed and the vehicle has been returned to the customer at this time.
01/22/2019	******OUTBOUND CUSTOMER CONTACT***** [redacted] CHRYSLER - CM spoke with customer who advised that everything is operating perfectly and they are very happy with the repairs. CM advised they would like to follow up one last time with the customer to ensure satisfaction and customer and CM agreed to discuss vehicle next Tuesday
01/29/2019	******OUTBOUND CUSTOMER CONTACT***** [redacted] | CHRYSLER - CM spoke with customer to follow up on repair and customer states everything is working great. CM advised they will close the case and send customer a closing email. Customer thanked CM for assistance

Email(s)

Date	01/29/2019	***Subject***	2016 CHRYSLER TOWN & COUNTRY [redacted]		
From	chryslercustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/29/2019 13:43 PM

Hello [redacted]

Thank you for taking my call this morning. As discussed, I am sending you this email regarding the closing of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is: [redacted]

The FCA Case Management Telephone Number is: 1-844-827-2006.

My Direct Extension is: 3020557.

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the closing of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being an FCA customer.

It has been a pleasure working with you, all the best.

Ian

[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/02/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/05/2019	**Origin**	Telephone	**Reason**	
Mileage	24,237 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	SAN FRANCISCO		CA	[redacted]	
Dealer	52979	HUNTER DODGE CHRYSLER JEEP RAM		**Dealer Phone**	6619488411
Dealer Address	1130 AUTO MALL DR				
	LANCASTER		CA	93534 6302	USA
Dealer Zone	California	**Sales District**		**Service District**	K
Subject	Vehicle Concern				
Synopsis	customer contacted seeking assistance having vehicle repaired that had been damaged at a previous dealer				
Customer Anomaly	Gears & Transmission				
	Half Axle				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	49	Half-axle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/02/2019 08:22 PM	Open
02/05/2019 05:22 PM	Closed

Initial Description

Customer states that the axle shaft on the left side needs to be replaced.

Case Comments

Date	Comment
01/02/2019	Customer states that the vehicle needs a new axle shaft for the left side Customer states that the vehicle is at Hunter Dodge Customer brought vehicle in on 12/12 Customer states that the dealer wants to charge the customer/Government almost $4,000.00 Customer states that the axle shaft was worked on by Mojave Auto Group, 5k miles later the axle shaft is falling out of the vehicle. Customer states that it also caused other damage Customer is seeking for the repair to be covered under warranty. RO[redacted] mileage: 18000 4/23/18 [redacted] SA-Manny Ceja 661-522-5600
01/03/2019	***OUTBOUND DEALER CALL*** 52979 Hunter Dodge Chrysler Jeep Ram 6619488411 Agent reached out to DLR to inquire about vehicle status and cause of the break, Agent was put through to SA Manny, who advised the customer came in with a concern of a grinding noise from the wheels when turning and a grinding noise when braking they took the left front wheel off and saw the Hub was only being held on by one bolt -another dealership in Mojave had replaced the left front drive shaft 5000 miles before and they confirmed with the tech that those bolts had to come off to perform that repair. Either the bolts were not torqued o the proper specification or 3 of 4 were not put back in they need a left front axle, knuckle (holes were widened where it mounts), front hub and bearing, front left caliper, front left brake pads, front left rotor, and an alignment. Sliding door latch unrelated and covered under warranty. SA tried reaching the other dealership and spoke with the Service Manager Mike, who was cooperative until they were asked to accept responsibility and advised they had no reason to loosen the bolts in that area. Their dealership's level 3 suspension technician verified tat there was cause. GSA advised because the repair cost was over $2500.00 dollars they would have to review -they advised there was a possibility they would pay for the diagnosis and take it back to the offending dealership. 24237 miles not 18000 cost of repairs $3361.24 COP pricing Dealership has vehicle in disassembled state and would prefer to repair in house if possible.
01/04/2019	***OUTBOUND CUSTOMER CALL*** [redacted] Agent reached out to customer and spoke about situation, customer is amenable to moving the vehicle back to Mojave if they will not have to pay for repairs and will not meet resistance in having repairs completed. Agent advised we are likely going to run into pointing fingers and it would help to have support from the business centers first, so agent requested we wait until door latch repairs are complete and everyone is on board. Agent advised would send email tonight. Customer advises they have good records of repairs and maintenance and since the vehicle was at Mojave they have only been into shops for repairs once for a rear bumper once for 2 tire replacements (not specified which tires were replaced, but he suspects if it was two at once it would be the front two. and a third time for the left rear tire which was replaced for a rear sidewall puncture. The tire replacements were all done at the same shop.

Date	Comment
01/04/2019	Email sent to regional RSM and 2 affected AMs Good afternoon Pran, Jeff, Mark, one of our GSA fleet vehicles is currently down at DLR 52979 for substantial damage that the level 3 technician there believes to be caused by workmanship at DLR 26924. The technician at DLR 52979 advised that the vehicle needs a new left front axle, left front knuckle (holes were widened where it mounts), front hub and bearing, front left caliper, front left brake pads, front left rotor, and an alignment coming to $3361.24 in unwarrantable damage that they suspect was caused by the bolts being left too loose when the CV axle was replaced at DLR 26924. They advise of the 4 bolts that were supposed to hold the hub on only one was left, but the former dealership says they would not have needed to remove them in the course of their repairs. GSA would prefer not to pay for the work if it was caused by workmanship at one of our dealerships and we would normally insist it go back to the servicing dealership if they are responsible for damages. If you agree this is the most likely cause of the damages will we have your support moving the vehicle back to Mojave to have them perform the repairs for GSA? GSA has offered documentation that the only work that has been done on the vehicle elsewhere was a rear bumper replacement, and 3 tires replaced (on the first occasion the GSA representative says he believes it was the front two tires and on a second occasion the left rear tire for a sidewall puncture. -- Jevon | FCA Fleet Case Manager Phone 1-800-999-3533 Option 3 Ext. 3020165
01/04/2019	Response received from regional AM, who advised that he is ok with having the vehicle moved back to Mojave for the repairs. Agent replied and requested clarification that he agrees GSA should not be responsible for damages incurred due to workmanship issue.
01/04/2019	***OUTBOUND DEALER CALL*** 52979 Hunter Dodge Chrysler Jeep Ram 6619488411 Agent reached Manny in service and advised AM had responded seeking photos of affected areas, SA forwarded photos directly to Agent's FCA account to relay to AM and regional TM.
01/04/2019	AM emailed advising Fleet TA is proceeding to DLR Monday for further investigation.
01/09/2019	Response received from Fleet TA, Agent copied on response to AM: - I looked at the vehicle this afternoon and see no concerns with Hunter's findings or recommendations. It is clear that the hub bolts were under-torqued during the prior driveshaft repair causing brake system, hub, knuckle and half shaft damage. The vehicle is not driveable in its current condition beyond moving around the dealer lot. I instructed Hunter to park the vehicle and wait for further instructions
01/10/2019	***OUTBOUND CUSTOMER CALL** [redacted] Agent reached customer VM and requested a call back if he needs further information, Agent advised we are trying to determine the best way to go about repairs trying to incur as little expense to GSA as possible.
01/14/2019	response received 11:05 AM Keep the vehicle at Hunter and do go ahead with the repairs at no charge to the customer. I am working with Barstow to let them know we do feel it was a workmanship issue and they need to make it right with GSA. For now, let's get the customer taken care of and we will make sure Hunter get's paid.
01/14/2019	***OUTBOUND DEALER CALL*** 52979 Hunter Dodge Chrysler Jeep Ram 6619488411 Agent reached out to SA Manny and advised per email from AM, Agent advised we need warranty pricing for DM notes -SA advised to call back tomorrow, there is so much to factor in -Agent asked him pass the warranty pricing over to the Service Manager to formalize everything tomorrow.
01/22/2019	***OUTBOUND DEALER CALL*** 52979 Hunter Dodge Chrysler Jeep Ram 6619488411 Agent reached out to dealership and LVM requesting a call back from Manny regarding current status of the vehicle.
01/22/2019	***OUTBOUND DEALER CALL*** 52979 Hunter Dodge Chrysler Jeep Ram 6619488411 Agent reached Manny in service who advised they ordered parts and began repairs already, during repairs the technician has noticed the lower control arm also needed to be replaced because the lower ball joint needed to be replaced, the transmission also has a leak they want to take care of under warranty while they have it there, they also have the lower control arm arriving tomorrow -they estimate repairs complete thursday or Friday.
01/29/2019	The dealer ship Total parts 1910.48 Rotor Pad Bearings Calibre knuckle , shaft lower control arm, lug nuts hex nuts Sliding door latch ... oil pan leak Total labour 982.41
02/01/2019	Customer is requesting review of cost assistance for repairs that need to be completed on his vehicle. Customer has submitted request for goodwill for repairs to Vehicle concern. Writer is suggesting the following as a goodwill gesture based on dealer input and for customer satisfaction. Customers proof of payment is: Customer is seeking cost assistance, no payment has been made at this time. Date of Repair: 01/24 In-Service Date: 5/14/2016 Original Owner: Yes Mileage: 24,237 Loyalty: YES FLEET Multiple Repairs:yes RO- 758003 Authorized Chrysler Dealership:52979 Hunter Dealer Opinion: Good, they feel this is a workmanship issue from last DLR, Fleet TA supports Service Contract/Warranty: Yes Labor $982.41 Parts $1910.48 Total $2892.89 Specialist is seeking cost assistance for full assistance for repair. Writer requests FCA contribution of $2892.89 with customer contribution $0.00 Total for repair $2892.89 - ***OUTBOUND DEALER CALL*** 52979 Hunter Dodge Chrysler Jeep Ram 6619488411 Agent reached out to Service and reached Manny who confirmed totals for the vehicle as follows. Total parts 1910.48 Total labor 982.41
02/01/2019	***OUTBOUND CUSTOMER CALL** [redacted] Agent reached out to customer and asked if they had had any further issues with the vehicle, Agent confirmed vehicle picked up and customer has not heard any negative reports from the field. Agent advised that we will hold the case open until Tuesday and if they do not reach out by then we will take it as no further issues and close the case out on the date.
02/05/2019	no calls emails or vms -ok to close

Email(s)

Date	01/04/2019	***Subject***	Vehicle Concern [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/04/2019 00:10 AM

Good evening [redacted]
My name is Jevon and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number is listed above.
The Chrysler Fleet Case Management telephone number is: 1-800-999-3533
Option 3
My direct extension: 3020165
My work hours are currently: 8:00am - 4:30pm EST Monday-Friday
[redacted]

Date	01/07/2019	***Subject***	RE: Vehicle Concern [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/07/2019 22:58 PM

Good evening [redacted]

One of our technical corporate resources advised they would like to follow-up with the dealership regarding the necessary repairs to gather more information to advise us better. I'm unsure whether they have been in contact yet and emailed the business center for an update. I will let you know as soon as I hear something back.

Jevon \| FCA Fleet Case Manager
Phone 1-800-999-3533 Option 3 Ext. 3020165
[redacted]

Date	01/07/2019	***Subject***	Re: Vehicle Concern [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	01/07/2019 23:05 PM

Thanks for the update,

[redacted]

On Mon, Jan 7, 2019 at 2:58 PM US Customer Care <uscustomercare@fcagroup.com>
wrote:

>
> Good evening [redacted]
>
> One of our technical corporate resources advised they would like to
> follow-up with the dealership regarding the necessary repairs to gather
> more information to advise us better. I'm unsure whether they have been in
> contact yet and emailed the business center for an update. I will let you
> know as soon as I hear something back.
>
> Jevon | FCA Fleet Case Manager
> Phone 1-800-999-3533 Option 3 Ext. 3020165
> [redacted]

Date	01/11/2019	***Subject***	Re: Vehicle Concern [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	01/11/2019 00:19 AM

Jevon,

got your message, thanks for the update. I'll wait to hear from you,

[redacted]

On Mon, Jan 7, 2019 at 3:04 PM [redacted]
wrote:

> Thanks for the update,
>
[redacted]
>
> On Mon, Jan 7, 2019 at 2:58 PM US Customer Care <
> uscustomercare@fcagroup.com> wrote:
>
>>
>> Good evening [redacted]
>>
>> One of our technical corporate resources advised they would like to
>> follow-up with the dealership regarding the necessary repairs to gather
>> more information to advise us better. I'm unsure whether they have been in
>> contact yet and emailed the business center for an update. I will let you
>> know as soon as I hear something back.
>>
>> Jevon | FCA Fleet Case Manager
>> Phone 1-800-999-3533 Option 3 Ext. 3020165
>
> [redacted]
>

Date	01/14/2019	***Subject***	Re: Vehicle Concern [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/14/2019 22:47 PM

Good afternoon [redacted],

regarding VIN [redacted] e have come to the decision not to move the vehicle back to Mojave, we are keeping the vehicle at hunter Dodge and Manny is putting pricing together for us. I have asked him to provide the information to his Service Manager when she returns to office tomorrow so we can finalize authorizing the repairs. I will let you know if there are any other developments.

Jevon | FCA Fleet Case Manager
Phone 1-800-999-3533 Option 3 Ext. 3020165
[redacted]

Date	01/14/2019	***Subject***	Re: Vehicle Concern [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/14/2019 22:47 PM

Good afternoon [redacted]

regarding VIN [redacted] we have come to the decision not to move the vehicle back to Mojave, we are keeping the vehicle at hunter Dodge and Manny is putting pricing together for us. I have asked him to provide the information to his Service Manager when she returns to office tomorrow so we can finalize authorizing the repairs. I will let you know if there are any other developments.

Jevon | FCA Fleet Case Manager
Phone 1-800-999-3533 Option 3 Ext. 3020165
[redacted]

Date	01/14/2019	**Subject**	Re: Vehicle Concern [redacted]		
From	[redacted]	**To**	uscustomercare@fcagroup.com	**Sent Date/Time**	01/14/2019 22:49 PM

Sounds great, thanks for the update.

[redacted]

On Mon, Jan 14, 2019 at 2:47 PM US Customer Care <
uscustomercare@fcagroup.com> wrote:

> Good afternoon [redacted]
>
> regarding VIN [redacted] we have come to the decision not to move
> the vehicle back to Mojave, we are keeping the vehicle at hunter Dodge and
> Manny is putting pricing together for us. I have asked him to provide the
> information to his Service Manager when she returns to office tomorrow so
> we can finalize authorizing the repairs. I will let you know if there are
> any other developments.
>
> Jevon | FCA Fleet Case Manager
> Phone 1-800-999-3533 Option 3 Ext. 3020165
[redacted]

Date	01/22/2019	**Subject**	Re: Vehicle Concern [ref [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	01/22/2019 23:16 PM

Good evening [redacted]

I just reached Manny at Hunter Dodge and he advised the technician found a few more things they needed to do on the vehicle -one of the lower control arms needed to be replaced for the same concern, and the transmission was leaking, so they are going through warranty to replace it -they expect these additional repairs to be completed Thursday.

Jevon | FCA Fleet Case Manager
Phone 1-800-999-3533 Option 3 Ext. 3020165
[redacted]

Date	01/31/2019	**Subject**	Re: Vehicle Concern [[redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	01/31/2019 21:36 PM

Good evening [redacted]

I just reached Manny at Hunter Dodge and he advised the technician found a few more things they needed to do on the vehicle -one of the lower control arms needed to be replaced for the same concern, and the transmission was leaking, so they are going through warranty to replace it -they expect these additional repairs to be completed Thursday.

Jevon | FCA Fleet Case Manager
Phone 1-800-999-3533 Option 3 Ext. 3020165
[redacted]

Date	01/31/2019	**Subject**	Re: Vehicle Concern [redacted]		
From	[redacted]	**To**	uscustomercare@fcagroup.com	**Sent Date/Time**	01/31/2019 21:37 PM

Thank you for the update,

[redacted]

On Tue, Jan 22, 2019 at 3:16 PM US Customer Care <
uscustomercare@fcagroup.com> wrote:

> Good evening[redacted]
>
> I just reached Manny at Hunter Dodge and he advised the technician found
> a few more things they needed to do on the vehicle -one of the lower
> control arms needed to be replaced for the same concern, and the
> transmission was leaking, so they are going through warranty to replace it
> -they expect these additional repairs to be completed Thursday.
>
> Jevon | FCA Fleet Case Manager
> Phone 1-800-999-3533 Option 3 Ext. 3020165
>
>[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2016	Brand	CHRYSLER
Body	RTYT53	Vehicle	CHRYSLER TOWN & COUNTRY S		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	01/03/2019	CAIR Type	Regular	Status	Closed
Close Date	01/03/2019	Origin	Telephone	Reason	
Mileage	66,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	LAHAINA	Caller Country		Caller Postal Code	
Customer					
Customer Address					
	HAWESVILLE		KY		
Dealer	45247	STEVE JONES CHRYSLER, DODGE, JEEP		Dealer Phone	2706859000
Dealer Address	322 W 4TH ST				
	OWENSBORO		KY	42301 0709	USA
Dealer Zone	Midwest	Sales District		Service District	Q
Subject	sliding door				
Synopsis	Does not qualify for GW				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/03/2019 05:15 PM	Open
01/03/2019 05:20 PM	Closed

Initial Description

sliding door will get stuck in the locked position.

Case Comments

Date	Comment
01/03/2019	Customer called in stating that the sliding door will lock in the locked position and will not unlock. This happened to her vehicle before with the other door, and now it is happening on the passenger side. She said that it cost her 600.00 to fix the drivers side, and wanted to know if there were any recalls. There are no recalls on the vehicle, and due to the miles on the vehicle it is out of warranty. GW is not a possibility.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/03/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/03/2019	**Origin**	Telephone	**Reason**	
Mileage	55,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	ANAHEIM	CA	[redacted]		
Dealer	83109	MITSUBISHI RADIO DISTRIBUTION		**Dealer Phone**	
Dealer Address	15603 CENTENNAL DR				
	NORTHVILLE	MI	48168 8690	USA	
Dealer Zone		**Sales District**		**Service District**	
Subject	sliding door				
Synopsis	Customer provided information requested.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/03/2019 07:21 PM	Open
01/03/2019 07:27 PM	Closed

Initial Description

Customer states his driver side sliding door is stuck.

Case Comments

Date	Comment
01/03/2019	Customer states his sliding door on the driver side is stuck. Customer states his door got stuck when he was driving from the east coast, Customer was inquiring if he was able to have the work done under warranty because he has 55,000. Agent advised Customer that his basic warranty expired after 36,000 miles. Customer states he will call enterprise, He purchased the vehicle from them and was told his warranty was good up to 50,000.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/05/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/07/2019	**Origin**	Chat	**Reason**	
Mileage	45,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	OREM	UT	[redacted]		
Dealer	X7373	HERTZ DAILY RENTALS-Newark NJ		**Dealer Phone**	9734657281
Dealer Address	900 DOREMUS				
	PORT NEWARK	NJ	07114	USA	
Dealer Zone		**Sales District**		**Service District**	
Subject	Warranty & Maintenance Information				
Synopsis					
Customer Anomaly	Gears & Transmission				
	Automatic Gearbox				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	45	Automatic Gearbox issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/05/2019 09:27 PM	New
01/05/2019 09:32 PM	Open
01/07/2019 04:46 PM	Closed

Initial Description

Chat Started: Saturday, January 05, 2019, 16:27:02 (-0500) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Randy (26s) Randy: Hi, my name is Randy with FCA Customer Care, How may I help you? (53s) Randy: hello [redacted] How are you today? (56s) Visitor: Hello Randy, I have some questions about our Grand Caravan. I have a couple problems and want to know if they are under warranty. (1m 23s) Visitor: I'm good thank you, and yourself? (1m 58s) Randy: I am doing good also thank you for asking [redacted] (3m 6s) Visitor: The power door lock actuator on the passenger side sliding door has failed and makes a strange noise, the lock is only working intermittently. Is that under warranty? It';s a 2016 with 44k miles on it. (3m 6s) Randy: That is very upsetting to hear that you are having a couple of issues with the grand Caravan and want to know if it is covered under the warranty. I am gla dthat you have chatted in as ZI will be happy to look into this for you. (4m 39s) Visitor: Also, the blower motor for the ac/heater is chirping...strange. You can tell it's the blower motor because the chirping increases/decreases as you turn the fan up or down. (5m 1s) Randy: So I can look into this for you [redacted] may I please have you verify the mileage and the following information. Is this the Vehicle Identification Number [redacted] May I please have the name on the vehicle, full address, email and phone number for the file for future recalls? (5m 44s) Visitor: Mileage is 45k miles. (5m 49s) Visitor: The vin is correct. (6m 12s) Visitor: It's a 2016 Dodge Grand Caravan SXT, Silver. (6m 32s) Visitor: [redacted] Johnstown, CO [redacted] (6m 35s) Visitor: [redacted] 6m 43s) Visitor: Cell Phone [redacted] (7m 23s) Visitor: We are still making payments on it, so I don't have the title outright. The credit union has the title. (8m 6s) Visitor: Also - there seems to be a transmission issue -shifting hard. (8m 14s) Visitor: A lot of problems for this new of a vehicle. (9m 14s) Randy: Yes and that is very upsetting to hear that you ahve that many problems [redacted] (9m 39s) Visitor: Would this be easier on a phone call? Either way... (10m 50s) Randy: for the first 2 issues they are covered under the basic warranty which I do apologize I am showing that it has expired by the mileage on the vehicle. For transmission I am showing that the powertrain warranty is still active until April 7, 2021 27 Months or 15,000 Miles. (11m 13s) Randy: The dealership would need to diagnose this first to determine that it is covered, (11m 58s) Visitor: So the door lock and blower motor would not be covered at all? (12m 3s) Randy: Do you have an appointment at the dealership to bring it in for a diagnosis? (12m 21s) Visitor: I do not...I was trying to understand the warranty first. (13m 1s) Randy: I do apologize [redacted] that is under the basic warranty. I would need to have all of the issues diagnosed first to determine what is covered and what is not. (13m 52s) Visitor: Understood. I do have an extended warranty with the dealership where I purchased it - Carmax - but they said I needed to confirm the manufacturer's warranty first. (13m 56s) Randy: This is the case number [redacted] that I have this all documented on for you. Once it has been diagnosed please call Dodge at 1-800-423-6343 to see if anything can be done to assist you but there is no guarantee of assistance. (14m 5s) Visitor: So...just make an appointment with the local DOdge dealership? (15m 0s) Randy: I do apologize I am not able to see the extended warranty on the vehicle as it is not with Mopar Vehicle Protection. You would need to speak to that provider to see if this is all covered. (15m 19s) Randy: Yes make an appointment with your local Dodge dealership. (16m 5s) Visitor: Understood. Thank you for your help. (16m 26s) Randy: With your zip code I have located this dealership John Elway Chrysler Jeep Dodge Ram 10.86 miles away Certified Dealership 2501 35th Ave Greeley, CO 80634 (970) 506-9777 (16m 57s) Randy: You're welcome. Is there anything else today? (17m 7s) Visitor: That will do it, thank you. (17m 17s) Randy: You're welcome. (17m 19s) Randy: Thank you for contacting Dodge Customer Care. Please chat with us again if you need further assistance or you can contact our Customer Care phone line at 1-800-423-6343. You can also visit our website www.dodge. com. Have a great day!

Live Chats

Date

Date	
01/05/2019	Chat Started: Saturday, January 05, 2019, 16:27:02 (-0500) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Randy (26s) Randy: Hi, my name is Randy with FCA Customer Care, How may I help you? (53s) Randy: hello [redacted] How are you today? (56s) Visitor: Hello Randy, I have some questions about our Grand Caravan. I have a couple problems and want to know if they are under warranty. (1m 23s) Visitor: I'm good thank you, and yourself? (1m 58s) Randy: I am doing good also thank you for asking [redacted] (3m 6s) Visitor: The power door lock actuator on the passenger side sliding door has failed and makes a strange noise, the lock is only working intermittently. Is that under warranty? It';s a 2016 with 44k miles on it. (3m 6s) Randy: That is very upsetting to hear that you are having a couple of issues with the grand Caravan and want to know if it is covered under the warranty. I am gla dthat you have chatted in as ZI will be happy to look into this for you. (4m 39s) Visitor: Also, the blower motor for the ac/heater is chirping...strange. You can tell it's the blower motor because the chirping increases/decreases as you turn the fan up or down. (5m 1s) Randy: So I can look into this for you David may I please have you verify the mileage and the following information. Is this the Vehicle Identification Number [redacted] May I please have the name on the vehicle, full address, email and phone number for the file for future recalls? (5m 44s) Visitor: Mileage is 45k miles. (5m 49s) Visitor: The vin is correct. (6m 12s) Visitor: It's a 2016 Dodge Grand Caravan SXT, Silver. (6m 32s) Visitor: [redacted] Johnstown, CO [redacted] (6m 35s) Visitor: [redacted] (6m 43s) Visitor: Cell Phone [redacted] (7m 23s) Visitor: We are still making payments on it, so I don't have the title outright. The credit union has the title. (8m 6s) Visitor: Also - there seems to be a transmission issue -shifting hard. (8m 14s) Visitor: A lot of problems for this new of a vehicle. (9m 14s) Randy: Yes and that is very upsetting to hear that you ahve that many problems David. (9m 39s) Visitor: Would this be easier on a phone call? Either way... (10m 50s) Randy: for the first 2 issues they are covered under the basic warranty which I do apologize I am showing that it has expired by the mileage on the vehicle. For transmission I am showing that the powertrain warranty is still active until April 7, 2021 27 Months or 15,000 Miles. (11m 13s) Randy: The dealership would need to diagnose this first to determine that it is covered, (11m 58s) Visitor: So the door lock and blower motor would not be covered at all? (12m 3s) Randy: Do you have an appointment at the dealership to bring it in for a diagnosis? (12m 21s) Visitor: I do not...I was trying to understand the warranty first. (13m 1s) Randy: I do apologize [redacted] that is under the basic warranty. I would need to have all of the issues diagnosed first to determine what is covered and what is not. (13m 52s) Visitor: Understood. I do have an extended warranty with the dealership where I purchased it - Carmax - but they said I needed to confirm the manufacturer's warranty first. (13m 56s) Randy: This is the case number [redacted] hat I have this all documented on for you. Once it has been diagnosed please call Dodge at 1-800-423-6343 to see if anything can be done to assist you but there is no guarantee of assistance. (14m 5s) Visitor: So...just make an appointment with the local DOdge dealership? (15m 0s) Randy: I do apologize I am not able to see the extended warranty on the vehicle as it is not with Mopar Vehicle Protection. You would need to speak to that provider to see if this is all covered. (15m 19s) Randy: Yes make an appointment with your local Dodge dealership. (16m 5s) Visitor: Understood. Thank you for your help. (16m 26s) Randy: With your zip code I have located this dealership John Elway Chrysler Jeep Dodge Ram 10.86 miles away Certified Dealership 2501 35th Ave Greeley, CO 80634 (970) 506-9777 (16m 57s) Randy: You're welcome. Is there anything else today? (17m 7s) Visitor: That will do it, thank you. (17m 17s) Randy: You're welcome. (17m 19s) Randy: Thank you for contacting Dodge Customer Care. Please chat with us again if you need further assistance or you can contact our Customer Care phone line at 1-800-423-6343. You can also visit our website www.dodge. com. Have a great day!

Date	
01/05/2019	

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/07/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/31/2019	**Origin**	Telephone	**Reason**	
Mileage	40,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	BRYAN		TX	[redacted]	
Dealer	45319	LITHIA CHRYSLER DODGE JEEP RAM FIA		**Dealer Phone**	9798238111
Dealer Address	301 N EARL RUDDER FWY				
	BRYAN		TX	77802 5008	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	F
Subject	dash windshield wipers issue				
Synopsis	Issue resolved				
Customer Anomaly	Glass				
	Windshield				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	53	Vehicle windshield issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/07/2019 05:32 PM	Open
01/31/2019 05:03 PM	Closed

Initial Description

customer is seeking GW assistance for the repair for the dash windshield wipers/ also with the electrical system

Case Comments

Date	Comment
01/07/2019	customer is seeking GW assistance for the repair for the dash windshield wipers/ also with the electrical system. customer stated that it's the electrical system the blinkers don't work they don't know how much gas has in it ect. customer stated that they too it to the dealership Saturday and ran something on the computer and they said it could be the cluster customer could be looking at 1000 dollar repair or 2000 and he is seeking Chrysler's assistance with the repair customer has it at a mechanic shop now to have him look and see what the diagnoses would say because they are going just tell him straight up for a cheap price but the dealership are going to charge. agent let the customer know that he has to take it to a dealership to have it diagnosed. customer stated that he will
01/08/2019	Customer call for an update on case. Please call customer ASAP need loaner or rental.
01/08/2019	Contacted SA Riz and he stated that he and the SM are providing customer with DLR GW with a $50 deductible. SA currently has an instrument cluster ordered. SA should know ETA by tomorrow. Tried to contact parts department for part info, n/a. Will follow up.
01/08/2019	Contacted customer and informed him that DLR doesn't have any loaners available. Only option we have is for customer to pay out of pocket and get reimbursed. Customer declined offer. Customer stated that passenger's side sliding door locking mechanism started failing and was repaired under warranty. Customer stated that about 1,000 miles out of warranty, drivers side door started acting up. Will follow up with SA Riz tomorrow for ETA on cluster and warranty pricing on driver's side door.
01/10/2019	Contacted SA Riz and he informed him of the issue with customer's driver's side door locking mechanism is starting to make a noise. Also looked into part ETA. Cluster was shipped out on the 8th. PA James stated that he should've received it yesterday. No tracking number. Will follow up with parts tomorrow. Part # 68241685aa Order # [redacted]
01/10/2019	Contacted customer and informed customer that part has not arrived yet. Will follow up with parts tomorrow. Customer upset about not having rental. Will follow up tomorrow.
01/11/2019	Tried to contact SA Riz, n/a. Left voice mail.
01/14/2019	Contacted SA Riz and he stated that DLR good willed cluster replacement with a $50 deductible. SA Riz stated that they were unable to GW door locking mechanism. Customer picked up vehicle. Will follow up with customer.
01/15/2019	Vehicle has arrived at dealership Lithia Chrysler Dodge Jeep Ram FIAT of Bryan College Station and attended by dealer employee
01/15/2019	Contacted SA Riz and he stated that customer came back in 2 days later with same exact issue. SA ordered another cluster. Cluster should be in within 3-4 business days. No loaner available, but customer is on list. Will followup with customer.
01/15/2019	Contacted customer and he was frustrated that DLR doesn't have a loaner available for him. Informed customer that he can purchase rental and be reimbursed. Customer declined. SA Riz has customer on waiting list for loaner.
01/16/2019	Contacted SA Riz and he stated that customer came in today and was provided with a loaner. SA has a STAR case open. Customer's instrument cluster was dead. Customer came back with reoccurring issue. Will follow up with customer.
01/16/2019	Contacted customer and he stated that he provided with a loaner vehicle. Customer is stating that he doesn't feel safe with vehicle. CM informed customer that STAR case has been open , and reassured him that STAR is usually able to resolve the issue. Will follow up with any updates.
01/17/2019	Contacted SA Riz and he stated that tech is still waiting for an update from STAR case.
01/18/2019	Customer wants a call from his CM
01/18/2019	Contacted SA Riz ad he stated that he is still waiting for reply from STAR case. Will follow up with customer.

Date	Comment
01/18/2019	Contacted customer and e stated that he spoke with GM about possible buy back/ trade in. GM offered customer trade in, but customer declined. Customer is worried they will not be able to fix. Will follow up SA Riz later today for an update.
01/18/2019	Contacted SA Riz requesting if there was any update from STAR case. CM was put on hold over 20 mins. Will try back later.
01/18/2019	Contacted SA Riz and he stated that there was no update to the STAR case yet. Will follow up Monday.
01/18/2019	Contacted customer and informed him that there has not been an update with the STAR case as of yet. Will follow up Monday.
01/21/2019	Contacted SA Riz and he stated that tech is working with STAR on the cluster. Tech thinks it maybe a wiring issue. Need to do wiring test to verify proper voltage is going to the cluster. Test will take a couple of days. Will follow up with customer.
01/21/2019	Contacted customer and informed him that tech is going to test the wiring. Informed customer that testing will take a couple of days. Customer concerned on repair ETA. Customer has trip planned in the next 2 weeks. Will follow up with any updates.
01/22/2019	Contacted SA Riz and he stated that tech will start diagnosing vehicle tomorrow. Will follow up tomorrow.
01/24/2019	Contacted SA Riz and he stated that lock mechanism repair will be $565. Will submit DM notes and Email Riz a copy. Part is ordered, will take a few days to receive. DLR GW cluster. Customer can pick up vehicle and bring back for lock repairs. Will follow up with customer.
01/29/2019	Vehicle has arrived at dealership Lithia Chrysler Dodge Jeep Ram FIAT of Bryan College Station and attended by dealer employee
01/31/2019	Contacted SA Riz and he stated that repairs have been completed, and customer has picked up vehicle. Will follow up with customer.
01/31/2019	Contacted customer and he stated that all issues have been repaired. Customer thanked CM. Closing case.

Email(s)

Date	01/28/2019	***Subject***	[redacted] DM notes [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/28/2019 18:58 PM

Riz,

Attached are [redacted] DM notes.

Thank you,
Danny
ECA Case Manager
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/09/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/25/2019	**Origin**	Telephone	**Reason**	
Mileage	47,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	Austintown		OH	[redacted]	USA
Dealer	64777	BOB & CHUCK EDDY CHRYSLER DODGE		**Dealer Phone**	3307925221
Dealer Address	4850 MAHONING AVENUE				
	AUSTINTOWN		OH	44515 1617	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	E
Subject	driver side lock mechanism				
Synopsis	Customer sent check for reimbursement. No further assistance required.				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/09/2019 03:39 PM	Open
01/16/2019 04:13 PM	Suspended
01/25/2019 05:02 AM	Open
01/25/2019 07:29 PM	Closed

Initial Description

Customer stated the Driver side lock mechanism needs to be replaced

Case Comments

Date	Comment
01/09/2019	Briefly summarize why the customer is contacting Chrysler: Customer states the Passenger side sliding door lock mechanism was replaced a couple of months ago and now he driver side sliding door lock mechanism needs to to be replaced - notice driver side few month after the passenger side was replaced under warranty 12/26/2017 - took to dealer today and was advised driver side lock mechanism needs to be replaced and not covered under warranty an this is an common problem (cost $400 - $500) - advised to give FCA a call Customer seeking for Chrysler to assist with cost due to customer should not have to pay for if this is an common issues an a product that is not manufactured properly and keep breaking Agent advised customer will escalate to and CM to see if FCA can assist with any Goodwill LS 523 Agent advised someone will get back with customer in 1 business day Customer contact number [redacted] Vehicle is at the dealer now for oil change and then customer will have vehicle in their care
01/09/2019	*****OUTBOUND DEALER CONTACT***** Jim Shorkey CJDR | 330-792-5221 SA Abby is assigned to customer's concern. Not available. SM Craig requested that we call tomorrow morning.
01/09/2019	*****GOODWILL QUALIFIER***** ISD: 3/9/2016 Original Owner: yes Mileage: 47,000 Vehicle Purchase Loyalty: 1 new Multiple Repairs/Previous related repairs: yes (opposite side) MVP Plans: no Other:
01/10/2019	*****OUTBOUND DEALER CONTACT***** Jim Shorkey CJDR | 330-792-5221 SA Abby Customer has an Easy Care extended warranty, but it has a $250 deductible. The repair would cost over $400 but with the contract, he's only paying the deductible. SA states the customer thought this should be under warranty but mileage puts him over 10,000 miles outside of basic. CM will confirm this info with him.
01/10/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] Confirmed email address on file. CM advised customer that once the repair is complete, if he can pay for the deductible and then send us proof of payment, we can submit for reimbursement. Customer thanked CM for the help. Advised that he contact the service adviser to follow up regarding repair and let CM know when it's complete so we can follow up regarding satisfaction. CM to send email for him to reply to.
01/15/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] Contacted customer to advised that we received the paid statement and will generate a check today. Confirmed that vehicle is back with customer and no further concerns. Customer confirmed and thanked CM for the assistance. CM advised check should arrive in 7 to 10 business days. We will follow up in about a week to confirm receipt or if customer would like to email in to confirm. Customer agreed.
01/16/2019	CM processed reimbursement check in the amount of $268.13 as a goodwill reimbursement for repairs. Proof of payment attached to case.

Email(s)

Date	01/10/2019	**Subject**	Dodge Case Management - Case [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	01/10/2019 5:55 PM

Hello [redacted]

This is Jeanette, your Specialist from FCA Case Management. Here is some information that will be helpful for you to have.

Your case number is: [redacted]

The FCA Case Management phone number is: 1-844-827-1999.
My direct extension is: 303-1239
(Note: I am having some connectivity issues with my extension at this time, so if you need me to call, just send a quick email and I will call back shortly. My apologies.)

FCA Case Managements hours are: 8am to 8pm EST, Mon to Fri.
My current work hours are: 9am to 5:30pm EST, Mon to Fri.

I will stay in touch with you so we can confirm the repair is completed to your satisfaction, and to make sure your reimbursement arrives in a timely manner.

In the meantime, please dont hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation.

Jeanette
RAM Case Manager
1-844-827-1999 ex. 303-1239
[redacted]

Date	01/11/2019	***Subject***	Re: Dodge Case Management - Case [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	01/11/2019 18:20 PM

Maam I received your email. We will be dropping the vehicle off at 2 pm today. I called this morning to ensure the part was in.

Sent from my iPhone

> On Jan 10, 2019, at 10:55 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> Hello [redacted]
>
> This is Jeanette, your Specialist from FCA Case Management. Here is some information that will be helpful for you to have.
>
> Your case number is: [redacted]
>
> The FCA Case Management phone number is: 1-844-827-1999.
> My direct extension is: 303-1239
> (Note: I am having some connectivity issues with my extension at this time, so if you need me to call, just send a quick email and I will call back shortly. My apologies.)
>
> FCA Case Managements hours are: 8am to 8pm EST, Mon to Fri.
> My current work hours are: 9am to 5:30pm EST, Mon to Fri.
>
> I will stay in touch with you so we can confirm the repair is completed to your satisfaction, and to make sure your reimbursement arrives in a timely manner.
>
> In the meantime, please dont hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation.
>
> Jeanette
> RAM Case Manager
> 1-844-827-1999 ex. 303-1239
>
> [redacted]

Date	01/15/2019	***Subject***	Re: Dodge Case Management - Cas [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	01/15/2019 16:41 PM

Jeanette,
Attached is the copy of the receipt that you requested. my number is [redacted] Thank you for your assistance in this matter.

Sincerely,
[redacted]

On Fri, Jan 11, 2019 at 1:20 PM Robert Santos <santosrj22@gmail.com> wrote:

> Maam I received your email. We will be dropping the vehicle off at 2 pm
> today. I called this morning to ensure the part was in.
>
> Sent from my iPhone
>
> On Jan 10, 2019, at 10:55 AM, US Customer Care <
> uscustomercare@fcagroup.com> wrote:
>
> Hello [redacted]
>
> This is Jeanette, your Specialist from FCA Case Management. Here is some
> information that will be helpful for you to have.
>
> Your case number is: [redacted]
>
> The FCA Case Management phone number is: 1-844-827-1999.
> My direct extension is: 303-1239
> (Note: I am having some connectivity issues with my extension at this
> time, so if you need me to call, just send a quick email and I will call
> back shortly. My apologies.)
>
> FCA Case Managements hours are: 8am to 8pm EST, Mon to Fri.
> My current work hours are: 9am to 5:30pm EST, Mon to Fri.
>
> I will stay in touch with you so we can confirm the repair is completed to
> your satisfaction, and to make sure your reimbursement arrives in a timely
> manner.
>
> In the meantime, please dont hesitate to make contact if you have any
> questions or concerns. Thank you for your patience and co-operation.
>
> Jeanette
> RAM Case Manager
> 1-844-827-1999 ex. 303-1239
>
> [redacted]
>
>

*********Security Check**********

Dear Colleague,
as a preventive security measure, the attachments have been checked for potentially malicious contents and are safe to be opened. Please be aware that this may have altered the original document appearance. For more information or support, please contact your local ICT support team or, where available, visit your ICT support intranet page.
Kind Regards,
ICT End User Services Team

Date	01/25/2019	***Subject***	Notice of Case Closure [[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/25/2019 19:28 PM

Hello [redacted]

I am sending you this email regarding the closure of your Case with Case Management. I would like to provide you with my contact information again should you have any questions or concerns in the future.

Your case number: [redacted]

FCA Case Management Phone Number: 1-844-827-1999

My direct extension: 302-0861

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case.

We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore you could potentially receive an email or a telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience.

Thank you for your time and participation and for being an FCA customer.

It has been a pleasure working with you, all the best!

Jeanette
FCA Case Manager
1-844-827-1999 ex. 302-0861
[redacted]

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	Model Year	2016	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	01/09/2019	CAIR Type	Regular	Status	Closed
Close Date	01/23/2019	Origin	Telephone	Reason	
Mileage	56,000 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer	[redacted]				
Customer Address	[redacted]				
	HENDERSON		NV	[redacted]	
Dealer	68737	CHAPMAN CHRYSLER JEEP LLC		Dealer Phone	7025583000
Dealer Address	930 AUTO SHOW DR				
	HENDERSON		NV	89014 6721	USA
Dealer Zone	West	Sales District		Service District	J
Subject	vehicle coverage				
Synopsis	Customer states the vehicle is driving ok and cm processed a reimbursement.				
Customer Anomaly	Gears & Transmission				
	Shifter				
Contact Reason	C183	Vehicle Warranty Plan Coverage	Customer Anomaly	46	Gear shifter issue
Reason Code	After Sales - Complaint - Warranty - Warranty - Coverage Information				

Case Status History

Create Date	Status
01/09/2019 08:56 PM	Open
01/23/2019 08:06 PM	Closed

Initial Description

customer calling in to confirm coverage on vehicle

Case Comments

Date	Comment
01/09/2019	// Customer Inquiry // Customer calling in due to vehicle issue, the customer is looking for reimbursement on repairs already completed that could have potential been covered under a warranty. Also needs another apt as vehicle is still having issues. // Advised Customer // Confirmed customer contact information, confirmed coverage of remaining warranties. Advised the warranty coverage is still available and I would call over to Mojave Chrysler Dodge Jeep Ram of Barstow, 26924 to confirm why these repairs were not filed under remaining coverage. Was not able to get in contact with a service advisor, left vm indicating we need to get call back with information on vehicle. Advised customer we would have to wait for contact with DLR to see why the repairs were not filed under remaining coverages, customer also isnt sure what work was all done if it would fall into transmition coverage. Calling Chapman Chrysler Jeep LLC, 68737 to get customer an APT for technical assistance with ongoing transmition issue. Was unable to get in touch with DLR as number is blocked advised customer he would have to contact to book apt. customer is awaiting call back for technical assistance and is calling to make apt right now.
01/11/2019	Customer called cm. Customer gave correct phone number [redacted] and correct email address [redacted]
01/14/2019	CM called customer and was unable to leave VM for callback.
01/15/2019	Vehicle has arrived at dealership Chapman Chrysler Jeep LLC and attended by dealer employee
01/15/2019	CM contacted the dlr to get more information on vehicle. Cm spoke with Chris who states their are electrical concerns. The right side power steering door does not lock. Chris transferred the CM to SA Vince vm. CM left a VM for Vince for a cal back.
01/15/2019	CM contacted the number on the file and heard lots of noises during the call and then the line disconnected.
01/17/2019	SA Vince called back.
01/17/2019	CM contacted the SA and left a vm for a call back to SA Vince.
01/17/2019	CM spoke with Vince at the dealership who states the vehicle is done and the customer will be picking up the vehicle today or tomorrow. The dealership's repair was a transmission overhaul covered under Powertrain.
01/17/2019	Cm contacted the customer to follow up and also let the customer know CM will not be in the office tomorrow and CM will allow the customer a few days to drive the vehicle before closing the case. CM left a vm with call back number.
01/23/2019	Customer called in wanting reimbursement for the repairs and the rental he had to get out of pocket from the previous dealership. CM placed the customer on hold to do further research. Based on RO [redacted] the RO was open for the following dates that the customer had the rental for. CM is willing to reimburse the customer 10 days at $35 a day for the inconvenience. Decision was made based off of GW parameters. GW Parameters: Miles 56K 3 vehicles in household No DM notes 1 Max care SC. CM advised the customer would have to speak with the dealership about those repairs as CM is not able to reimburse the customer. Customer is upset that CM can not reimburse for the repairs but appreciates the rental being reimbursed. CM asked how the vehicle was driving and the customer states his wife drives the vehicle but everything is fine at the moment. CM advised she would process the reimbursement as a one time GW. CM had the customer verify name and address. CM branded the call and is going to make closure to the case.

Email(s)

Date	01/09/2019	Subject	Reimbursement request [redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	01/09/2019 21:31 PM

Hi [redacted]

This is justin from FCA customer service, if you have any documentation in regards to the work order from Mojave please send them in so we have them on file. To avoid any technical issues please attach the files rather then dragging and dropping.

Thanks again,
Justin.
[redacted]

Date	01/09/2019	***Subject***	Reimbursement request [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/09/2019 21:31 PM

Hi [redacted]

This is justin from FCA customer service, if you have any documentation in regards to the work order from Mojave please send them in so we have them on file. To avoid any technical issues please attach the files rather then dragging and dropping.

Thanks again,
Justin.
[redacted]

Date	01/10/2019	***Subject***	RE: Reimbursement request [redacted]		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	01/10/2019 19:47 PM

Hello, my name is Tatianna from Fiat Chrysler Customer Care. I'm reaching out to you regarding your reimbursement case, I am the case specialist on your case. I've tried reaching you at the number on file [redacted] but the phone keeps ringing and there is no way for me to leave a voicemail. Give me a call when you get this message 1-844-378-0573 ext. 4060141.

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 1/9/2019 4:31 PM
To: [redacted]
Subject: Reimbursement request [[redacted]

Hi [redacted]

This is justin from FCA customer service, if you have any documentation in regards to the work order from Mojave please send them in so we have them on file. To avoid any technical issues please attach the files rather then dragging and dropping.

Thanks again,
Justin
[redacted]

Date	01/10/2019	***Subject***	RE: Reimbursement request [[redacted]		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	01/10/2019 19:47 PM

Hello, my name is Tatianna from Fiat Chrysler Customer Care. I'm reaching out to you regarding your reimbursement case, I am the case specialist on your case. I've tried reaching you at the number on file [redacted] but the phone keeps ringing and there is no way for me to leave a voicemail. Give me a call when you get this message 1-844-378-0573 ext. 4060141.

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 1/9/2019 4:31 PM
To: [redacted]
Subject: Reimbursement request [ref:_0 [redacted]

Hi [redacted]

This is justin from FCA customer service, if you have any documentation in regards to the work order from Mojave please send them in so we have them on file. To avoid any technical issues please attach the files rather then dragging and dropping.

Thanks again,
Justin
[redacted]

Date	01/10/2019	***Subject***	Documents required for Reimbursement Request [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/10/2019 23:44 PM

Case [redacted]
Dear [redacted]
Please send in documents for reimbursement consideration.
Sincerely,
Tatianna
Customer Care, FCA

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 1/10/2019 2:47 PM
To: uscustomercare@fcagroup.com
Subject: RE: Reimbursement request [[redacted]

Hello, my name is Tatianna from Fiat Chrysler Customer Care. I'm reaching out to you regarding your reimbursement case, I am the case specialist on your case. I've tried reaching you at the number on file [redacted] but the phone keeps ringing and there is no way for me to leave a voicemail. Give me a call when you get this message 1-844-378-0573 ext. 4060141.

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 1/9/2019 4:31 PM
To [redacted]
Subject: Reimbursement request [ref [redacted]

Hi [redacted]

This is justin from FCA customer service, if you have any documentation in regards to the work order from Mojave please send them in so we have them on file. To avoid any technical issues please attach the files rather then dragging and dropping.

Thanks again,
Justin
[redacted]

Date	01/10/2019	***Subject***	Documents required for Reimbursement Request [[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/10/2019 23:44 PM

Case [redacted]
Dear [redacted]
Please send in documents for reimbursement consideration.
Sincerely,
Tatianna
Customer Care, FCA

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 1/10/2019 2:47 PM
To: uscustomercare@fcagroup.com
Subject: RE: Reimbursement request [[redacted]

Hello, my name is Tatianna from Fiat Chrysler Customer Care. I'm reaching out to you regarding your reimbursement case, I am the case specialist on your case. I've tried reaching you at the number on file [redacted] but the phone keeps ringing and there is no way for me to leave a voicemail. Give me a call when you get this message 1-844-378-0573 ext. 4060141.

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 1/9/2019 4:31 PM
To: [redacted]
Subject: Reimbursement request [[redacted]

H [redacted]

This is justin from FCA customer service, if you have any documentation in regards to the work order from Mojave please send them in so we have them on file. To avoid any technical issues please attach the files rather then dragging and dropping.

Thanks again,
Justin
[redacted]f

Date	01/12/2019	***Subject***	Documents required for Reimbursement Request [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	01/12/2019 18:20 PM

Here are the documents you requested. [redacted]

On Thu, Jan 10, 2019, 3:44 PM US Customer Care <uscustomercare@fcagroup.com
wrote:

>
> Case [redacted]
> Dear [redacted]
> Please send in documents for reimbursement consideration.
> Sincerely,
>
> Tatianna
> Customer Care, FCA
>
>
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 1/10/2019 2:47 PM
> To: uscustomercare@fcagroup.com
> Subject: RE: Reimbursement request [[redacted]
>
> Hello, my name is Tatianna from Fiat Chrysler Customer Care. I'm reaching
> out to you regarding your reimbursement case, I am the case specialist on
> your case. I've tried reaching you at the number on file [redacted] but
> the phone keeps ringing and there is no way for me to leave a voicemail.
> Give me a call when you get this message 1-844-378-0573 ext. 4060141.
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 1/9/2019 4:31 PM
> To: [redacted]
> Subject: Reimbursement request [redacted]]
>
> Hi [redacted],
>
> This is justin from FCA customer service, if you have any documentation in
> regards to the work order from Mojave please send them in so we have them
> on file. To avoid any technical issues please attach the files rather then
> dragging and dropping.
>
> Thanks again,
> Justin.
> [redacted]
>
>

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/10/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/10/2019	**Origin**	Chat	**Reason**	
Mileage	0 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	JACKSONVILLE BEACH	FL	[redacted]		
Dealer	44180	UPTOWN CHRYSLER JEEP DODGE		**Dealer Phone**	2626448400
Dealer Address	1111 E COMMERCE BLVD				
	SLINGER	WI	53086 9027	USA	
Dealer Zone	Midwest	**Sales District**		**Service District**	I
Subject	Warranty & Maintenance Information				
Synopsis	information inquiry				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/10/2019 01:08 PM	New
01/10/2019 01:34 PM	Open
01/10/2019 06:15 PM	Closed

Initial Description

Chat Started: Thursday, January 10, 2019, 08:08:14 (-0500) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Heather (10s) Heather: Hi, my name is Heather with FCA Customer Care, How may I help you? (1m 46s) Visitor: One of the door lock actuators is not working properly on my van. Its a very expensive part, so Id like to know if it is covered under the warranty? The van has 17,000 miles. (2m 44s) Heather: Hello[redacted] am sorry to learn of your concern. I can not state if it is covered untill it has been diagnosed. (2m 59s) Heather: May I have your VIN and mailing address to review the warranty further (4m 0s) Visitor: VIN [redacted] (4m 48s) Visitor: Address: [redacted] Jacksonville Beach, FL (5m 36s) Heather: thank you [redacted], do you have a dealer you use to maintain your vehicle ? (6m 24s) Visitor: Yes. Jacksonville Chrysler Jeep on Nurseryfields Rd. (6m 31s) Heather: I show the basic warranty expired August 3, 2018 (7m 2s) Visitor: Ok, thanks. (7m 3s) Heather: I would advise to have this diagnosed and then follow up with a member of our Chrysler advisor team please at 800-247-9753 they are open 24/7 (7m 25s) Visitor: Ok, thanks. I will do that. (7m 41s) Heather: You are very welcome is there anything else I can assist with today ? (11m 18s) Visitor: Well, maybe... We updated the navigation maps last year for about $150 and found the maps to be 2 years out of date (they didnt have some newer roads on them). Now the system is asking to update again. Will I have to pay $150 again, and will the maps still be years behind? (Maybe thats not a fair question for you?) (12m 48s) Heather: I regret the maps are not something we compile, we have to depend on another company to do so. I would advise you to go to www.here.com to purchase map software updates. For radio software updates, go to [redacted] There is also a customer Q&A and feed back at here.com that may be able to answer or assist with this question. (13m 52s) Visitor: Ok, thanks. One last question... (13m 57s) Heather: certainly [redacted] (15m 44s) Visitor: The Chrysler owners web site has all my correct info in it, except it says that the vehicle ownership records on file do not match the VIN. That has me concerned. (15m 56s) Heather: I show your VIN is in a different first name ? (16m 16s) Heather: The account is not able to attach the same , I can assist with this however (16m 18s) Visitor: Really? (16m 45s) Visitor: Ok, what do you need from me? (16m 57s) Heather: I show [redacted] (19m 21s) Visitor: Wow. He passed away almost [redacted] He was the [redacted] who originally had the vehicle as an executive lease car. He was [redacted] We transferred the car through FCA in June 2017. Perhaps the processing dealer didnt do the paperwork correctly. (20m 36s) Heather: I see that might be why then , I have updated the data in our system and connected the vehicle to the account for you. Once you Log in to your account at [redacted] see the changes, only refreshing will not show the changes. (21m 35s) Visitor: Ok, thanks. I guess thats all for today. Youve been very helpful. Thanks. (21m 38s) Heather: You are very welcome Thank you for using Mopar Owner Connect Web Chat. Have a great Day!

Live Chats

Date

Date	
01/10/2019	Chat Started: Thursday, January 10, 2019, 08:08:14 (-0500) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Heather (10s) Heather: Hi, my name is Heather with FCA Customer Care, How may I help you? (1m 46s) Visitor: One of the door lock actuators is not working properly on my van. Its a very expensive part, so Id like to know if it is covered under the warranty? The van has 17,000 miles. (2m 44s) Heather: Hello [redacted] am sorry to learn of your concern. I can not state if it is covered untill it has been diagnosed. (2m 59s) Heather: May I have your VIN and mailing address to review the warranty further (4m 0s) Visitor: VIN [redacted] (4m 48s) Visitor: Address [redacted] Jacksonville Beach, FL (5m 36s) Heather: thank you Carl , do you have a dealer you use to maintain your vehicle ? (6m 24s) Visitor: Yes. Jacksonville Chrysler Jeep on Nurseryfields Rd. (6m 31s) Heather: I show the basic warranty expired August 3, 2018 (7m 2s) Visitor: Ok, thanks. (7m 3s) Heather: I would advise to have this diagnosed and then follow up with a member of our Chrysler advisor team please at 800-247-9753 they are open 24/7 (7m 25s) Visitor: Ok, thanks. I will do that. (7m 41s) Heather: You are very welcome is there anything else I can assist with today ? (11m 18s) Visitor: Well, maybe... We updated the navigation maps last year for about $150 and found the maps to be 2 years out of date (they didnt have some newer roads on them). Now the system is asking to update again. Will I have to pay $150 again, and will the maps still be years behind? (Maybe thats not a fair question for you?) (12m 48s) Heather: I regret the maps are not something we compile , we have to depend on another company to do so. I would advise you to go to www.here.com to purchase map software updates. For radio software updates, go to [redacted] There is also a customer Q&A and feed back at here.com that may be able to answer or assist with this question. (13m 52s) Visitor: Ok, thanks. One last question... (13m 57s) Heather: certainly [redacted] (15m 44s) Visitor: The Chrysler owners web site has all my correct info in it, except it says that the vehicle ownership records on file do not match the VIN. That has me concerned. (15m 56s) Heather: I show your VIN is in a different first name ? (16m 16s) Heather: The account is not able to attach the same , I can assist with this however. (16m 18s) Visitor: Really? (16m 45s) Visitor: Ok, what do you need from me? (16m 57s) Heather: I show [redacted] (19m 21s) Visitor: Wow. He passed away almost [redacted] He was the [redacted] who originally had the vehicle as an executive lease car. He was [redacted] We transferred the car through FCA in June 2017. Perhaps the processing dealer didnt do the paperwork correctly. (20m 36s) Heather: I see that might be why then . I have updated the data in our system and connected the vehicle to the account for you. Once you Log in to your account at https: [redacted] see the changes, only refreshing will not show the changes. (21m 35s) Visitor: Ok, thanks. I guess thats all for today. Youve been very helpful. Thanks. (21m 38s) Heather: You are very welcome Thank you for using Mopar Owner Connect Web Chat. Have a great Day!

Date
01/10/2019

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/10/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/05/2019	**Origin**	Telephone	**Reason**	
Mileage	42,994 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address	[redacted]			**Source**	Customer
Caller City	KANSAS CITY	**Caller Country**	USA	**Caller Postal Code**	64108-2416
Customer	[redacted]				
Customer Address	[redacted]				
	KANSAS CITY		MO [redacted]		
Dealer	45530	FREEDOM DODGE CHRYSLER JEEP		**Dealer Phone**	9725722277
Dealer Address	815 E CAMP WISDOM RD				
	DUNCANVILLE		TX	75116 2827	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	C
Subject	customer seeking cost assistance				
Synopsis	DLR provided customer goodwill -resolved				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/10/2019 02:14 PM	Open
02/05/2019 05:18 PM	Closed

Initial Description

customer says the door locks "just stopped working" -no fault, seeking over 1400 in cost assistance

Case Comments

Date	Comment
01/10/2019	PER EMAIL: Vehicle: 2016 DODGE GRCARVAN Govt Tag License Plate #: [redacted] Fault: DOOR LOCKS NOT WORKING, SAID NO FAULT- JUST STOP- WOULD BE WARRANTY IF UNDER 36,000 MILES Cost: Labor $750, Parts $728.4, Total $1478.40 POC: TIM Request Goodwill Warranty Assistance General Services Administration (GSA)
01/10/2019	Customer contact info [redacted] Atlanta, GA [redacted] Office: [redacted]
01/11/2019	***OUTBOUND DEALER CALL*** 45530 Freedom Dodge Chrysler Jeep 9725722277 Agent reached out to SA and requested a call back from SA as Tim is unavailable.
01/11/2019	Customer prefers email contacts
01/22/2019	Agent left VM for dealership and requested a call back citing last message was left on the 11th -requested a call back regarding this CAIR and VIN
01/24/2019	***OUTBOUND DEALER CALL**** 45530 Freedom Dodge Chrysler Jeep 9725722277 Agent reached out to dealership and requested service -Agent was put through to Darrell's VM and was advised VM is full -line disconnects automatically.
01/24/2019	***OUTBOUND DEALER CALL**** 45530 Freedom Dodge Chrysler Jeep 9725722277 Agent reached out to dealership and requested service -Agent was put through to Darrell's VM and was advised VM is full -line disconnects automatically.
01/25/2019	***OUTBOUND DEALER CALL**** 45530 Freedom Dodge Chrysler Jeep 9725722277 Agent reached out to dealership, line picked up momentarily and was put directly through to TIM's VM -Agent advised we have been trying to reach him for a few days and that we are calling regarding GSA, Agent advised VIN and direct call back number and advised door locks need to be replaced, but nothing is wrong is what GSA advised and that is not an acceptable answer.
01/29/2019	***OUTBOUND DEALER CALL**** 45530 Freedom Dodge Chrysler Jeep 9725722277 Agent reached out and requested the Service Manager, Agent reached VM of Dave Derrutter, LVM requesting a call back and advised we have been trying to get a response with the nature of the failure since 01/11 and requested a call back with where this stood.
01/31/2019	***OUTBOUND DEALER CALL**** 45530 Freedom Dodge Chrysler Jeep 9725722277 Agent reached out to Service and was put through to full VM for Darryl, could not leave VM ***OUTBOUND DEALER CALL**** 45530 Freedom Dodge Chrysler Jeep 9725722277 Agent reached out again and reached SA TIM's VM directly agent left vm requesting a call back.
01/31/2019	***OUTBOUND DEALER CALL*** Rodger Hughes 470-777-3460 Agent reached out to customer and apologized that we have been trying to reach this dealership for a case update and have not heard from them. Agent inquired whether they have received this vehicle back or if they are still awaiting it, in which case we could get the regional Area Manager involved, or if the vehicle has been completed and returned requested proof of payment and documentation to be emailed to personal email.
02/01/2019	Sir, I got your message from yesterday, they never called me but one of our other techs and we paid them $200 under Goodwill Warranty Assistance. I have attached a copy of the work order [redacted] e code in the second line RSN has 41 (which means Goodwill Warranty). The [redacted] invoice screen shows that they were paid by mastercard. vr,

Date	Comment
02/01/2019	***OUTBOUND DEALER CALL**** 45530 Freedom Dodge Chrysler Jeep 9725722277 Agent reached out and requested service cashier to confirm pick-up. Agent reached VM that could not accept more messages.
02/01/2019	Agent emailed customer closed loop from FCA email
02/05/2019	no calls vms or emails -ok to close

Email(s)

Date	01/11/2019	***Subject***	regarding VIN [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/11/2019 21:52 PM

Good afternoon [redacted]

regarding VIN [redacted] have reached out to Freedom Dodge Chrysler Jeep and asked TIM to provide me with more details on why/how the door locks have failed. I will reach out again as soon as I have enough to go on or if I need more information from you.

Jevon | FCA Fleet Case Manager
Phone 1-800-999-3533 Option 3 Ext. 3020165
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/11/2019	**CAIR Type**	Top Care	**Status**	Closed
Close Date	01/18/2019	**Origin**	Email	**Reason**	
Mileage	57,931 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	
Caller Address				**Source**	Top Management
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
Dealer	60657	RUSSELL WESTBROOK CHRYSLER DODGE		**Dealer Phone**	8187870800
Dealer Address	6110-6114 VAN NUYS BLVD				
	VAN NUYS		CA	91401 3305	USA
Dealer Zone	California	**Sales District**		**Service District**	Y
Subject	Top Care Case - Vehicle Concern				
Synopsis	Customer picked up vehicle.				
Customer Anomaly	Gears & Transmission				
	Automatic Gearbox				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	45	Automatic Gearbox issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/11/2019 10:33 AM	Open
01/18/2019 06:57 PM	Closed

Initial Description

Top Care Case - Vehicle Concern

Case Comments

Date	Comment
01/11/2019	1-11 Spoke with customer and his complaint was the lack of communication and contact from the dealer. The dealer diagnosed vehicle needs a transmission and the left sliding door. Since he sent the letter the customer stated the dealer has been responsive and keeping him updated. He is all set now. He just wanted to be kept updated on the status because when you call the dealer service dept the phone just rings. Even when the switchboard transfers him to service no one answers. Writer is glad to hear they have been responsive. He was told the repairs will be done mid next week. Writer provided direct number for contact and will follow up mid next week to check that repairs are completed.
01/17/2019	1-16 Writer left message for customer to see if repairs were completed.
01/17/2019	Customer left message stating he was told vehicle would be done today. He is still having problems reaching Terry SA or anyone in service. He is very upset as he is now being told vehicle will not be done this week. He had a planned trip leaving tomorrow morning and he needed this vehicle to carry items in this size of vehicle. Writer called dealer and left message for Terry SA and Roy Cook SM.
01/18/2019	Spoke with Roy Cook SM and he stated the transmission is repaired. The tech is working on the door locks on both sliding doors. One door the latch was stuck and they are working to repair and get vehicle repaired today. The door latch repairs are covered under the customers aftermarket service contract and they are also providing rental coverage. They had to get approval from the selling dealer to do the work per the service contract provisions. Writer asked if they are unable to get vehicle completed by tomorrow will they be able to place him in a van. He does not have any vans in their fleet but could rent from Enterprise but they expect to get the vehicle repaired. Writer asked if the customer was contacted this afternoon and he stated the SA Terry did call him a couple of hours ago.
01/18/2019	Writer asked if he could contact writer if repairs will not be completed by tomorrow.
01/18/2019	1-18 Spoke with customer and the dealer had the vehicle ready last night and the vehicle is good. He appreciated the follow up and getting the dealer to expedite repairs. Writer advised if he has further concerns he can contact writer.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/11/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/13/2019	**Origin**	Chat	**Reason**	
Mileage	35,301 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	DUNCAN	SC	[redacted]		
Dealer	44719	MCKINNEY DODGE CHRYSLER JEEP,		**Dealer Phone**	8648591981
Dealer Address	4574 CALHOUN MEMORIAL HWY				
	EASLEY	SC	29640 3825	USA	
Dealer Zone	Southeast	**Sales District**		**Service District**	Q
Subject	Recall Information				
Synopsis					
Customer Anomaly	Electronics				
	Dashboard Electronics				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	15	Gage electronic issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/11/2019 08:09 PM	New
01/11/2019 08:24 PM	Open
01/13/2019 11:13 PM	Closed

Initial Description

Chat Started: Friday, January 11, 2019, 15:09:02 (-0500) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Areti (8s) Areti: Hi, my name is Areti with FCA Customer Care, How may I help you? (1m 20s) Visitor: I have a 2016 Caravan and yesterday my driver side sliding door is in the lock position and will not unlock when I pushed the button or try to manually unlock it. Is there a recall on this? (2m 56s) Areti: Thank you for chatting with Chrysle[redacted]'m sorry to hear of your lock. I would be glad to check for any recalls, can you verify your address, phone number and email address? (3m 35s) Visitor: [redacted]Duncan, SC,[redacted] [redacted]m 3s) Areti: Thank you. I don't see any recalls related to this but I recommend scheduling an appointment to have this diagnosed by an authorized Dodge dealership's service department. (5m 20s) Areti: For a list of authorized dealerships in your area you can check out [redacted] then Find a Dealer. (6m 32s) Visitor: How can I get this as a recall? I've searched the web looking for a less expensive solution and there seems to be a lot of this issue. This is a safety issue as I have a [redacted]yr old sitting on that side of the van. (7m 20s) Areti: What's the mileage on your van[redacted] (7m 30s) Visitor: 35,301 (8m 26s) Areti: Good news then, your vehicle is still under the factory warranty. (8m 44s) Areti: The basic warranty is 3 years/36000 miles, whichever comes first from 5/1/2016. (9m 9s) Areti: The warranty covers factory defects. (9m 36s) Areti: Warranty work would have to be confirmed and completed by an authorized dealership. Do you have the phone number to your local dealer? (9m 51s) Visitor: I bought the van at McKinney Dodge in Easley. Would it be best to take it there? (10m 8s) Visitor: Would they consider this issue a factory defect? (12m 26s) Areti: Any authorized dealership's service department can diagnosed warranty work. I see the nearest one to you is Benson Chrysler-Dodge-Jeep at 400 W Wade Hampton Blvd Greer, SC 29650, (864) 877-0161. A diagnosis will determine if this is a factory defect. (13m 34s) Visitor: Ok thank you (14m 2s) Areti: You're welcome. Thank you for chatting with Dodge. If you have any other question or concerns don't hesitate to chat back or call us at 1-800-992-1997.

Live Chats

Date

Date	
01/11/2019	Chat Started: Friday, January 11, 2019, 15:09:02 (-0500) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Areti (8s) Areti: Hi, my name is Areti with FCA Customer Care, How may I help you? (1m 20s) Visitor: I have a 2016 Caravan and yesterday my driver side sliding door is in the lock position and will not unlock when I pushed the button or try to manually unlock it. Is there a recall on this? (2m 56s) Areti: Thank you for chatting with Chrysler, [redacted]m sorry to hear of your lock. I would be glad to check for any recalls, can you verify your address, phone number and email address? (3m 35s) Visitor: [redacted] Duncan, SC [redacted] (5m 3s) Areti: Thank you. I don't see any recalls related to this but I recommend scheduling an appointment to have this diagnosed by an authorized Dodge dealership's service department. (5m 20s) Areti: For a list of authorized dealerships in your area you can check out Dodge.com then Find a Dealer. (6m 32s) Visitor: How can I get this as a recall? I've searched the web looking for a less expensive solution and there seems to be a lot of this issue. This is a safety issue as I have a [redacted]r old sitting on that side of the van. (7m 20s) Areti: What's the mileage on your van, [redacted] (7m 30s) Visitor: 35,301 (8m 26s) Areti: Good news then, your vehicle is still under the factory warranty. (8m 44s) Areti: The basic warranty is 3 years/36000 miles, whichever comes first from 5/1/2016. (9m 9s) Areti: The warranty covers factory defects. (9m 36s) Areti: Warranty work would have to be confirmed and completed by an authorized dealership. Do you have the phone number to your local dealer? (9m 51s) Visitor: I bought the van at McKinney Dodge in Easley. Would it be best to take it there? (10m 8s) Visitor: Would they consider this issue a factory defect? (12m 26s) Areti: Any authorized dealership's service department can diagnosed warranty work. I see the nearest one to you is Benson Chrysler-Dodge-Jeep at 400 W Wade Hampton Blvd Greer, SC 29650, (864) 877-0161. A diagnosis will determine if this is a factory defect. (13m 34s) Visitor: Ok thank you (14m 2s) Areti: You're welcome. Thank you for chatting with Dodge. If you have any other question or concerns don't hesitate to chat back or call us at 1-800-992-1997.

Date
01/11/2019

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/14/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/22/2019	**Origin**	Telephone	**Reason**	
Mileage	44,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	DANVILLE	VT	[redacted]		
Dealer	45020	BLUEBONNET CHRYSLER DODGE		**Dealer Phone**	8306063463
Dealer Address	547 S SEGUIN				
	NEW BRAUNFELS	TX	78130 7644	USA	
Dealer Zone	Southwest	**Sales District**		**Service District**	I
Subject	Sliding Door Lock Latch				
Synopsis	customer damage				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/14/2019 04:26 PM	Open
01/14/2019 04:57 PM	Closed
01/15/2019 02:08 PM	Open
01/22/2019 05:04 PM	Closed

Initial Description

Customer seeking cost assistance for reapirs to the passenger sliding door lock latch.

Case Comments

Date	Comment
01/14/2019	Customer inquiring of sliding passenger door lock latch concern, Customer seeking assistance from FCA for door repairs. Agent advised Customer she could submit for a possible request for reimbursement for repairs and to reach out to FCA once she has the documentation to submit.
01/15/2019	Customer seeking reimbursement on the passenger slide door lock latch. Customer states DLR did say it was a manufacturers defect. Agent advised customer to send invoice and receipt for possible reimbursement.
01/16/2019	Spoke to DLR and they stated it was inflicted by the customer. Called customer and she stated it was a defect and not sure if it was her father that caused damage

Email(s)

Date	01/15/2019	**Subject**	Case Acknowledgement [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	01/15/2019 14:10 PM

Dear [redacted]

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

You may reply to this email with a copy of the receipt and proof of payment to submit for reimbursement.
Your case number is [redacted]

Thank you

Jakeira
Fiat Chrysler Automobiles Customer Care
800-992-1997

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

Date	01/15/2019	***Subject***	Re: Case Acknowledgement [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	01/15/2019 14:26 PM

Hello Chrysler Customer Care,

Attached is the invoice for the defective sliding door lock I had replaced yesterday, Jan 14, 2019 and the receipt verifying I paid for the work in the amount of $854.22 via my Visa credit card.

I am from Vermont & on temporary travel work in Texas until mid April. I sincerely hope I can be reimbursed for this work as it appears it was a defect in the locking mechanism and should not have failed at 49,000 miles.

Thank you for your consideration,

[redacted]
Danville, VT
[redacted]

On Tue, Jan 15, 2019, 8:10 AM US Customer Care <uscustomercare@fcagroup.com wrote:

> [image: Header]
> Dear [redacted]
>
> Thank you for allowing Chrysler Customer Care an opportunity to address
> your concern. Our primary focus is your satisfaction.
>
> You may reply to this email with a copy of the receipt and proof of
> payment to submit for reimbursement.
> Your case number is [redacted]
>
>
>
> Thank you
>
> Jakeira
> Fiat Chrysler Automobiles Customer Care
> 800-992-1997
>
>
> [image: Footer]
> The content of this message is confidential. If you have received it by
> mistake, please inform us by an email reply and then delete the message.
> The integrity and security of this email cannot be guaranteed over the
> Internet. Therefore, the sender will not be held liable for any damages
> caused by the message. Finally, the opinions disclosed by the sender do not
> necessarily reflect those of FCA US, therefore FCA US refuses to take any
> liability for any damages caused by the content of this email.
>
>
> [redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/14/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/06/2019	**Origin**	Social	**Reason**	
Mileage	38,778 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	HONOLULU	HI	[redacted]		
Dealer	45473	CUTTER CHRYSLER JEEP DODGE OF		**Dealer Phone**	8085649640
Dealer Address	905 KAMEHAMEHA HWY				
	PEARL CITY	HI	96782 2501	USA	
Dealer Zone	California	**Sales District**		**Service District**	L
Subject	Electrical system failed				
Synopsis	3 call attempts and no response from customer. vehicle has already been repaired.				
Customer Anomaly	Electronics				
	Dashboard Electronics				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	15	Gage electronic issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/14/2019 10:20 PM	New
01/14/2019 10:22 PM	Open
02/06/2019 10:05 PM	Closed

Initial Description

T5989SW
CST states they're concerned with CPO vehicle having many concerns but DLR only addresses one concern at a time. CST states electrical system recently failed and is seeking additional support during service.

Case Comments

Date	Comment
01/15/2019	Ob to DLR(SA Mark): SA advised that last time customer was there for repairs was December 19th for cylinder head repair which was covered under power train. The sliding door was an issue creating a grinding noise. The overhead was cutting the screen where the children where watching which was also fixed. Customer also got an oil change, and a recall done. Writer wanted to know when the last time customer came in recently. SA advised yesterday customer came in but only for the previous RO papers to be printed again.
01/15/2019	Ob to customer: No answer, LVM. (Attempt 1)
01/17/2019	OB to Customer: No answer, LVM. (Attempt 2)
01/17/2019	Writer to follow up with customer again on Tuesday, January 22nd.
01/18/2019	Customer states that he's been trying to reach the CM while the CM had been trying to reach him. Customer states his time zone is Hawaii standard time. In regards to Eastern time, we are five hours ahead of the customer. Customer states that he currently has a scheduled appointment for the 28th since that was the earliest time that the dealership would be able to see the vehicle. The customer said that his wife could also be called regarding the case. The wife's number is [redacted]
01/22/2019	OB to Customer([redacted] No answer, LVM. (Attempt 3)(Currently 10:11 AM Hawaii Time)
01/24/2019	OB to Customer: Customer stated that they have had the vehicle for 10 months now and out of those 10 months she has been at the DLR for more than 2 of those months. Customer stated that the 1st time had to do with the cylinder head, the 2nd time was for the cylinder head again, and this time it is a low voltage system. DLR is already set that this is a battery issue but customer is stating that it is not and need a more detailed diagnostic. Writer advised that I will try and contact them then see if they can schedule a full diagnosis and if not then I will follow up again on Monday. Writer to follow up with customer on Monday also. Thanked, and branded.
01/25/2019	OB to DLR: No answer, LVM.
01/25/2019	OB to DLR (SA Mark): No answer, LVM.
01/25/2019	OB to DLR(SA Brenda): SA advised that she is not the Service advisor and that is Harold. SA transferred me to VM. Writer left a VM for SA Harold.
01/25/2019	DLR called and agent provided S/A EXT. for CM
01/25/2019	OB to DLR(SA Harold): No answer, LVM.
01/28/2019	Vehicle has arrived at dealership Cutter Chrysler Jeep Dodge of Pearl City and attended by dealer employee
01/28/2019	Sa Herold From Dlr Cutter called in. SA wanted to know if he has the approval to change the battery in the vehicle for $285.14. SA stated to leave a VM if you cannot reach him with the decision. SA Herold 808 564 9823
01/28/2019	OB to DLR(SA Harold): No answer, LVM.
01/29/2019	IB from DLR(SA Harold): SA left a VM.
01/29/2019	OB to DLR(SA Harold): Writer contacted SA again in regards to case but no response.
01/29/2019	OB to Customer: No answer, LVM. (Attempt 3)

Date	Comment
01/29/2019	-Inbound from Dealer* SA Harold called in because he wants to know if CM will be helping customer with battery because customers vehicle is sitting at the dealer
01/29/2019	IB from DLR(SA Mark): SA called in stating that they don't know about a batter issue and customer's vehicle is currently not at their DLR at the moment. Writer advised that customer would like to come in for repairs but every time she gets a diagnosis they advised that it is a battery issue and customer would like DLR to take another look. SA advised that the last time customer came here they had an issue with the overhead display, a misfire which was covered under power train. Writer advised that customer called us in for a full diagnosis and I advised them to take vehicle to DLR to set up an appointment. SA advised that he would give them a call to set up an appointment for the diagnosis. Writer advised that i will follow up with them on Thursday, January 31st, 2019. Thanked, and branded.
01/29/2019	Dealer seeking to speak with CM aGENT WARM transfer to CM
01/29/2019	OB to Customer: No answer, LVM. (Attempt 4)
01/30/2019	Briefly summarize why the customer is contacting Chrysler: Harold from dealership called to speak to Dorothy (CM) on research. Agent advise that we will update file to show cm the phone # to call Harold at dealership and that we are looking for authorization for replacement of battery for $285.14, Customer is just oow by a month and 2000 miles . Harold can be reached at 808.564.9823 or on his cell @ [redacted]
01/30/2019	OB to DLR(SA Harold): SA advised that they tested vehicle and battery failed. Total warranty price is $285.14. SA advised that customer did not need a rental anymore. Writer to cover full cost.
01/30/2019	OB to DLR(SA Harold): Writer sent DM notes to DLR.
01/30/2019	Ob to Customer: Informed customer that we would be covering the full cost. Customer appreciate the assistance and will notify her husband. thanked, and branded.
01/31/2019	OB to DLR(SA Harold): No answer, LVM.
01/31/2019	OB to DLR(SA Harold): Emailed: Hello Harold, I wanted to know if parts were ordered yet, if so what is the part number/ order#? Also, is customer's vehicle currently over at the shop? They advised that they returned rental. I assumed vehicle was VOR please confirm. Thank You, Dorothy
02/04/2019	IB from DLR(SA Harold): Hi Dorothy, Vehicle was completed and customer has taking possession of vehicle. Please review invoice thanks Harold
02/04/2019	OB to Customer: No answer, LVM. (Attempt 4)
02/05/2019	OB to Customer: No answer, LVM. (Attempt 6)
02/06/2019	Ob to Customer: No answer, LVM. (Attempt 7)

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/16/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/05/2019	**Origin**	Letter	**Reason**	
Mileage	46,069 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	CHAMBERSBURG	PA	[redacted]	USA	
Dealer	60400	SHIVELY MOTORS OF SHIPPENSBURG		**Dealer Phone**	7175324136
Dealer Address	608 W KING ST				
	SHIPPENSBURG	PA	17257 1618	USA	
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	F
Subject	Reimbursement				
Synopsis	closed				
Customer Anomaly					
Contact Reason	C87	Warranty Repair Reimbursement	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Warranty - Reimbursement request - Repair carried out and paid by Customer				

Case Status History

Create Date	Status
01/16/2019 02:30 PM	Open
01/16/2019 02:43 PM	Suspended
01/16/2019 02:43 PM	Open
03/05/2019 05:18 PM	Closed

Initial Description

Customer calling in and stated that she was having an issue before with her sliding door and the hatch back not opening.

Case Comments

Date	Comment
01/16/2019	Summary of Conversation: Does Caller have these documents: Yes Select the address of the Repair Payer: Owner Mailing address: Street: [redacted] City: CHAMBERSBURG State: PA Zip: [redacted] Country: USA Mileage at the time of Repair: 40,610 Date of Repair: October 9, 2018 Repair Facility: Shively motors of shippensburg Amount of Reimbursement Request: $605 Does the caller currently own the vehicle ? Yes How Caller paid for the repairs ? Check How will Caller submit the docuents ? Email Select the email address of Repair Payer : Owner
01/16/2019	This case if for her fixing the door
02/27/2019	Case Manager reviewed documents contacted Customer voicemail answered left voicemail waiting for all back
03/04/2019	No response from Customer Case Manager closed case
03/05/2019	Case Manager spoke with Customer informed Customer of denial and explained everything to her as to why she is denied
03/05/2019	Case Manager reviewed documents and found: documents Customer submitted invoice Customer seeking reimbursement for lift gate Customer had vehicle repaired at Shively Motors Total reimbursement seeking $ 605.28 Customer does not qualify for reimbursement.

Email(s)

Date	01/16/2019	**Subject**	Documents required for Reimbursement Request ref: [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	01/16/2019 14:42 PM

Case [redacted]

Dear [redacted]
Thank you for your recent inquiry regarding reimbursement consideration for repairs made on your VIN.

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

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

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

Sincerely,
RICHARD
Customer Care, FCA.

Date	01/28/2019	**Subject**	Re: Documents required for Reimbursement Request r[redacted]

From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	01/28/2019 22:18 PM

Sent from XFINITY Connect App

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

From: US Customer Care
To [redacted]
Sent: January 16, 2019 at 9:43 AM
Subject: Documents required for Reimbursement Request
[redacted]

Case
Dear [redacted]

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

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

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

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

Samantha
Customer Care, FCA

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/17/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/01/2019	**Origin**	Telephone	**Reason**	
Mileage	43,723 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	METROPOLIS	IL	[redacted]	USA	
Dealer	57998	LINWOOD MOTOR COMPANY		**Dealer Phone**	6185242621
Dealer Address	1634 EAST 5TH STREET				
	METROPOLIS	IL	62960 2720	USA	
Dealer Zone	Midwest	**Sales District**		**Service District**	P
Subject	door actuator				
Synopsis	Customer advised vehicle is fine and no other concerns . Customer advised file okay to close and has CS's contact information should she need to contact back for assistance. Customer has no email.				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/17/2019 04:20 PM	Open
01/23/2019 08:54 PM	Suspended
01/28/2019 05:01 AM	Open
02/01/2019 11:22 PM	Closed

Initial Description

Customer states that she has 2 door actuators that have went bad.

Case Comments

Date	Comment
01/17/2019	Customer states that she has 2 door actuators that have went bad. The customer has been having issues with the rear passenger door and the front door. The customer states that the rear door has been an issue since the vehicle was new. The customer took the vehicle to the dealer on 1/16/19 for this issue. The customer is seeking assistance with the cost of the repair. The customer has been buying FCA vehicles since [redacted] The customer can be reached at [redacted]
01/21/2019	*****VEHICLE QUALIFIER***** In-Service Date: July 21, 2016 Original Owner: Yes Mileage: 43,723 Vehicle purchase loyalty: (2) new, (0) used Multiple Repairs/ Previous related repairs: No MVP plans: No Other:
01/21/2019	*****CUSTOMER CONTACT***** [redacted] Call between 10am 2pm] CS introduced self as CM assigned to vehicle needing door actuators. Customer advised she doesnt have email and wrote down CSs contact information. Customer was advised CS will contact her when information gathered to see if able to assist with repairs.
01/21/2019	*****DEALERSHIP CONTACT***** Linwood Motor Company I 57998 I 6185242621 SA Dennis advised last time vehicle was at dealership was on 7/6/2018 for the cigarette lighter.
01/22/2019	*****CUSTOMER CONTACT***** [redacted] Call between 10am 2pm] Customer was advised in order to look into seeing if able to provide cost assistance for her door actuators her vehicle will need to be diagnosed by the dealership. Customer advised she will contact the dealership to schedule a diagnosis and contact CS back.
01/22/2019	*****CUSTOMER CONTACT***** [redacted] [Call between 10am 2pm] Customer advised her vehicle has an appointment scheduled for tomorrow at 1pm.
01/23/2019	*****CUSTOMER CONTACT***** [redacted] [Call between 10am 2pm] Customer advised the dealership diagnosed only one door and advised it will be $427.38 OOP. Customer advised her vehicle is scheduled to have repair on Friday. Customer was advised that if seeking cost assistance for the other door actuator her vehicle would need to be fully diagnosed. Customer advised the dealership advised her the concern may be with only to one door.

Date	Comment
01/23/2019	*****DEALER FUNNEL***** CS called dealership Linwood Motor Company, 57998 to confirm details of diagnosis. Asked for SM Chad. Spoke with SA Dennis and SM Chad. What is the diagnosis? SA Dennis: Right rear sliding door latch needs replacement. Is the concern a result of misuse/abuse/lack of maintenance? SA Dennis: No Could the customer have caused/prevented concern? SA Dennis: No Is the concern related to age and mileage? SA Dennis: No Is vehicle maintained? SA Dennis: Yes What is the general condition of the vehicle? SA Dennis: Great condition Have there been any previous related repairs? SA Dennis: No Have there been a previous out-of-pocket repairs? *If unable to duplicate concern, *Have you had an opportunity to do a test drive with the customer? N/A *Has STAR been contacted? (If yes, obtain STAR case #)N/A What is the estimated cost of the repair? SA Dennis: $227.38 parts, and labor may take up to half a day. When could it be completed? SA Dennis: This week. Do you feel this customer should receive assistance? SM Chad: Yes Has this customer been provided assistance previously? N/A Would you be willing to provide assistance? (co-pay, D-17-18, discount) SM Chad: Advised will provide DLR GW with customer responsible for $150 deductible and CS may advise customer.
01/23/2019	*****CUSTOMER CONTACT***** [redacted] [Call between 10am 2pm] Customer was advised her Linwood Motor Company dealership was contacted and SM Chad advised his dealership will provide DLR GW with her responsible for $150 deductible. Customer advised she will accept their offer. Customer advised the dealership will be providing her with a loaner vehicle when her vehicle is there on Friday for the scheduled repair. Customer was advised CS will follow up with her after repairs are completed.
01/28/2019	Per Claim [redacted], sliding door latch was replaced by DLR Code: 57998 on 01/25/2019.
01/28/2019	*****CUSTOMER CONTACT***** [redacted] [Call between 10am 2pm] I DODGE CS attempted to contact customer, however, customer was not available. CS left VM for a return call at 1-844-827-2003 extension 3020198.
01/30/2019	*****CUSTOMER CONTACT***** [redacted] [Call between 10am 2pm] I DODGE CS attempted to contact customer, however, customer was not available. CS left VM for a return call at 1-844-827-2003 extension 3020198.
02/01/2019	*****CUSTOMER CONTACT***** [redacted] [Call between 10am 2pm] I DODGE Customer advised her door locks are okay and no more buzzing heard. Customer advised no other vehicle concerns and file okay to close. Customer advised she doesnt have email and has CSs contact information. Customer was advised to contact CS if needing assistance in the future.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/18/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/27/2019	**Origin**	Telephone	**Reason**	
Mileage	45,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	MIAMI	FL	[redacted]		
Dealer	60535	KENDALL DODGE CHRYSLER JEEP RAM		**Dealer Phone**	7862312000
Dealer Address	13355 SW 137TH AVE				
	MIAMI	FL	33186 5307	USA	
Dealer Zone	Southeast	**Sales District**		**Service District**	A
Subject	Vehicle Concerns				
Synopsis	check issued to customer, repairs completed, closing case				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/18/2019 11:19 PM	Open
02/27/2019 06:27 PM	Closed

Initial Description

Customer stated vehicle door latch isn't opening automatically and breaks.

Case Comments

Date	Comment
01/18/2019	Vehicle is currently at DLR;Customer stated door latch was replaced and now the latch is not operating again. Customer also have issue with breaks and Customer is seeking assistance with repairs for vehicle breaks and door latch.
01/21/2019	Customer called in regarding their case. Agent advised customer their case was still under review. Customers call back [redacted]
01/21/2019	Customer states that he has to give back rental, customer is seeking assistance regarding the case, specifically for the latch component. Customer's has been awaiting a call back. The current case manager has not been active since reassignment. I informed the customer that I would reach out to the CM's supervisor regarding getting the ball rolling on this case.
01/22/2019	outbound call to customer Customer states he has had three issues with the vehicle. Rotors and brakes, tires and the latch. Customer stated the latch was repaired on 12/12/2017 and has broken again being out of warranty. Customer states his rotors have been giving him an issue since 15k miles. CM explained that is covered under 12/12 and there was never any cases opened up regarding faulty brakes. CM also explain tires and brakes are a maintenance up keep. CM explained in the 12/12 tires could be balanced and alignment. Customer understood and states the vibration from the front end he just wants taken care of because it is very apparent.
01/22/2019	outbound call to dealer CM spoke to SA Mitch who states warranty pricing for latch with parts and labor is 798.13 and 9 days of rental at 35 a day. total is 1113.13. CM advised customer to have 100.00 copay and CM to submit DM notes for the rest.
01/22/2019	outbound call to customer CM advised customer of 100 copay and customer was okay with that. Customer stated Thursday follow up is okay.
01/23/2019	SA Mitchell explained that one other part was missing when starting vehicle repair and 1 more day of rental to be added. total being submitted for extended GW is 120.22.
01/25/2019	outbound call to customer no answer, left voicemail. Vehicle fixed 2 more attempts will be made. no more GW extended as CM covered the repairs with 100.00 deductible.
01/28/2019	***OUTBOUND CALL TO CUSTOMER*** called customer [redacted] 5:28 pm est] customer did not answer left VM to callback with any concerns on case
01/30/2019	***OUTBOUND CALL TO DEALER*** [7862312105] [3:52 pm est] and spoke to SA Zoe who stated that the vehicle is repaired and ready to be picked up but cannot confirm that info with management SA stated that she will have management confirm that the vehicle is ready to be picked up and the dealer will contact the customer directly
01/31/2019	***OUTBOUND CALL TO CUSTOMER*** [redacted] 3:35 pm est] and spoke to customer who stated that he has already picked up the vehicle and the vehicle was returned to him with a rough idle when in drive and sitting still but doesn't happen while in neutral, and there is still a vibration when going 55-75 mph, and there is still a transmission clunk and will be bringing the vehicle to the dealer on 2/4 CM advised that I will follow up on 2/4 customer agreed

Date	Comment
02/05/2019	***OUTBOUND CALL TO DEALER*** [7862312105] [3:46 PM EST] spoke to SA Nicole who transferred CM to SM Tony who advised that the customer's concern with the transmission was covered under warranty and the customer bought some tires CM advised I will follow up with customer
02/05/2019	***OUTBOUND CALL TO CUSTOMER*** [(786) 303-9080] [3:59 PM EST] customer stated that he hasn't had a chance to bring the vehicle back to the dealer for the issue and would like CM to follow up on 2/8 CM agreed
02/06/2019	Vehicle has arrived at dealership Kendall Dodge Chrysler Jeep Ram and attended by dealer employee
02/06/2019	Customer called to speak with CM, currently unavailable.
02/06/2019	***OUTBOUND CALL TO DEALER*** [7862312105] [12:23 PM EST] called dealer and spoke to SA Jose who stated that the customer brought the vehicle to the dealer for a concern with his transmission and believes it may be due to the the tires that he bought from the dealer and the vehicle running rough while idle SA advised customer that the customer refused diagnosis fee for rough idle diagnosis but left the vehicle for transmission concerns and the vehicle may be able to be diagnosed by 2/8 customer also inquired about rental coverage and customer obtained his own rental CM advised I will contact customer on rental coverage but cannot guarantee and will follow up with SA on 2/8
02/06/2019	***OUTBOUND CALL TO CUSTOMER*** [redacted] [1:40 PM EST] customer stated that the dealer repaired the door latch when he first brought the vehicle to the dealer and now the window doesn't work and feels like the dealer should pay for it CM advised I will follow up with SA Jose for that determination and will follow up on 2/8
02/08/2019	***OUTBOUND CALL TO DEALER*** [7862312105] [11:56 PM EST] SA Jose unavailable, left VM to callback with a update on customer's vehicle diagnosis
02/08/2019	***OUTBOUND CALL TO CUSTOMER*** [redacted] [5:17 PM EST] customer did not answer, left VM to advise that CM has not heard back from SA Jose with a update but will follow up on 2/11 but to callback with any concerns on case to be documented for CM to handle on follow up date
02/11/2019	***INBOUND CALL FROM CUSTOMER*** [2:35 PM EST] customer stated that he has not heard a update from SA Jose on the vehicle yet and his paying out of pocket for the rental and needs to know when the repairs will be completed CM advised I will follow up with SA Jose and with customer later today customer agreed
02/11/2019	***OUTBOUND CALL TO DEALER*** [7862312105] [2:55 PM EST] spoke to SA Zoe who stated that the SA Jose is not available but advised that the issue with the window is repaired but the other issues with the steering, engine, and transmission issues are still being diagnosed SA advised that she will send a note to SM to call customer for a update
02/11/2019	***OUTBOUND CALL TO CUSTOMER*** [redacted] 5:21 PM EST] called customer to advise that SA Jose was not at the dealer today but got a update from SA Zoe and CM will follow up with dealer tomorrow to speak to SA Jose or the SM customer understood and stated he is seeking reimbursement for the rental CM advised I will look into that option and follow up tomorrow on 2/12 for a update customer agreed
02/12/2019	***OUTBOUND CALL TO DEALER*** [7862312105] [1:19 PM EST] spoke to SA Nicole who stated that the SM and SA Jose is not available, CM advised I will follow up later today to get a update
02/12/2019	***OUTBOUND CALL TO DEALER*** [7862312105] [3:15 PM EST] called to speak to SM SM unavailable, left VM to advise that CM is seeking a update for the customer
02/13/2019	***OUTBOUND CALL TO DEALER*** [7862312105] [1:06 PM EST] service did not answer, left VM to callback with a update on customer's vehicle
02/13/2019	***OUTBOUND CALL TO DEALER*** [7862312105] [3:56 PM EST] spoke to SA Jose who stated that technician left early today but will have a better update tomorrow CM advised I will follow up with SA tomorrow
02/13/2019	***OUTBOUND CALL TO CUSTOMER*** [redacted] [4:01 PM EST] advised customer that SA Jose does not have update yet customer understood CM advised will follow up when update on vehicle is given
02/15/2019	***OUTBOUND CALL TO DEALER*** [7862312105] [1:28 PM EST] spoke to SA Jose who stated that the vehicle has a tire replacement and the noise with window repaired at no cost to the customer SA stated that he has to speak to technician about engine and transmission concerns before following up with the customer CM advised I will follow up at 2:30 for update, SA agreed
02/15/2019	***OUTBOUND CALL TO DEALER*** [7862312105] [2:47 PM EST] SA Jose did not answer, left VM for SA to call CM back with a update
02/15/2019	***OUTBOUND CALL TO DEALER*** [7862312105] [3:40 PM EST] SA Jose unavailable, left message with SA Zoe to have SA Jose call CM back with a update on case
02/15/2019	***OUTBOUND CALL TO CUSTOMER** [redacted] [5:04 PM EST] customer did not answer left VM to callback CM back with any concerns on case
02/18/2019	***OUTBOUND CALL TO DEALER*** [7862312105] [1:23 PM EST] spoke to SA Jose who stated that the engine and transmission concerns couldn't be duplicated and the vehicle is repaired and customer should be picking up the vehicle today CM advised customer's case will be closed until vehicle transmission and engine concerns is diagnosed
02/18/2019	***OUTBOUND CALL TO CUSTOMER*** [redacted] [4:39 PM EST] customer did not answer, left VM to advise that CM will follow up on 2/20 to be sure that the customer is happy with the repairs done to the vehicle and callback with any concerns on case
02/19/2019	Inbound from customer states needs to speak with CM, CM unavailable. Please call customer [redacted]
02/19/2019	***OUTBOUND CALL TO CUSTOMER*** [redacted] [10:57 PM EST] advised customer of update from SA Jose customer stated that the transmission and engine concerns were not looked at because customer refused to pay diagnosis fee CM advised that diagnosis fee is assigned by dealer and CCC cannot reimburse for diagnosis fee and CM advised no further assistance can be given for previous GW given on case but can reimburse for rental customer agreed

Email(s)

Date	01/18/2019	***Subject***	Vehicle Concerns [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/18/2019 23:29 PM

[redacted]

Thank you for contacting Dodge, your case number is [redacted]

Date	02/19/2019	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Time***	02/19/2019 16:10 PM

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

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

Your case number is [redacted]

Thank you

Fiat Chrysler Automobiles Customer Care Specialist

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

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 1/18/2019 6:29 PM
To: [redacted]
Subject: Vehicle Concerns [redacted]

Mr. Gregory,

[redacted] case number is [redacted]

Date	02/19/2019	***Subject***	Re: Case [redacted]		
From [redacted]		***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	02/19/2019 18:01 PM

RA #: [redacted]
Renter: [redacted]
Dates & Times
Location
Pickup
Feb 06, 2019
12:03 PM

13511 S.W. 137TH AVE.
MIAMI, FL 33186-5315
3052538209
Return
Feb 19, 2019
11:09 AM

13511 S.W. 137TH AVE.
MIAMI, FL 33186-5315
3052538209
Vehicle
Make/Model: DODG/GCAR
Color: GRAY MED
Mileage: 679
Fuel Out: 1/2 Fuel In: 1/2
License [redacted]
Unit #: 7QR1V5 Vehicle #: [redacted]
Charges
Price/Unit
Total
TIME & DISTANCE 02/06 - 02/19
13 @ $40.00/DAY
$520.00
FL WASTE TIRE & BATTERY FEE
13 @ $0.02/DAY
$0.26
SC REC - FL SURCHG RECOV
13 @ $2.00/DAY
$26.00
VEHICLE LICENSE FEE RECOVERY
13 @ $0.80/DAY
$10.40
SALES TAX
7.0000%
$38.97
Total Charges:
$595.63
Charge To:
AMERICAN EXPRESS [redacted] $183.27
Charge To:
AMERICAN EXPRESS [redacted] $37.46
Charge To:
AMERICAN [redacted] $374.90
2019-02-19 11:13:10

[redacted]

> On Feb 19, 2019, at 11:10 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
>
> ,
> Thank you for allowing Chrysler Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.
>
> You may reply to this email with a copy of the receipt and proof of payment to submit for reimbursement.
>
> Your case number is [redacted].
>
>
>
> Thank you
>
> Fiat Chrysler Automobiles Customer Care Specialist
>
> The content of this message is confidential. If you have received it by mistake, please inform us by an email reply and then delete the message. The integrity and security of this email cannot be guaranteed over the Internet. Therefore, the sender will not be held liable for any damages caused by the message. Finally, the opinions disclosed by the sender do not necessarily reflect those of FCA US, therefore FCA US refuses to take any liability for any damages caused by the content of this email.
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 1/18/2019 6:29 PM
> To: [redacted]m
> Subject: Vehicle Concerns [redacted]
>
> Mr. Gregory,
>
> Thank you for contacting Dodge, your case number is [redacted]
> [redacted]
>

Date	02/19/2019	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***e***	02/19/2019 19:15 PM

Good Afternoon [redacted]

I will need a photo copy of the rental agreement. The documents needs to include the header showing the place of business and a paid amount, as well as the form of payment.

If you have any questions or concerns, you can reply to this email and I will respond at my earliest convenience.

Thanks, Ebony

---------- Original Message ----------
From: [redacted]
Sent: 2/19/2019 1:01 PM
To: uscustomercare@fcagroup.com
Subject: Re: Case [redacted]

RA #: [redacted]
[redacted]
Dates & Times
Location
Pickup
Feb 06, 2019
12:03 PM

13511 S.W. 137TH AVE.
MIAMI, FL 33186-5315
3052538209
Return
Feb 19, 2019
11:09 AM

13511 S.W. 137TH AVE.
MIAMI, FL 33186-5315
3052538209
Vehicle
Make/Model: DODG/GCAR
Color: GRAY MED
Mileage: 679
Fuel Out: 1/2 Fuel In: 1/2
License [redacted]
Unit #: 7QR1V5 Vehicle #: [redacted]
Charges
Price/Unit
Total
TIME & DISTANCE 02/06 - 02/19
13 @ $40.00/DAY
$520.00
FL WASTE TIRE & BATTERY FEE
13 @ $0.02/DAY
$0.26
SC REC - FL SURCHG RECOV
13 @ $2.00/DAY
$26.00
VEHICLE LICENSE FEE RECOVERY
13 @ $0.80/DAY
$10.40
SALES TAX
7.0000%
$38.97
Total Charges:
$595.63
Charge To:
AMERICAN EXPRESS [redacted] $183.27
Charge To:
AMERICAN EXPRESS [redacted] $37.46
Charge To:
AMERICAN EXPRESS [redacted] $374.90
2019-02-19 11:13:10

[redacted]

> On Feb 19, 2019, at 11:10 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
>
> ,
> Thank you for allowing Chrysler Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.
>
> You may reply to this email with a copy of the receipt and proof of payment to submit for reimbursement.
>
> Your case number is [redacted].
>
>
>
> Thank you
>
> Fiat Chrysler Automobiles Customer Care Specialist
>
> The content of this message is confidential. If you have received it by mistake, please inform us by an email reply and then delete the message. The integrity and

security of this email cannot be guaranteed over the Internet. Therefore, the sender will not be held liable for any damages caused by the message. Finally, the opinions disclosed by the sender do not necessarily reflect those of FCA US, therefore FCA US refuses to take any liability for any damages caused by the content of this email.
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 1/18/2019 6:29 PM
> To: [redacted]
> Subject: Vehicle Concerns [[redacted]
>
[redacted]
>
[redacted] ur case number is [redacted]
[redacted]
>

Date	02/19/2019	***Subject***	Re: Ca[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	02/19/2019 19:22 PM

Let me know if works

[redacted]

> On Feb 19, 2019, at 2:15 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> Good Afternoon [redacted],
>
> I will need a photo copy of the rental agreement. The documents needs to include the header showing the place of business and a paid amount, as well as the form of payment.
>
> If you have any questions or concerns, you can reply to this email and I will respond at my earliest convenience.
>
> Thanks, Ebony
>
> ---------- Original Message ----------
> From: [redacted]
> Sent: 2/19/2019 1:01 PM
> To: uscustomercare@fcagroup.com
> Subject: Re: Case [redacted]
>
> RA #: [redacted]
> Renter [redacted]
> Dates & Times
> Location
> Pickup
> Feb 06, 2019
> 12:03 PM
>
> 13511 S.W. 137TH AVE.
> MIAMI, FL 33186-5315
> 3052538209
> Return
> Feb 19, 2019
> 11:09 AM
>
> 13511 S.W. 137TH AVE.
> MIAMI, FL 33186-5315
> 3052538209
> Vehicle
> Make/Model: DODG/GCAR
> Color: GRAY MED
> Mileage: 679
> Fuel Out: 1/2 Fuel In: 1/2
> License: [redacted]
> Unit #: 7QR1V5 Vehicle #: [redacted]
> Charges
> Price/Unit
> Total
> TIME & DISTANCE 02/06 - 02/19
> 13 @ $40.00/DAY
> $520.00
> FL WASTE TIRE & BATTERY FEE
> 13 @ $0.02/DAY
> $0.26
> SC REC - FL SURCHG RECOV
> 13 @ $2.00/DAY
> $26.00
> VEHICLE LICENSE FEE RECOVERY
> 13 @ $0.80/DAY
> $10.40
> SALES TAX
> 7.0000%
> $38.97
> Total Charges:
> $595.63
> Charge To:
> AMERICAN EXPRESS [redacted] $183.27
> Charge To:
> AMERICAN EXPRESS [redacted] $37.46
> Charge To:
> AMERICAN EXPRESS [redacted] $374.90
> 2019-02-19 11:13:10
>
> [redacted]
>
> > On Feb 19, 2019, at 11:10 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
> >
> >
> > ,
> > Thank you for allowing Chrysler Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.
> >
> > You may reply to this email with a copy of the receipt and proof of payment to submit for reimbursement.
> >
> > Your case number is [redacted]
> >
> >

> >
> > Thank you
> >
> > Fiat Chrysler Automobiles Customer Care Specialist
> >
> > The content of this message is confidential. If you have received it by mistake, please inform us by an email reply and then delete the message. The integrity and security of this email cannot be guaranteed over the Internet. Therefore, the sender will not be held liable for any damages caused by the message. Finally, the opinions disclosed by the sender do not necessarily reflect those of FCA US, therefore FCA US refuses to take any liability for any damages caused by the content of this email.
> >
> >
> > ---------- Original Message ----------
> > From: US Customer Care [uscustomercare@fcagroup.com]
> > Sent: 1/18/2019 6:29 PM
> > To: [redacted]
> > Sub[redacted]
> >
> > Mr. Gregory,
> >
> > Thank you for contacting Dodge, your case number i[redacted]
> [redacted]
> >
>

Date	02/19/2019	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***			02/19/2019 19:36 PM

Good Afternoon,

Thank you for the supporting documents to issue the reimbursement.
Can you please confirm your mailing address to be sure the check is sent to the correct place.

---------- Original Message ----------
From: [redacted]
Sent: 2/19/2019 2:22 PM
To: uscustomercare@fcagroup.com
Subject: Re: Case[redacted]

Let me know if works

[redacted]

> On Feb 19, 2019, at 2:15 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> Good Afternoon [redacted]
>
> I will need a photo copy of the rental agreement. The documents needs to include the header showing the place of business and a paid amount, as well as the form of payment.
>
> If you have any questions or concerns, you can reply to this email and I will respond at my earliest convenience.
>
> Thanks, Ebony
>
> ---------- Original Message ----------
> From [redacted]
> Sent: 2/19/2019 1:01 PM
> To: uscustomercare@fcagroup.com
> Subject: Re: Case [redacted]
>
> RA #[redacted]
> Renter: [redacted]
> Dates & Times
> Location
> Pickup
> Feb 06, 2019
> 12:03 PM
>
> 13511 S.W. 137TH AVE.
> MIAMI, FL 33186-5315
> 3052538209
> Return
> Feb 19, 2019
> 11:09 AM
>
> 13511 S.W. 137TH AVE.
> MIAMI, FL 33186-5315
> 3052538209
> Vehicle
> Make/Model: DODG/GCAR
> Color: GRAY MED
> Mileage: 679
> Fuel Out: 1/2 Fuel In: 1/2
> License: [redacted]
> Unit #: 7QR1V5 Vehicle #: [redacted]
> Charges
> Price/Unit
> Total
> TIME & DISTANCE 02/06 - 02/19
> 13 @ $40.00/DAY
> $520.00
> FL WASTE TIRE & BATTERY FEE
> 13 @ $0.02/DAY
> $0.26
> SC REC - FL SURCHG RECOV
> 13 @ $2.00/DAY
> $26.00
> VEHICLE LICENSE FEE RECOVERY
> 13 @ $0.80/DAY
> $10.40
> SALES TAX
> 7.0000%
> $38.97
> Total Charges:
> $595.63
> Charge To:
> AMERICAN EXPRESS[redacted] $183.27
> Charge To:
> AMERICAN EXPRESS[redacted] $37.46
> Charge To:
> AMERICAN EXPRESS[redacted] $374.90
> 2019-02-19 11:13:10
>
> [redacted]

>
> > On Feb 19, 2019, at 11:10 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
> >
> >
> > ,
> > Thank you for allowing Chrysler Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.
> >
> > You may reply to this email with a copy of the receipt and proof of payment to submit for reimbursement.
> >
> > Your case number is [redacted]
> >
> >
> >
> > Thank you
> >
> > Fiat Chrysler Automobiles Customer Care Specialist
> >
> > The content of this message is confidential. If you have received it by mistake, please inform us by an email reply and then delete the message. The integrity and security of this email cannot be guaranteed over the Internet. Therefore, the sender will not be held liable for any damages caused by the message. Finally, the opinions disclosed by the sender do not necessarily reflect those of FCA US, therefore FCA US refuses to take any liability for any damages caused by the content of this email.
> >
> >
> > ---------- Original Message ----------
> > From: US Customer Care [uscustomercare@fcagroup.com]
> > Sent: 1/18/2019 6:29 PM
> > To: [redacted]
> > Subject: Vehicle Concerns [redacted]
> [redacted]
> [redacted]
> > Thank you for contacting Dodge, your case number is [redacted]
> [redacted]
> >
>

Date	02/19/2019	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	02/19/2019 21:02 PM

[redacted]

Thank you. The check amount equals the amount I paid on invoice?
Thanks again!
[redacted]

> On Feb 19, 2019, at 2:36 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> Good Afternoon,
>
> Thank you for the supporting documents to issue the reimbursement.
> Can you please confirm your mailing address to be sure the check is sent to the correct place.
>
>
> ---------- Original Message ----------
> From: [redacted]
> Sent: 2/19/2019 2:22 PM
> To: uscustomercare@fcagroup.com
> Subject: Re: Case [redacted]
>
> Let me know if works
>
> Greg Beaty
>
> > On Feb 19, 2019, at 2:15 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
> >
> > Good Afternoon [redacted]
> >
> > I will need a photo copy of the rental agreement. The documents needs to include the header showing the place of business and a paid amount, as well as the form of payment.
> >
> > If you have any questions or concerns, you can reply to this email and I will respond at my earliest convenience.
> >
> > Thanks, Ebony
> >
> > ---------- Original Message ----------
> > From: [redacted]]
> > Sent: 2/19/2019 1:01 PM
> > To: uscustomercare@fcagroup.com
> > Subject: Re: Case [redacted]
> >
> > RA # [redacted]
> > Renter: [redacted]
> > Dates & Times
> > Location
> > Pickup
> > Feb 06, 2019
> > 12:03 PM
> >
> > 13511 S.W. 137TH AVE.
> > MIAMI, FL 33186-5315
> > 3052538209
> > Return
> > Feb 19, 2019
> > 11:09 AM
> >
> > 13511 S.W. 137TH AVE.
> > MIAMI, FL 33186-5315
> > 3052538209
> > Vehicle
> > Make/Model: DODG/GCAR
> > Color: GRAY MED
> > Mileage: 679
> > Fuel Out: 1/2 Fuel In: 1/2
> > License [redacted]
> > Unit #: 7QR1V5 Vehicle #: [redacted]
> > Charges
> > Price/Unit
> > Total
> > TIME & DISTANCE 02/06 - 02/19
> > 13 @ $40.00/DAY
> > $520.00
> > FL WASTE TIRE & BATTERY FEE
> > 13 @ $0.02/DAY
> > $0.26
> > SC REC - FL SURCHG RECOV
> > 13 @ $2.00/DAY
> > $26.00
> > VEHICLE LICENSE FEE RECOVERY
> > 13 @ $0.80/DAY
> > $10.40
> > SALES TAX
> > 7.0000%
> > $38.97
> > Total Charges:
> > $595.63

> > Charge To:
> > AMERICAN EXPRESS [redacted] $183.27
> > Charge To:
> > AMERICAN EXPRESS [redacted] $37.46
> > Charge To:
> > AMERICAN EXPRESS [redacted] $374.90
> > 2019-02-19 11:13:10
> > [redacted]
> >
> > > On Feb 19, 2019, at 11:10 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
> > >
> > >
> > > ,
> > > Thank you for allowing Chrysler Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.
> > >
> > > You may reply to this email with a copy of the receipt and proof of payment to submit for reimbursement.
> > >
> > > Your case number is [redacted]
> > >
> > >
> > >
> > > Thank you
> > >
> > > Fiat Chrysler Automobiles Customer Care Specialist
> > >
> > > The content of this message is confidential. If you have received it by mistake, please inform us by an email reply and then delete the message. The integrity and security of this email cannot be guaranteed over the Internet. Therefore, the sender will not be held liable for any damages caused by the message. Finally, the opinions disclosed by the sender do not necessarily reflect those of FCA US, therefore FCA US refuses to take any liability for any damages caused by the content of this email.
> > >
> > >
> > > ---------- Original Message ----------
> > > From: US Customer Care [uscustomercare@fcagroup.com]
> > > Sent: 1/18/2019 6:29 PM
> > > To: [redacted]
> > > Subject: Vehicle Concerns [redacted]]
> > >
> > > [redacted]
> > >
> > > Thank you for contacting Dodge, your case number is [redacted]
> > > [redacted]
> > > [redacted]
> >
> >

Date	02/19/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 02/19/2019 22:17 PM

Good Afternoon [redacted],

Due to the fact that we only reimburse for rental time and distance the total reimbursed will be $558.97. I have also included sales tax in that amount paid.

Thank you for verifying your home address. I will be processing the check today and you should receive the check in 7-14 business days.

---------- Original Message ----------
From: [redacted]]
Sent: 2/19/2019 4:02 PM
To: uscustomercare@fcagroup.com
Subject: Re: Case[redacted]]

[redacted]
Thank you. The check amount equals the amount I paid on invoice?
Thanks again!
[redacted]

> On Feb 19, 2019, at 2:36 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> Good Afternoon,
>
> Thank you for the supporting documents to issue the reimbursement.
> Can you please confirm your mailing address to be sure the check is sent to the correct place.
>
>
> ---------- Original Message ----------
> From: [redacted]
> Sent: 2/19/2019 2:22 PM
> To: uscustomercare@fcagroup.com
> Subject: Re: Case[redacted]]
>
> Let me know if works
>
>[redacted]
>
> > On Feb 19, 2019, at 2:15 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
> >
> > Good Afternoon[redacted],
> >
> > I will need a photo copy of the rental agreement. The documents needs to include the header showing the place of business and a paid amount, as well as the form of payment.
> >
> > If you have any questions or concerns, you can reply to this email and I will respond at my earliest convenience.
> >
> > Thanks, Ebony
> >
> > ---------- Original Message ----------
> > From: [redacted]]
> > Sent: 2/19/2019 1:01 PM
> > To: uscustomercare@fcagroup.com
> > Subject: Re: Case[redacted]]
> >
> > RA #[redacted]
[redacted]
> > Dates & Times
> > Location
> > Pickup
> > Feb 06, 2019
> > 12:03 PM
> >
> > 13511 S.W. 137TH AVE.
> > MIAMI, FL 33186-5315
> > 3052538209
> > Return
> > Feb 19, 2019
> > 11:09 AM
> >
> > 13511 S.W. 137TH AVE.
> > MIAMI, FL 33186-5315
> > 3052538209
> > Vehicle
> > Make/Model: DODG/GCAR
> > Color: GRAY MED
> > Mileage: 679
> > Fuel Out: 1/2 Fuel In: 1/2
> > License[redacted]
> > Unit #: 7QR1V5 Vehicle #[redacted]
> > Charges
> > Price/Unit
> > Total
> > TIME & DISTANCE 02/06 - 02/19
> > 13 @ $40.00/DAY
> > $520.00
> > FL WASTE TIRE & BATTERY FEE
> > 13 @ $0.02/DAY

> > $0.26
> > SC REC - FL SURCHG RECOV
> > 13 @ $2.00/DAY
> > $26.00
> > VEHICLE LICENSE FEE RECOVERY
> > 13 @ $0.80/DAY
> > $10.40
> > SALES TAX
> > 7.0000%
> > $38.97
> > Total Charges:
> > $595.63
> > Charge To:
> > AMERICAN EXPRESS [redacted] $183.27
> > Charge To:
> > AMERICAN EXPRESS [redacted] $37.46
> > Charge To:
> > AMERICAN EXPRESS [redacted] $374.90
> > 2019-02-19 11:13:10
> >
> [redacted]
> >
> > > On Feb 19, 2019, at 11:10 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
> > >
> > >
> > > ,
> > > Thank you for allowing Chrysler Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.
> > >
> > > You may reply to this email with a copy of the receipt and proof of payment to submit for reimbursement.
> > >
> > > Your case number [redacted]
> > >
> > >
> > >
> > > Thank you
> > >
> > > Fiat Chrysler Automobiles Customer Care Specialist
> > >
> > > The content of this message is confidential. If you have received it by mistake, please inform us by an email reply and then delete the message. The integrity and security of this email cannot be guaranteed over the Internet. Therefore, the sender will not be held liable for any damages caused by the message. Finally, the opinions disclosed by the sender do not necessarily reflect those of FCA US, therefore FCA US refuses to take any liability for any damages caused by the content of this email.
> > >
> > >
> > > ---------- Original Message ----------
> > > From: US Customer Care [uscustomercare@fcagroup.com]
> > > Sent: 1/18/2019 6:29 PM
> > > To: [redacted]
> > > Subject: Vehicle Concerns [redacted]
> > >
> > [redacted]
> > >
> > > Thank you for contacting Dodge, your case number is [redacted]
> > >
> > >
> > >
> >
>

Date	02/20/2019	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	02/20/2019 13:35 PM

Good morning
Thanks so much for your help.
I really appreciate it.

[redacted]

> On Feb 19, 2019, at 5:17 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> Good [redacted]
>
> Due to the fact that we only reimburse for rental time and distance the total reimbursed will be $558.97. I have also included sales tax in that amount paid.
>
> Thank you for verifying your home address. I will be processing the check today and you should receive the check in 7-14 business days.
>
> ---------- Original Message ----------
> From: [redacted]]
> Sent: 2/19/2019 4:02 PM
> To: uscustomercare@fcagroup.com
> Subject: Re: Case [redacted]]
>
> [redacted]
[redacted]
> Thank you. The check amount equals the amount I paid on invoice?
> Thanks again!
> [redacted]
>
> > On Feb 19, 2019, at 2:36 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
> >
> > Good Afternoon,
> >
> > Thank you for the supporting documents to issue the reimbursement.
> > Can you please confirm your mailing address to be sure the check is sent to the correct place.
> >
> >
> > ---------- Original Message ----------
> > From: [redacted]]
> > Sent: 2/19/2019 2:22 PM
> > To: uscustomercare@fcagroup.com
> > Subject: Re: Case [redacted]]
> >
> > Let me know if works
> >
> > [redacted]
> >
> > > On Feb 19, 2019, at 2:15 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
> > >
> > > Good [redacted],
> > >
> > > I will need a photo copy of the rental agreement. The documents needs to include the header showing the place of business and a paid amount, as well as the form of payment.
> > >
> > > If you have any questions or concerns, you can reply to this email and I will respond at my earliest convenience.
> > >
> > > Thanks, Ebony
> > >
> > > ---------- Original Message ----------
> > > From [redacted]
> > > Sent: 2/19/2019 1:01 PM
> > > To: uscustomercare@fcagroup.com
> > > Subject: Re: Case [redacted]
> > >
> > > RA #: [redacted]
> > > Renter [redacted]
> > > Dates & Times
> > > Location
> > > Pickup
> > > Feb 06, 2019
> > > 12:03 PM
> > >
> > > 13511 S.W. 137TH AVE.
> > > MIAMI, FL 33186-5315
> > > 3052538209
> > > Return
> > > Feb 19, 2019
> > > 11:09 AM
> > >
> > > 13511 S.W. 137TH AVE.
> > > MIAMI, FL 33186-5315
> > > 3052538209
> > > Vehicle
> > > Make/Model: DODG/GCAR
> > > Color: GRAY MED
> > > Mileage: 679
> > > Fuel Out: 1/2 Fuel In: 1/2
> > > License [redacted]
> > > Unit #: 7QR1V5 Vehicle # [redacted]

> > > Charges
> > > Price/Unit
> > > Total
> > > TIME & DISTANCE 02/06 - 02/19
> > > 13 @ $40.00/DAY
> > > $520.00
> > > FL WASTE TIRE & BATTERY FEE
> > > 13 @ $0.02/DAY
> > > $0.26
> > > SC REC - FL SURCHG RECOV
> > > 13 @ $2.00/DAY
> > > $26.00
> > > VEHICLE LICENSE FEE RECOVERY
> > > 13 @ $0.80/DAY
> > > $10.40
> > > SALES TAX
> > > 7.0000%
> > > $38.97
> > > Total Charges:
> > > $595.63
> > > Charge To:
> > > AMERICAN EXPRESS [redacted] $183.27
> > > Charge To:
> > > AMERICAN EXPRESS [redacted] $37.46
> > > Charge To:
> > > AMERICAN EXPRESS [redacted] $374.90
> > > 2019-02-19 11:13:10
> > >
> > > [redacted]
> > >
> > > > On Feb 19, 2019, at 11:10 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
> > > >
> > > >
> > > > ,
> > > > Thank you for allowing Chrysler Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.
> > > >
> > > > You may reply to this email with a copy of the receipt and proof of payment to submit for reimbursement.
> > > >
> > > > Your case number is [redacted]
> > > >
> > > >
> > > >
> > > > Thank you
> > > >
> > > > Fiat Chrysler Automobiles Customer Care Specialist
> > > >
> > > > The content of this message is confidential. If you have received it by mistake, please inform us by an email reply and then delete the message. The integrity and security of this email cannot be guaranteed over the Internet. Therefore, the sender will not be held liable for any damages caused by the message. Finally, the opinions disclosed by the sender do not necessarily reflect those of FCA US, therefore FCA US refuses to take any liability for any damages caused by the content of this email.
> > > >
> > > >
> > > > ---------- Original Message ----------
> > > > From: US Customer Care [uscustomercare@fcagroup.com]
> > > > Sent: 1/18/2019 6:29 PM
> > > > To: [redacted]
> > > > Subject: Vehicle Concerns [redacted]
> > > >
> > > > [redacted]
> > > >
> > > > Thank you for contacting Dodge, your case number is [redacted]
> > > > [redacted]
> > > >
> > >
> >
>

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2017	**Brand**	DODGE
Body	RTRX53	**Vehicle**	DODGE GRAND CARAVAN GT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/19/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/21/2019	**Origin**	Brand Site	**Reason**	assistance
Mileage	50,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address	[redacted]			**Source**	Customer
Caller City	Kenosha	**Caller Country**		**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	KENOSHA	WI	[redacted]		
Dealer	23563	JACK WOLF CHRYSLER JEEP DODGE INC.		**Dealer Phone**	8155449211
Dealer Address	1615 N. STATE STREET				
	BELVIDERE	IL	61008 2007	USA	
Dealer Zone	Midwest	**Sales District**		**Service District**	E
Subject	Problems				
Synopsis	no diagnosis, cylinder 2 would still have powertrain coverage.				
Customer Anomaly	Engine				
	Cylinder Head				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	23	Engine cylinder head / block issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/19/2019 01:24 AM	New
01/19/2019 06:57 AM	Open
01/21/2019 11:07 AM	Closed

Initial Description

I purchased a 2017 grand caravan gt last March/april and I'm having issues with it. 1. The radio turns off sporadically. 2. The remote start turns on then shuts off. 3. Passenger side door lock stopped working. 4. I have a misfire on cylinder 2. Are any of these issues known to your company as repetitive?

Email(s)

Date	01/19/2019	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	01/19/2019 01:24 AM

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

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

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

Mopar Brand: 800-247-9753

FCA Brand : 800-247-9753

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

Sincerely,

The Mopar Brand

To view the Mopar Privacy Policy, visit

[redacted]

Date	01/19/2019	**Subject**	FCA Contact Center Case # [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	01/19/2019 07:04 AM

Hello [redacted],

Thank you for contacting Dodge Customer Care and for letting us know what has been going on in your Dodge Grand Caravan.

I can understand why you have reached out to us and I will certainly do my best to help you.

Currently I am seeing that you would have powertrain coverage still on the vehicle for 31 Months or 10,000 Miles, if diagnosed by a Dodge dealership as being related to Cylinder #2 they will be able to determine if there is any coverage.

As for the other components I am seeing that there werent any extended warranties, customer satisfaction notifications, or recalls.

What I can say about the remote start though is, the remote start would have a fifteen minute timer before shutting off, also, once you get in the vehicle the vehicle will shut off.

Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at (800) 423-6343.

Thank you again for your email Mario. Have a great day.

Best wishes,
Michael
Dodge Customer Care
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]					
VIN [redacted]		**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/23/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/21/2019	**Origin**	Telephone	**Reason**	
Mileage	53,000 Miles	**Market**	U	**Language**	English
Contact Email [redacted]		**Contact Phone** [redacted]		**Contact Mobile** [redacted]	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer [redacted]					
Customer Address					
	FLEMINGTON		NJ [redacted]		USA
Dealer	44961	FLEMINGTON DODGE-CHRY-JEEP		**Dealer Phone**	9087885858
Dealer Address	204 US ROUTE 202 / 31				
	FLEMINGTON		NJ	08822 1765	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	F
Subject	New issues with vehicle				
Synopsis	Vehicle fixed				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/23/2019 02:19 PM	Open
01/28/2019 08:46 PM	Suspended
02/05/2019 05:02 AM	Open
02/21/2019 01:40 PM	Closed

Initial Description

Customer is now experiencing issues with door locks and dealer needs to replace entire system. They are tired of paying the deducible when their vehicle is only 3 years old.

Case Comments

Date	Comment
01/23/2019	*****OUTBOUND DEALERSHIP CONTACT***** Flemington Dodge-Chry-Jeep | 44961| 9087885858 | Spoke to Appointment coordinator Anne, customer has appointment 02/05/2019 for replacement of sliding door lock system. George is the SA working on the vehicle.
01/23/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted]cell) | Dodge Called in, Writer advised there will be a new CM on case as writer is no longer assigned to this dealer. Customer just wants assistance with the vehicle and to not have to worry about constantly having issues.
01/24/2019	In-Service Date: 7/18/2016 Original Owner: yes Mileage: 53,000 Vehicle purchase loyalty: 2 new -2001, 2016 Multiple Repairs/ Previous related repairs: alternator, power steering MVP plans: LIFETIME MAXIMUM CARE Other:
01/24/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted](cell) Dodge CM reached VM, unable to leave a message, mailbox full
01/28/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted](cell) Dodge CM reached VM, unable to leave a message, mailbox full
02/01/2019	***INBOUND CUSTOMER CONTACT*** [redacted]DODGE CARAVAN Customer calling to follow up with me, CM explained I have been calling her on her cell and not being able to leave a message. Customer said she has been having a problem with her phone and said perhaps going forward try the home number first [redacted]CM explained that I now work with Flemington and asked if her appointment next Tuesday for a repair or diagnosis. She said they are having the repair completed, the dealer told them that all the locks need to be replaced. She said the sliding doors dont even have electronics they are manual. Customer said she used to own a T&C and it had so many problems that she walked away from it. They just had the alternator replaced and that cost them $100.00 and now the door repair. Customer feels she is having too many problems with this vehicle and doesnt want to pay for her deductible on Tuesday. CM said I will look into this further and speak with her old CM to see what we could do for her and call her back on Monday.
02/04/2019	***OUTBOUND DEALER CONTACT*** Flemington -#44961 -908-788-5858 CM reached service and asked if I could get the diagnosis for the door locks, the agent reviewed the files and said the concern hasnt been diagnosis yet. She believes that is what they are doing tomorrow, CM asked when I could call for an update and she said to try late morning.
02/04/2019	***OUTBOUND CUSTOMER CONTACT*** [redacted]DODGE CARAVAN CM reached VM, left a message that I spoke to the dealer and they said they are doing a diagnosis tomorrow. As per her SC she is responsible to pay the deductible and I cant wave it, if she has to pay it tomorrow she can send me the bill to review further. CM said I plan to reach out to the dealer late tomorrow morning to see what they have found. CM provided callback information, 844-827-2006 ext. 3020200.
02/04/2019	Customer is wanting to talk to a manager that would be able to make a decision on reimbursing the customer for the deductible if it is payed.
02/04/2019	Customer is wanting an answer before she takes the vehicle in for service.

Date	Comment
02/05/2019	***OUTBOUND CUSTOMER CONTACT*** [redacted] DODGE CARAVAN CM reached VM, left a message that I would call her cell. * [redacted] CM reached VM for [redacted] left a message that I would try his wifes cell #. * [redacted] CM reached VM for Janice but wasnt able to leave a message, mail box was full.
02/05/2019	*****INBOUND VOICE MESSAGE**** [redacted] 2/04/19 548pm Customer calling to say the dealer did diagnosis the vehicle and they had to order parts. When she goes into the dealer today they are having the passenger side door fixed. Customer asked for a callback
02/05/2019	***INBOUND CUSTOMER CONTACT*** [redacted] DODGE Customer returning my call, customer states they were at the dealer 3 weeks ago and the van was diagnosis. It took that long for the parts to come in and for the dealer to have a rental vehicle available. Customer states the vehicle is too new to be having these problems and refuses to pay the $100.00 deductible. CM tried to explain to her that she would have to pay the $100.00 and then customer said once again she refuses, she states the last CM didnt make her pay it. CM said I would speak to her and call her back.
02/05/2019	CM reviewed the file with the other CM
02/05/2019	***OUTBOUND CUSTOMER CONTACT*** [redacted] (home) DODGE Customer was busy on her cell phone and said she would call me back.
02/05/2019	***OUTBOUND CUSTOMER CONTACT*** [redacted] (home) DODGE CM reached out to the customer and let her know I reviewed the file with her other CM. CM explained I cant wave it the dealer has to charge the fee because it is part of the SC she purchased. But I reviewed her file and asked her to send me a copy of the receipt from today because of the age of the vehicle I would look at reimbursement but going forward this is something we may not be able to assist her. Customer understood.
02/08/2019	***OUTBOUND CUSTOMER CONTACT*** [redacted] (home) DODGE CM reached the customer and she said her husband just got the vehicle back and she is not feeling well. CM said over the weekend if she feels better send me the receipt and I will look for it next week.
02/11/2019	***INBOUND CUSTOMER CONTACT** [redacted] (home) DODGE Customer states she never got my email but she is having problems with her phone and isnt really surprised. CM provided her lr787@chrysler.com, customer said she will ask her daughter to send me the invoice. CM said I will talk to her later this week.
02/12/2019	No paperwork received yet from customer.
02/14/2019	***OUTBOUND CUSTOMER CONTACT** [redacted] (home) DODGE CM reached VM, left a message that I havent received any paperwork from her and I was just checking if she sent it. CM provided email address, lr787@chrysler.com and phone number 844-827-2006 ext. 3020200.
02/18/2019	***OUTBOUND CUSTOMER CONTACT*** [redacted] (home) DODGE CM reached the customer and asked about her paperwork, she said she got my message and was shocked that I hadnt received her paperwork. CM checked spam and that is where her paperwork went to, CM verified customer information and it is correct as shown on file.
02/20/2019	***OUTBOUND DEALER CONTACT*** Flemington -#44961 -908-788-5858 CM spoke to Trish in service and she reviewed the work order, she confirmed the customer did pay for the repair on 2/07/19.
02/20/2019	In-Service Date: 7/18/2016 Original Owner: yes Mileage: 53,000 Vehicle purchase loyalty: 2 new -2001, 2016 Multiple Repairs/ Previous related repairs: alternator, power steering MVP plans: LIFETIME MAXIMUM CARE ** Customer accepts and verifies the check should be mailed to the following name and address [redacted] FLEMINGTON NJ [redacted] ** Customer has submitted request for REPAIR goodwill. Due to out of pocket expenses related to repairs. Writer is suggesting reimbursement as a goodwill gesture. Approved by: LR787 Customers proof of payment is: receipt from dealer Tax $6.63 Total $106.63 Writer is submitting check for approval in the amount of $106.63

Email(s)

Date	01/24/2019	***Subject***	New Case Manager [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/24/2019 15:57 PM

My name is Linda and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your case number is [redacted]
The Chrysler Case Management telephone number is: 1-844-827-2006
My direct extension: 3020200
My work hours are: 8:00 am 4:30 pm Eastern Standard Time Monday-Friday.
I tried to call you today but you were not available and I couldn't leave a voice message. I will try again to reach out to you before your appointment at the dealer.

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

Linda
FCA Case Manager
Phone 1-844-827-2006, ext. 3020200
[redacted]

Date	02/05/2019	***Subject***	RE: New Case Manager [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	02/05/2019 17:37 PM

Hi [redacted]

Once you have your receipt, please take a picture of it and send it to
lr787@chrysler.com

Thank you

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 1/24/2019 10:57 AM
To [redacted]
Subject: New Case Manager [[redacted]

My name is Linda and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your case number is [redacted]
The Chrysler Case Management telephone number is: 1-844-827-2006
My direct extension: 3020200
My work hours are: 8:00 am 4:30 pm Eastern Standard Time Monday-Friday.
I tried to call you today but you were not available and I couldn't leave a voice message. I will try again to reach out to you before your appointment at the dealer.

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

Linda
FCA Case Manager
Phone 1-844-827-2006, ext. 3020200
[redacted]

Linda
FCA Case Manager
Phone 1-844-827-2006, ext. 3020200

Date	02/21/2019	***Subject***	[redacted]	
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	02/21/2019 13:39 PM

Hello [redacted]

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is [redacted]

The FCA Case Management Telephone Number is: 1-844-827-2006

My Direct Extension is: 3020200

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best

Linda | FCA Case Manager

Phone: 1-844-827-2006 | Ext. 3020200

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 2/5/2019 12:37 PM
To: [redacted]
Subject: RE: New Case Manager [redacted]

Hi [redacted]

Once you have your receipt, please take a picture of it and send it to
lr787@chrysler.com

Thank you

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 1/24/2019 10:57 AM
To: [redacted]
Subject: New Case Manager [redacted]

My name is Linda and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your case number is [redacted]
The Chrysler Case Management telephone number is: 1-844-827-2006
My direct extension: 3020200
My work hours are: 8:00 am 4:30 pm Eastern Standard Time Monday-Friday.
I tried to call you today but you were not available and I couldn't leave a voice message. I will try again to reach out to you before your appointment at the dealer.

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

Linda
FCA Case Manager
Phone 1-844-827-2006, ext. 3020200
[redacted]

Linda
FCA Case Manager
Phone 1-844-827-2006, ext. 3020200

Linda
FCA Case Manager
Phone 1-844-827-2006, ext. 3020200

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/23/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/08/2019	**Origin**	Telephone	**Reason**	
Mileage	44,908 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	CHESAPEAKE	VA	[redacted]	USA	
Dealer	45497	SOUTHERN DODGE CHRYSLER JEEP RAM		**Dealer Phone**	7578552277
Dealer Address	2747 N MILITARY HWY				
	NORFOLK	VA	23518 5606	USA	
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	L
Subject	Cost Assistance				
Synopsis	Insurance company ended up covering repair. Customer happy.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/23/2019 08:20 PM	Suspended
01/23/2019 08:30 PM	Suspended
01/23/2019 09:33 PM	Open
01/24/2019 08:44 PM	Suspended
01/31/2019 05:03 AM	Open
02/08/2019 06:09 PM	Closed

Initial Description

Noise from the right passenger side door .

Case Comments

Date	Comment
01/23/2019	customer states he is having trouble with his passenger side door. he does have history and household with us he is the original owner he have been having problem with this door less than a month.
01/23/2019	Customer seeking cost assistance for defective passenger side door. Customers phone number is [redacted] Customer has an appt on 01/31/19 at Southern Dodge.
01/24/2019	**********BC 35 REVIEW********** In-Service Date: 3/7/2016 Original Owner: Yes Mileage: 44,908 Vehicle purchase Loyalty: 2 new Multiple Repairs/ Previous related repairs: No MVP plans: None Basic expires: Expired Powertrain expires: March 7, 2021 or 60,000 miles whichever occurs first LS: 713 **********
01/24/2019	*****OUTBOUND DEALER CALL***** SOUTHERN CDJR| 45497 |757-855-2277 Agent spoke to Britany in service. Agent was advised vehicle hasnt been to DLR since 1/3/2019 and this was for an oil change. Britany advised is an appointment on 1/31/2019 for the door concern.
01/24/2019	**********PREFERRED CONTACT********** PHONE [redacted] **********
01/24/2019	*****OUTBOUND CUSTOMER CALL*** [redacted] Agent contacted customer and introduced as CM. Agent advised customer that as a case manager what we will try to assist with is, obtaining a diagnosis on the vehicle, we can also work with the DLR to obtain technical assistance. We will be a contact for information on the case progression and will work with the dealership for a resolution for their vehicle concerns. Agent advised we will be looking into cost assistance for the repair; however he is responsible for the diagnostic. Customer states when he clicks the unlock button the door makes. Customer placed phone on speaker so agent could hear the buzzing noise. Agent acknowledged the noise. Customer advised his appointment is on 1/31/2019. Agent advised we will follow-up on that day. Customer advised his brother in law is an AM in NY.
01/31/2019	Vehicle has arrived at dealership Southern Dodge Chrysler Jeep Ram and attended by dealer employee
01/31/2019	**INBOUND DLR CALL** Writer transferred Glen to CM.

Date	Comment
01/31/2019	*****INBOUND DEALER CALL***** SOUTHERN CDJR| 45497 |757-855-2277 SA GLEN calling to advisor there is an interior failure for the sliding door latch. Glen advised this is not a customer caused issue. Glen advised it does need to be replaced. - Is the concern a result of misuse/abuse/lack of maintenance? No, seen several with same issue Could the customer have caused/prevented concern? No Is the concern related to the age and/or mileage? No Has the vehicle been properly maintained? Yes Is maintenance completed at the dealership? Yes Have there been any previous related repairs? No Have there been any previous out-of-pocket repairs? No What is the repair cost at customer price? $1108 What is the breakdown for warranty pricing, parts and labor? PARTS- $644.62 LABOR- $ Unsure but 4 hours. [$531.96 approx] When could repairs be completed? Believes has parts, so tomorrow. Do you feel this customer should receive assistance and why? Yes, seen this concern in other vehicles. Has this customer been provided assistance previously? No Would you be willing to provide assistance? Unable to provide, but has no issue with CM providing. - Agent advised we would be willing to pay parts and customer pay labor. Glen placed CM on hold to offer this to the customer. Glen advised customer is going to pay the diagnostic and talk this over with his wife. Agent advised Glen this offer is valid for 30 days [3/1/2019]. Agent advised Glen we will be calling the customer tomorrow.
02/01/2019	*****OUTBOUND CUSTOMER CALL*** [redacted] Agent contacted customer and left a VM, with case number and 866-932-3873,ext 3020174 asking for a callback - NEXT AGENT: If customer calls please transfer to CM AD1176 at ext 3020174 for further assistance.
02/01/2019	customer called to speak to CM CM please call customer back
02/04/2019	[redacted]mer's brother-in-law seeking a callback Feels that the offer we provided isn't strong enough NOTE: Brother-in-law is [redacted]
02/04/2019	Email sent to [redacted]
02/05/2019	*****OUTBOUND CUSTOMER CALL***** [redacted] Agent contacted customer and advised we received a phone call from his brother-in-law. Customer did verify that his insurance company is covering the repair. Customer thanked CM for the offer we presented. Customer is going in on Friday to have the repairs completed. Customer requested a callback on 1230PM.
02/08/2019	Vehicle has arrived at dealership Southern Dodge Chrysler Jeep Ram and attended by dealer employee
02/08/2019	*****OUTBOUND CUSTOMER CALL***** [redacted] Agent contacted customer and advised we are aware the vehicle is at the DLR. Customer states he has the vehicle back and everything is good. Customer does not require any additional follow-up. Agent invited customer to callback anytime.

Email(s)

Date	01/24/2019	***Subject***	Dodge Case Management | [redacted]		
From	[redacted]ustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/24/2019 20:25 PM

Hello [redacted]

My name is Aimee and I have been assigned as your Case Manager. Please find above your case number and below, my contact information so I can further assist you.
Our hours of operation are:
Monday to Friday: 8AM-8PM
I can be reached at 1-866-932-3873 extension 3020174

Best wishes,
Aimee | FCA Case Manager
Subject Matter Expert | Mid- Atlantic Case Management
PH: 1 866-932-3873 EXT: 302 0174
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2017	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN GT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/24/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/24/2019	**Origin**	Telephone	**Reason**	
Mileage	34,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	AVON PARK		FL	[redacted]	
Dealer	51010	WELLS MOTOR CO.		**Dealer Phone**	8634536644
Dealer Address	1600 US 27 S				
	AVON PARK		FL	33825 5321	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	U
Subject	power locks and liftgate				
Synopsis	liftgate and door locks working intermittently				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/24/2019 05:34 PM	Open
01/24/2019 05:39 PM	Closed

Initial Description

Customer is having intermittent issues with the power door locks and liftgate.

Case Comments

Date	Comment
01/24/2019	Customer is having intermittent issues with the power door locks and liftgate. Customer states that sometimes the liftgate won't open with the fob or the button on the console and the customer has manually open it. The customer is also having intermittent issues with the door locks not operating properly. Customer wanted to know if there is a software update that needs to be done. The customer has been to the dealer several times for the issue and everything works when the vehicle is there. Agent advised that the customer will need to leave the vehicle with the dealer so that the dealer can troubleshoot the issue.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/24/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/24/2019	**Origin**	Telephone	**Reason**	
Mileage	61,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	LEANDER	TX	[redacted]		
Dealer	X7441	EAN HOLDINGS - COLLEGE PARK		**Dealer Phone**	4043051070
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS	MO	63105 4204	USA	
Dealer Zone		**Sales District**		**Service District**	
Subject	Faulty lock				
Synopsis	Closed.				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/24/2019 08:22 PM	Open
01/24/2019 08:25 PM	Closed

Initial Description

customer has a bad lock

Case Comments

Date	Comment
01/24/2019	Customer is calling she wash have problems with her door lock. Customer states she was later in a accident and took her vehicle to the auto body and they told her there is a faulty lock. gent told customer she would have to get her vehicle to a Chrysler DLR for further assistance. Customer stated after she got her vehicle fro the DLR she will get it over to Chrysler

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/25/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/04/2019	**Origin**	Telephone	**Reason**	
Mileage	83,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	CLEVELAND		OH	[redacted]	
Dealer	60593	DEACON'S CHRYSLER DODGE JEEP RAM		**Dealer Phone**	4404420424
Dealer Address	835 SOM CENTER RD				
	MAYFIELD VILLAGE		OH	44143 3524	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	E
Subject	vehicle issue				
Synopsis					
Customer Anomaly	Body				
	Hood				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	171	Hood Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/25/2019 05:46 PM	Open
02/04/2019 03:45 PM	Closed

Initial Description

sliding doors locked

Case Comments

Date	Comment
01/25/2019	Vehicle issue: driver side sliding door will not unlock now also passenger sliding door will not unlock until car is warm // Customer Inquiry // Customer calling in regarding vehicle issue. Customer is looking for coverage on the doors. // Advised Customer // Confirmed account, advised no remaining coverages available at this time, advised customer she could get repairs done and submit paperwork for reimbursement consideration. Customer needs to get an appointment.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/27/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/28/2019	**Origin**	Telephone	**Reason**	
Mileage	37,339 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	PORTSMOUTH	OH	[redacted]		
Dealer	45704	Tim Short Chrysler Dodge Jeep RAM		**Dealer Phone**	7402502333
Dealer Address	1202 OFFNERE ST				
	PORTSMOUTH	OH	45662 3502	USA	
Dealer Zone	Great Lakes	**Sales District**		**Service District**	J
Subject	broke down				
Synopsis	vehicle repaired				
Customer Anomaly	Drivability				
	No Start				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	103	Vehicle No Start
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/27/2019 01:07 AM	Open
01/27/2019 01:12 AM	Closed
01/28/2019 03:43 PM	Open
02/28/2019 12:17 AM	Closed

Initial Description

customer vehicle has broke down and they want this to be known because they keeps having problems with the vehicle

Case Comments

Date	Comment
01/27/2019	documented that they broke down, not being able to start. Informed customer that to call us back if they need assistance with getting the vehicle repaired and provided the number to roadside for future use
01/28/2019	customer vehicle has broke down and they want this to be known because they keeps having problems with the vehicle. Customer has had to jump start the vehicle all weekend, and they have an appointment set up for 01/29/2019 at 1:30 PM Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number [redacted] Earliest call time: anytime Latest call time: anytime Updates via email: Vehicle location: Customer Date and Time of Appointment: 01/29/2019 @1:30 Confirmed appointment with: Tim Short Chrysler Dodge Jeep Ram of Portsmouth Customer in rental: No Authorized by: Rental start date:
01/29/2019	Customer called requesting to speak with cm, cm not available ,customer provided updates from dlr, customer state that her battery need to be replaced, agent updated case for a callback.
01/29/2019	Customer called again about the same issue Customer is seeking to speak with CM or CM supervisor Customer is seeking cost assistance for a battery that is not covered under warranty.
01/29/2019	Customer called in requesting to speak with CM, CM unavailable, Customer began to use profanity and become very rude on the line, agent was able to get TL involved who advised the customer we will put in call back message from CM.
01/29/2019	*****INBOUND CUSTOMER CONTACT***** [redacted] Customer called in requesting assistance for repair and advised that appointment was today DLR charged $95 to look at vehicle. CM advised that the diagnosis fee is the customer's responsibility but CM can look into assistance on any repairs that need to be done to customer's vehicle. CM advised will speak to DLR and give a call back by Thursday the 31st. CM advised customer will do everything able to assist with concerns.
01/29/2019	*****INBOUND CUSTOMER CONTACT***** ~ Customer contacted into FCA looking to speak with the CM on the file. The CM advised the customer that at this time the CM on the file has gone home for the evening and inquired if there is anything the CM can do to assist. The customer stated that she just wanted to let the CM know that the customer picked the vehicle up and brought it to an IRF and they looked at the battery and the Alternator and they claim they are not the issue and that the DLR never fixed the door. The CM advised he will document the concern and advised that FCA is unable to use a diagnosis from an IRF. The customer stated she just wanted the CM to know and thanked the CM for the time and assistance.
02/01/2019	*****INBOUND CUSTOMER CONTACT***** [redacted] Customer called in asking about assistance and advised bringing back to DLR 02/05/19. Writer advised will document appointment. Customer stated the DLR is going to look into a component that is causing the battery to drain. Writer advised that DLR would be called and asked about waving the diagnostic fee as customer had diagnosis done very recently for the same concern. Writer advised the CM will look into cost assistance if repair not covered under warranty. Customer requested call back later today after CM spoke to DLR. Writer advised someone will contact customer back today.
02/07/2019	*****INBOUND CUSTOMER CONTACT***** [redacted] Customer stated that dlr has stated that vehicle needs new battery , customer feels that it is not a battery that it is something else customer also stated that believes that dlr did not repair customer door. Cm advised will contact dlr to find out what has happened with vehicle
02/07/2019	******* OUTBOUND DIR CONTACT ******* Cm contacted dlr spoke to dlr regarding concern with battery cm advised that there was no promise of cost assistance. Cm advised that would not be assisting with cost assistance.

Date	Comment
02/07/2019	*****INBOUND CUSTOMER CONTACT**** [redacted] Customer called in requesting to speak to CM. Customer agreed to hold for writer to see if CM is available. Customer disconnected
02/07/2019	*****INBOUND CUSTOMER CONTACT***** [redacted] Customer contacted and advised that they picked the Van up and this is the 3rd time that the sliding door has not been repaired. Customer states that the driver side sliding door gets stuck even after the dealership has replaced the door lock actuator. ***Customer states that the door unlocks with the Fob no problem but will not open. ***Customer will be taking the vehicle back in on 02/12/2019 to have the door issue fixed. *** Customer took the vehicle back in to have the door and the alternator looked at and they did not fix the door. Customer was advised she needs a battery to fix the no start concern. ***Customer would like to speak to CM by the end of the day today
02/08/2019	***INBOUND CUSTOMER CONTACT*** [redacted] . Customer called in seeking to speak with Charlene. CM advised she is not in the office yet and offered to assist. Customer advised CM that she spoke with Melissa yesterday and was promised a call back from Charlene and never got one. CM advised he does see that in the notes and would document the call and the customer would get a call today. CM apologized to the customer for the inconvenience and if she doesn't get a call by 1:00 PM to call back and we assist her in getting to her CM.
02/08/2019	***INBOUND CUSTOMER CONTACT*** [redacted] Cm contacted customer, stated that dlr did not put battery back in due to will cost $400 for battery . customer is due to bring Tuesday for dlr to fix door . Sm found paper due to last time customer was there was supposed to fix door. customer can use Key fob but unable to manually open door. Wont open at all completely will not open. Cm advised customer that can we review for battery will contact customer back to advise what the decision is regarding battery.
02/08/2019	****** OUT BOUND DLR CONTACT **** Cm contacted Dlr spoke to Sa Josh cm advised that was seeking warranty pricing for battery for parts and labor. Cm was transferred to a different line LVM
02/11/2019	******* INBOUND CUSTOMER CONTACT ******* Cm spoke to customer advised that we will be covering battery , Cm advised we have not heard back from Dlr
02/11/2019	Cm is Seeking warranty pricing for battery from Dlr
02/12/2019	Customer called for Charlene, please call back ASAP
02/13/2019	***INBOUND CUSTOMER CONTACT*** [redacted] Customer calling in as she had spoken with the DLR Tim Short, and they advised that her battery was on back order for 3 months. CM advised that her CM was on another line, and that her CM can look into this for her. She stated that she called another DLR in her area, and they have 3 in stock, so she was not sure if her CM can get one from them or not. CM advised that CM will update her notes, and her CM can look into this for her.
02/15/2019	PM ***INBOUND CUSTOMER CONTACT*** [redacted] Customer called stated Glockner dlr has three battery in stock was seeking if we could get it sent to dlr at Tim short . Cm advised will contact Glockner to see if that would be a option
02/15/2019	*******OUTBOUND DLR CONTACT ****** 45704/ Tim Short Chrysler Dodge Jeep Ram of Portsmouth/ 7402502333 Cm contacted dlr spoke to PM David stated they did receive battery for customer yesterday . transferred cm to service to schedule appointment service was unavailable . Cm LVm
02/15/2019	***INBOUND CUSTOMER CONTACT*** [redacted] Cm contacted customer advised that battery has arrived at dlr , cm stated LVM for dlr to call to schedule customer in to get battery installed will call back as soon as we have appointment scheduled
02/15/2019	****** INBOUND DLR CONTACT ******** SM SHAWN - called stated customer has 3 day rental on this RO and customer has battery . Cm advised would take of rental and battery . rental for 3 days start at 2/5-2/8 returned Battery is 285.66 labor 104.67 warranty pricing . Cm advised would put Dm notes in file provided Sm case number .
02/15/2019	***INBOUND CUSTOMER CONTACT*** [redacted] Cm contacted customer advised Dlr would call to schedule appointment , cm advised will follow up on Tuesday
02/19/2019	*******OUTBOUND DLR CONTACT ****** 45704/ Tim Short Chrysler Dodge Jeep Ram of Portsmouth/ 7402502333 Cm contacted dlr spoke to Sm Shawn customer had no further concern
02/19/2019	***INBOUND CUSTOMER CONTACT*** [redacted] Cm contacted customer everything seems ok . cm advised that will be closing case . Cm advised will send customer email if need further assistance
05/22/2019	***** Inbound customer contact ****** Customer called stated that customer is worried about payment customer will be charged cm advised that we will need to contact dlr to get diagnosis completed before we can review payments

Email(s)

Date	01/29/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] ***ate/Time*** 01/29/2019 20:01 PM

H[redacted]

My name is Breanna and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your case number is[redacted]
The FCA Case Management telephone number is: 1-844-827-1999
FCA Case Managements hours are: 8:00 am 8:00 pm EST (7:00 am 7:00 pm Central Time), Monday through Friday
My work hours are: 8:00 am 4:30 pm, Monday through Friday.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
Breanna
Chrysler Case Management
[redacted]

Date	02/19/2019	***Subject***	[redacted]
From	dodgecustomercare@fcagroup.com	***To***	[redacted] ***me*** 02/19/2019 20:02 PM

Hell[redacted]

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is:[redacted]

The FCA Case Management Telephone Number is: 1-844-827-1999

My Direct Extension is: 3020554

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best

Charlene | FCA Case Manager

Phone: 1-844-827-1999 | Ext. 3020554
Sincerely
Charlene

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 1/29/2019 3:01 PM
To: [redacted]
Sub[redacted]

Hi [redacted]

My name is Breanna and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your case number [redacted]
The FCA Case Management telephone number is: 1-844-827-1999
FCA Case Managements hours are: 8:00 am 8:00 pm EST (7:00 am 7:00 pm Central Time), Monday through Friday
My work hours are: 8:00 am 4:30 pm, Monday through Friday.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
Breanna
Chrysler Case Management
[redacted]

Charlene
FCA Case Manager

Date	05/10/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	

Dea[redacted]
Thank you for contacting Dodge Customer Care.
Our records indicate that case number [redacted]s closed.
If you require further assistance please contact us at (800) 423-6343 and we would be happy to assist.
Thank you and have a great day.
Dodge Customer Care

[redacted]

Date	05/10/2019	***Subject***	[redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	05/10/2019 19:57 PM

Charlene,
I'm contacting you again regarding my 2016 Dodge Grand Caravan. We are once again having issues with the drivers side sliding door. It completely pooped off the henges. Please contact me back as soon as possible. My number is [redacted].

Thank you,
[redacted]

Sent from my iPhone

> On Feb 19, 2019, at 3:02 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> Hello [redacted]
>
> I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.
>
> Your Case Number is: [redacted]
>
> The FCA Case Management Telephone Number is: 1-844-827-1999
>
> My Direct Extension is: 3020554
>
> Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.
>
> It has been a pleasure working with you, all the best
>
> Charlene | FCA Case Manager
>
> Phone: 1-844-827-1999 | Ext. 3020554
> Sincerely
> Charlene
>
>
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 1/29/2019 3:01 PM
> To: [redacted]
>
> Hi [redacted]
>
> My name is Breanna and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
>
> Your case number is [redacted]
> The FCA Case Management telephone number is: 1-844-827-1999
> FCA Case Management's hours are: 8:00 am – 8:00 pm EST (7:00 am – 7:00 pm Central Time), Monday through Friday
> My work hours are: 8:00 am – 4:30 pm, Monday through Friday.
>
>
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
> Breanna
> Chrysler Case Management
> [redacted]
>
> Charlene
> FCA Case Manager
>

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/28/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/28/2019	**Origin**	Telephone	**Reason**	
Mileage	70,400 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	HANNA		IN		
Dealer	60695	MICHIGAN CITY CHRYSLER DODGE JEEP		**Dealer Phone**	2198728600
Dealer Address	501 E. US Highway 20				
	Michigan City		IN	46360 7367	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	C
Subject	Vehicle Issuses				
Synopsis	closed				
Customer Anomaly	Engine				
	OTHER				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	30	General engine issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/28/2019 10:50 PM	Open
01/28/2019 11:03 PM	Closed

Initial Description

Customer is having vehicle issuses

Case Comments

Date	Comment
01/28/2019	Customer called in because she has been experiencing multiple issues with her vehicle. Including a cylinder 3 misfire and the rocker arms. She informed me that the dealership is charging her an estimate of $3000 to repair her vehicle. Customer doesn't want to pay for the repair, she doesn't want the vehicle. The following dealership is " Michigan City Chrysler Dodge Jeep Ram, 60695 ".
02/01/2019	Customer called in regards to a Vehicle Concern Customer got oil change noticed ticking noise in engine Engine light came on and it was diagnosed as the cylinder 3 misfire Engine light came back on than the Fuel injectors were replaced Rocker arms were making the ticking noise, Arms wore down the valve to the cylinder to cause it to be a dead cylinder spilling oil Transmission lines from the radiator are leaking Door actuators went out which was going to be covered under warranty but the dealership never installed the parts they ordered Dealership (60695) has not seen the vehicle since early Dec 2018 10,000 miles over warranty Customer does not merit cost assistance

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/02/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/21/2019	**Origin**	Brand Site	**Reason**	assistance
Mileage	63,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address	[redacted]			**Source**	Customer
Caller City	Brazil	**Caller Country**		**Caller Postal Code**	47834
Customer	[redacted]				
Customer Address	[redacted]				
	BRAZIL		IN	[redacted]	USA
Dealer	58370	VIGO DODGE INCORPORATED		**Dealer Phone**	8122342615
Dealer Address	4120 S US HIGHWAY 41				
	TERRE HAUTE		IN	47802 4207	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	R
Subject	Sliding doors				
Synopsis	customer called in for assistance agent advised issue resolved				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/02/2019 01:20 PM	New
02/03/2019 03:46 AM	Open
02/10/2019 03:20 AM	Closed
02/13/2019 06:42 PM	Open
03/04/2019 05:03 PM	Suspended
03/20/2019 02:50 PM	Open
04/02/2019 04:43 PM	Closed
04/08/2019 05:40 PM	Open
05/02/2019 01:54 PM	Closed
05/07/2019 02:31 PM	Open
05/15/2019 05:26 PM	Suspended
05/21/2019 04:00 AM	Open
05/21/2019 02:15 PM	Closed

Initial Description

Our driver side sliding door makes a horrible noise everytime the lock is pushed and has four a while. Now our passenger door is making the same noise everytime the unlock is pushed. When contacting our local dealership we were told this is a part they keep in stock because it occurs so often yet there's no recall!!! This is a costly repair that we feel should not fall on us!! What can be done about this situation?

Case Comments

Date	Comment
02/03/2019	waiting for customer to make appointment before sending to CM
02/08/2019	called dealer to see if customer has an appointment made. Service was closed. Called customer and he has not made appointment yet, maybe next week.
02/13/2019	Customer called back in today and brought vehicle to Viago Chrysler 2/13/19 Customer states that the dealer diagnosed the vehicle to having malfunctioned sliding doors SA-Eric Customer states that the dealer informed her that the door will need to be completely taken apart and the sliding doors will need to be replaced. Customer states that the vehicle makes a buzzer sound when trying to lock and unlock doors. Customer states that the ETA is 2 days once authorization is given Customer is seeking goodwill cost assistance for repair to sliding doors Customer is original owner
02/13/2019	Customer brought vehicle in for diagnosis. Both sliding door lock actuators are bad. (Rear actuator on each sliding door). 5020678AB ($123.76 part) right side 08301012 ($92.05 labor) 5020679AB ($123.76 part) left side 08301013 ($92.05 labor) $431.62 total warranty cost to replace both sliding door lock actuators.
02/14/2019	*****GOODWILL QUALIFIER***** ISD: 8/29/2016 Mileage: 63,000 Original Owner: yes Household: 1 new, 1 used Related/repeat repair: no MVP: no Loyalty Score: 0604 Critical Case Score: 0 Other: no maintenance records on file. Vehicle had never previously been to the dealership as per GWA
02/14/2019	*****OUTBOUND DEALERSHIP CONTACT***** Vigo Dodge Incorporated | 58370 | 8122342615 | SM Scott - Specialist reached out to the dealership to review the customer's file. SA Eric stated the vehicle looks to be maintained but it must have been through an independent dealership. Specialist will look into the options available and see what can be done. SA Eric was thanked for his time and the call was disconnected.

Date	Comment
02/14/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] | 2016 DODGE GRAND CARAVAN SE - Specialist reached out to the customer to review their file. Wife took the vehicle to the dealership. They were having ongoing issues. Loud noises while un-locking and locking [redacted] is the wife's phone number. Husband asked that we contact her for more information. Started with driver's side door. Door wouldn't open. Loud grinding noise when the unlock button is pressed. Now the passenger side is doing the same concern when pressing the unlock button. [redacted] Customer agreed to being sent an email. They were thanked for their time and for being a Dodge customer. Specialist will follow up with the customer on Monday with next steps. Call was then disconnected. .
02/18/2019	*****OUTBOUND DEALERSHIP CONTACT***** Vigo Dodge Incorporated | 58370 | 8122342615 | SM Scott - Specialist reached out to the dealership to discuss an offer for the customer. SA Eric unavailable. Unable to leave a message.
02/18/2019	EMAIL sent to SA Eric to inform him of the offer being presented to the customer and asking for ETA on repairs.
02/18/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] | 2016 DODGE GRAND CARAVAN SE | 812-605-0346 - Specialist reached out to the customer to offer them a $100 copay for the repair. Customer unavailable. Left VM asking for a contact back.
02/19/2019	EMAIL sent to SA Eric asking if he's presented the offer to the customer, as we have been unable to reach them but will try again today. Also asking for repair date and time.
02/19/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] 2016 DODGE GRAND CARAVAN SE | [redacted] - Specialist reached out to the customer to present $100 co pay offer. Customer accepted. She was informed that the dealership will need to order the parts and once they arrive, they will reach out to schedule an appointment for the repairs. Customer will be updated when parts arrive and specialist will follow along with the repairs. Customer was thanked for her time, for being a Dodge customer and the call was disconnected.
02/19/2019	EMAIL sent to SA Eric to inform him the customer accepted the offer. Also asked to be informed when the parts arrive.
02/19/2019	As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows: Parts = $247.52 Labor =$184.10 Total = $431.62 Co-pay = $100 ########## DIRECT-TO-DEALER ######## ####### Customer Care is sending this case because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care. ##########
02/26/2019	*****OUTBOUND DEALERSHIP CONTACT***** Vigo Dodge Incorporated | 58370 | 8122342615 | SM Scott - Specialist reached out to the dealership to get an update on the customer's vehicle status. SA Eric confirmed parts have arrived. Appointment needs to be scheduled. Specialist will follow up with customer to have them schedule an appointment for repairs. SA Eric was thanked for his time and the call was disconnected.
02/26/2019	[redacted] - Specialist reached out to the customer to inform them the parts have arrived and to see if she will be able to schedule an appointment with the dealership for the repairs to be completed. Customer understood but line was disconnected. Specialist contacted back and left VM stating the same and asked for a contact back.
03/04/2019	As per customer's email, she has an appointment schedule for March 28th for repairs to be completed.
03/19/2019	CM to follow up on the 29th
03/22/2019	Appointment scheduled for 28th, CM to follow up on the 29th.
03/26/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] | 2016 DODGE GRAND CARAVAN SE | [redacted] - Specialist reached out to the customer to see if they are still scheduled for the 28th. Customer confirmed and was reminded that we will reach out again on the 29th for a follow up. Customer was thanked for her time.
03/29/2019	*****OUTBOUND DEALERSHIP CONTACT***** Vigo Dodge Incorporated | 58370 | 8122342615 | SM Scott - Specialist reached out to the dealership for an update on the status of the repairs. SA Eric stated they are still in progress. There was a broken bracket that needed to be replaced. They "over-nighted" it. Repairs should be completed by end of day, email will be sent when vehicle has been released. SA Eric was thanked for his time and the call was disconnected.
03/29/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] | 2016 DODGE GRAND CARAVAN SE | [redacted] - Specialist reached out to the dealership to update the customer regarding her vehicle. Customer was thanked for her time and informed we will reach out again on Tuesday to see if her concern has been addressed. Call was then disconnected.
03/29/2019	EMAIL received from SA Eric stating the repairs have been completed. Customer has been contacted. Email will be sent again when customer picks up the vehicle.
04/02/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] | 2016 DODGE GRAND CARAVAN SE | [redacted] - Specialist reached out to the customer to see how the vehicle is doing. Customer stated her concern has been addressed. Specialist advised to keep contact information for future reference. Customer was thanked for her time, call branded, then disconnected.
04/05/2019	CM, Linda, customer called a few minutes ago and I was reading over the case note and getting ready to see if you were available to speak with her, when she hung up. So, can you call MS. Rollo back at: 812-605-0346.
04/08/2019	VM left by customer stating door came off track twice. other sliding door sticks.
04/08/2019	EMAIL sent to dealership to update them regarding the customer's concern.
04/08/2019	EMAIL received from SA Eric stating they will contact customer to address concern. 2nd email received from SA Eric stating customer was contacted and informed to bring vehicle back in so they can address concern.
04/08/2019	*****INBOUND CUSTOMER CONTACT***** [redacted] | 2016 DODGE GRAND CARAVAN SE [redacted] Customer [redacted]) called in to speak with specialist. She was informed that we did get her vm and have already contacted the dealership. The dealership has already contacted her husband asking them to bring the vehicle back in. Specialist will follow up with dealership when more information is available.
04/11/2019	EMAIL received from SA Eric stating : The driver side inner panel had popped loose and was catching on the pillar. The retainer wasn't holding and it was pulling the other ones out. Replaced the retainers and it works fine. The passenger side upper roller which keeps the door from falling outward is cracked and wearing weird. We ordered the upper roller and will take care of it.
04/12/2019	CM to follow up on Tuesday.
04/15/2019	EMAIL sent to SA Eric for the status of the repairs.
04/16/2019	EMAIL received from SA Eric on Monday stating : ordered the hinge/roller for the passenger door, and it is supposed to be here tomorrow. They are supposed to call Wednesday if we don't call them first. Takes 20 minutes or so to change it.
04/19/2019	EMAIL sent to SA Eric to see if the vehicle has been brought back in for the remainder of the repairs.
04/25/2019	EMAIL sent to SA Eric to see if the customer has brought the vehicle in yet.
04/26/2019	EMAIL received from SA Eric stating that they haven't heard back from the customer yet. He will try reaching out to them.
04/26/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] | 2016 DODGE GRAND CARAVAN SE | [redacted] - Specialist reached out to the customer to see if they would still like case management to follow along the repair. If so, they'd need to bring the vehicle in to the dealership. Customer not available. Left branded vm asking for a contact back.
04/29/2019	EMAIL received from SA Eric stating [redacted] dropped off this morning, their van is now fixed. He was currently calling them to inform them.

Date	Comment
05/01/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] 2016 DODGE GRAND CARAVAN SE | [redacted] CM contacted customer and advised that the vehicle is all good and that the case is good to close, advised customer of potential survey and advised will be closing the case.
05/07/2019	Customer calling back again as he picked up the car and the door is coming off the hinges again on Sunday. Customer had called the dealership and was told to bring back into the dealership. Customer hasn't taken back as of yet. Customer advised would open up case again and send back to the case manager.
05/07/2019	EMAIL sent to SA Eric regarding customer's concern. Reply from SA Eric stating they are aware and are waiting for the customer to return with the vehicle.
05/08/2019	EMAIL sent to SA Eric asking for an update.
05/08/2019	EMAIL received from SA Eric stating : The van is here now. The bumpstop for the door is missing. Ordered one. The wheel is damaged on the roller again. Ordered one of those. Looks like the bumpstop is the fault. Later received have the bumpstop and bracket in stock so it is now fixed. We yanked on the door as hard as we could and it will not come out of track now. It is fixed Customer has picked up vehicle.
05/10/201[redacted]	*****OUTBOUND CUSTOMER CONTACT***** [redacted] 2016 DODGE GRAND CARAVAN SE | [redacted] - Reached out to see if concern has been addressed. Customer not available. Left branded vm asking for a contact back.
05/15/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] 2016 DODGE GRAND CARAVAN SE | [redacted] - Reached out to see if concern has been addressed. Customer asked that we leave the case open a little longer and contact back next week just to be sure. So far all is well.
05/21/2019	*****OUTBOUND CUSTOMER CONTACT*** [redacted] 2016 DODGE GRAND CARAVAN SE | [redacted] - Reached out to see if concern has been addressed. Customer confirmed and agreed to close file. She was advised to reach out again if she has any questions or concerns. Call branded and disconnected.

Email(s)

Date	02/02/2019	***Subject***	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	02/02/2019 13:20 PM

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

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

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

Mopar Brand: 800-247-9753

FCA Brand : 800-247-9753

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

Sincerely,

The Mopar Brand

To view the Mopar Privacy Policy, visit
[redacted]

Date	02/03/2019	***Subject***	[redacted]		
From	dodgecustomercare@fcagroup.com	***To***	[redacted]		2/03/2019 03:48 AM

Hello [redacted]

Thank you for contacting the DODGE Customer Assistance Center.

Can you confirm your mileage please? I think you had one too many zeros, you had 630,000 miles. Then I can look into possibly being able to assist you.

You are always welcome to reply back to this email and we will respond back to you as promptly as we can. If you prefer, you can also call us directly with your questions at Dodge Customer Assistance Center by calling 1-800-423-6343.

Sincerely,

Jody
Dodge Customer Assistance Center
[redacted]

Date	02/03/2019	***Subject***	Re: Case Acknowledgement [redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	02/03/2019 03:49 AM

Sorry yes, 63,000

On Sat, Feb 2, 2019, 10:48 PM Dodge Customer Care <
dodgecustomercare@fcagroup.com wrote:

> [image: Header]
> Hello [redacted]
>
> Thank you for contacting the DODGE Customer Assistance Center.
>
> Can you confirm your mileage please? I think you had one too many zeros,
> you had 630,000 miles. Then I can look into possibly being able to assist
> you.
>
> You are always welcome to reply back to this email and we will respond
> back to you as promptly as we can. If you prefer, you can also call us
> directly with your questions at Dodge Customer Assistance Center by calling
> 1-800-423-6343.
>
> Sincerely,
>
> Jody
> Dodge Customer Assistance Center
> [image: Footer]
>
>
> [redacted]

Date	02/03/2019	***Subject***	Case Acknowledgemer[redacted]		
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	02/03/2019 04:05 AM

Hello [redacted]

Thank you for contacting me back.

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

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

To move ahead with this escalation, your vehicle would need to be at an authorized dealership. If it is not at the dealer currently, it will be necessary for you to arrange an appointment and then advise us of the name of the dealership, the date and the time of the appointment.

Should you wish I assist in booking your appointment, please provide the preferred dealership, date and time you would be available to bring the vehicle in.

Escalating your situation to a Case Manager will provide the dealership and yourself with an individual who will review your concerns, then assist you and the dealership in exhausting all available resources to have these issues addressed and resolved.

It is our hope is that this escalation will provide you the best opportunity to address your Dodge's concerns.

You are always welcome to reply back to this email and we will respond back to you as promptly as we can. If you prefer, you can also call us directly with your questions at Dodge Customer Assistance Center by calling 1-800-423-6343.

Sincerely,

Jody
Dodge Customer Assistance Center
[redacted]

Date	02/03/2019	***Subject***	Re: Case Acknowledgement [redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	02/03/2019 04:16 AM

Ok, I will try to find a day that we can get it there.
Thank you

On Sat, Feb 2, 2019, 11:05 PM Dodge Customer Care <
dodgecustomercare@fcagroup.com wrote:

> [image: Header]
> Hello [redacted]
>
> Thank you for contacting me back.
>
> I can understand the dissatisfaction that you feel, given the unresolved
> issues with your sliding doors you have with your vehicle. I want to
> guarantee that we take the appropriate steps to ensure your concerns are
> addressed, and ultimately resolved as best as possible.
>
> Your email has been reviewed and, due to the nature of your concern, I
> would like to forward your case to our Case Management department for their
> attention and response.
>
> To move ahead with this escalation, your vehicle would need to be at an
> authorized dealership. If it is not at the dealer currently, it will be
> necessary for you to arrange an appointment and then advise us of the name
> of the dealership, the date and the time of the appointment.
>
> Should you wish I assist in booking your appointment, please provide the
> preferred dealership, date and time you would be available to bring the
> vehicle in.
>
> Escalating your situation to a Case Manager will provide the dealership
> and yourself with an individual who will review your concerns, then assist
> you and the dealership in exhausting all available resources to have these
> issues addressed and resolved.
>
> It is our hope is that this escalation will provide you the best
> opportunity to address *your Dodge's concerns.*
> You are always welcome to reply back to this email and we will respond
> back to you as promptly as we can. If you prefer, you can also call us
> directly with your questions at Dodge Customer Assistance Center by calling
> 1-800-423-6343.
>
> Sincerely,
>
> Jody
> Dodge Customer Assistance Center
> [image: Footer]
>
>
>
> [redacted]

Date	02/04/2019	***Subject***	Case Acknowledgemen[redacted]		
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	02/04/2019 23:37 PM

Hello [redacted]

Just wanted to let you know that I am off Tues., Wed. and Thurs. but when I get back on Friday I will be checking this case for your appointment.

You are always welcome to reply back to this email and we will respond back to you as promptly as we can. If you prefer, you can also call us directly with your questions at Dodge Customer Assistance Center by calling 1-800-423-6343.

Sincerely,

Jody
Dodge Customer Assistance Center
[redacted]

Date	02/05/2019	***Subject***	Re: Case Acknowledgement [redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	02/05/2019 19:02 PM

Hi, I spoke with Eric at Vigo Dodge in Terre Haute. I plan stop by on Friday afternoon.
Thank you

On Mon, Feb 4, 2019, 6:37 PM Dodge Customer Care < dodgecustomercare@fcagroup.com wrote:

> [image: Header]
> Hello [redacted]
>
> Just wanted to let you know that I am off Tues., Wed. and Thurs. but when
> I get back on Friday I will be checking this case for your appointment.
>
> You are always welcome to reply back to this email and we will respond
> back to you as promptly as we can. If you prefer, you can also call us
> directly with your questions at Dodge Customer Assistance Center by calling
> 1-800-423-6343.
>
> Sincerely,
>
> Jody
> Dodge Customer Assistance Center
> [image: Footer]
>
>

[redacted]

Date	02/13/2019	***Subject***	Regarding your Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	02/13/2019 17:26 PM

De[redacted]
Thank you for contacting FCA Customer Care.
Our records indicate that case number [redacted] is closed.
If you require further assistance please contact us and we would be happy to assist.
Thank you and have a great day.
FCA Customer Care

[redacted]

Date	02/13/2019	***Subject***	Re: Case Acknowledgement [redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	02/13/2019 17:26 PM

I just left Vigo dodge in here haute. Eric is the contact person.
Thank you

On Tue, Feb 5, 2019, 2:01 PM [redacted]ote:

> Hi, I spoke with Eric at Vigo Dodge in Terre Haute. I plan stop by on
> Friday afternoon.
> Thank you
>
> On Mon, Feb 4, 2019, 6:37 PM Dodge Customer Care <
> dodgecustomercare@fcagroup.com wrote:
>
>> [image: Header]
>> Hello [redacted]
>>
>> Just wanted to let you know that I am off Tues., Wed. and Thurs. but when
>> I get back on Friday I will be checking this case for your appointment.
>>
>> You are always welcome to reply back to this email and we will respond
>> back to you as promptly as we can. If you prefer, you can also call us
>> directly with your questions at Dodge Customer Assistance Center by calling
>> 1-800-423-6343.
>>
>> Sincerely,
>>
>> Jody
>> Dodge Customer Assistance Center
>> [image: Footer]
>>
>>
> [redacted]

Date	02/13/2019	***Subject***	Regarding your Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	02/13/2019 17:30 PM

Dear [redacted]
Thank you for contacting FCA Customer Care.
Our records indicate that case number 57948002 is closed.
If you require further assistance please contact us and we would be happy to assist.
Thank you and have a great day.
FCA Customer Care

[redacted]

Date	02/13/2019	***Subject***	Re: Case Acknowledgement [redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	02/13/2019 17:30 PM

I just left Vigo Dodge the contact person there is Eric.

On Mon, Feb 4, 2019, 6:37 PM Dodge Customer Care <
dodgecustomercare@fcagroup.com wrote:

> [image: Header]
> Hello [redacted]
>
> Just wanted to let you know that I am off Tues., Wed. and Thurs. but when
> I get back on Friday I will be checking this case for your appointment.
>
> You are always welcome to reply back to this email and we will respond
> back to you as promptly as we can. If you prefer, you can also call us
> directly with your questions at Dodge Customer Assistance Center by calling
> 1-800-423-6343.
>
> Sincerely,
>
> Jody
> Dodge Customer Assistance Center
> [image: Footer]
>
>
>
>

Date	02/14/2019	***Subject***	[redacted]		
From	dodgecustomercare@fcagroup.com	***To***	[redacted]		02/14/2019 17:51 PM

[redacted]
Thank you both again for taking my call.
As I mentioned, my name is Linda and I have been assigned as your Case Manager.
-
Here is some information that will be helpful for you to have:
Your case number is [redacted]
-
The FCA Case Management telephone number is: 1-844-827-2003
My direct extension for leaving a Voice Mail is: 3020162
(best way to reach me is to speak to any Case Manager
and have them locate me for the call)
-
FCA Case Managements hours are: 8:00 am8:00 pm EST
(7:00 am7:00 pm CST), Monday - Friday
-
My work hours are: 8:30 am-5:00 pm EST
(7:30 am 4:00 pm CST), Monday - Friday.
-
Please don't hesitate to contact me by either responding to this email
or by phone and leave a voicemail if you have any questions
or concerns and I'll do my best to respond.

Thank you for your time,

Linda | Senior BC Specialist
844-827-2003 Ext. 3020162
[redacted]

Date	02/14/2019	***Subject***	Re: [redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	02/14/2019 17:55 PM

Thank you!!!

On Thu, Feb 14, 2019, 12:51 PM Dodge Customer Care <
dodgecustomercare@fcagroup.com wrote:

> [redacted]
> Thank you both again for taking my call.
> As I mentioned, my name is Linda and I have been assigned as your Case
> Manager.
> -
> Here is some information that will be helpful for you to have:
> Your case number is [redacted]
> -
> The FCA Case Management telephone number is: 1-844-827-2003
> My direct extension for leaving a Voice Mail is: 3020162
> (best way to reach me is to speak to any Case Manager
> and have them locate me for the call)
> -
> FCA Case Managements hours are: 8:00 am8:00 pm EST
> (7:00 am7:00 pm CST), Monday - Friday
> -
> My work hours are: 8:30 am-5:00 pm EST
> (7:30 am 4:00 pm CST), Monday - Friday.
> -
> Please don't hesitate to contact me by either responding to this email
> or by phone and leave a voicemail if you have any questions
> or concerns and I'll do my best to respond.
>
> Thank you for your time,
>
> Linda | Senior BC Specialist
> 844-827-2003 | ext. 3020162
>
>
>
> [redacted]

Date	03/01/2019	***Subject***	[redacted]	
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	03/01/2019 21:51 PM

[redacted]

I hope all is well.
Just inquiring to see if an appointment has been scheduled for the repairs.
If you could let me know, I'd appreciate it.
Have a great weekend!

Thank you for your time,

Linda | Senior MW BC Specialist
[redacted]

Date	03/01/2019	***Subject***	Re[redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	03/01/2019 21:54 PM

Hi, sorry! I forgot to email you!! Yes, it's scheduled for the 28th.

On Fri, Mar 1, 2019, 4:51 PM Dodge Customer Care <
dodgecustomercare@fcagroup.com> wrote:

[redacted]

> I hope all is well.
> Just inquiring to see if an appointment has been scheduled for the repairs.
> If you could let me know, I'd appreciate it.
> Have a great weekend!
>
> Thank you for your time,
>
> Linda | Senior MW BC Specialist
> 844-827-2003 | ext. 3020162
>
> [redacted]

Date	03/04/2019	***Subject***	[redacted]	
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	03/04/2019 17:02 PM

[redacted]
Thank you for the reply.
I will follow up on March 29th then, to see how the repairs have gone.
Have a great day!

Thank you for your time,

Linda | Senior MW BC Specialist
844-827-2003 | ext. 3020162
[redacted]

Date	04/02/2019	**Subject**	[redacted]		
From	dodgecustomercare@fcagroup.com	**To**	[redacted]		04/02/2019 16:42 PM

Hello [redacted]
I am sending you this email regarding the closure of your case with FCA Case Management.
I'd like to thank you for working with me.
I also would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is [redacted]
The FCA Case Management Telephone Number is: 1-844-827-2003
My Direct Extension is: 3020162

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern. If your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back. I wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; ergo, you may receive an email or telephone survey. We ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience.
Thank you for your time, participation, and for being an FCA customer.

I (again) appreciate you working with me, wishing you all the best-

Linda | Senior BC Specialist
844-827-2003 | ext. 3020162
[redacted]

Date	04/03/2019	**Subject**	Re: [redacted]		
From	[redacted]	**To**	dodgecustomercare@fcagroup.com	**Sent Date/Time**	04/03/2019 22:53 PM

Hi! I'm hoping it was a fluke, but when we got home last night my son
couldn't get the drivers sliding door open. It took my husband a couple of
tries to get it. I just wanted to give you a heads up.
Thanks,
[redacted]

On Tue, Apr 2, 2019 at 12:42 PM Dodge Customer Care <
dodgecustomercare@fcagroup.com> wrote:

> Hello [redacted]
> I am sending you this email regarding the closure of your case with FCA
> Case Management.
> I'd like to thank you for working with me.
> I also would like to provide you with my contact information should you
> have any questions or concerns in the future.
>
> Your Case Number is [redacted]
> The FCA Case Management Telephone Number is: 1-844-827-2003
> My Direct Extension is: 3020162
>
> Thank you for allowing FIAT Chrysler Automobiles Customer Care the
> opportunity to address your concern. If your vehicle experiences any
> further issues and you are able to get it diagnosed certainly give us a
> call back. I wanted to let you know that we attempt to conduct a
> satisfaction survey upon the close of a case; ergo, you may receive an
> email or telephone survey. We ask that you take the time to complete the
> survey so well know how were doing and what improvements we can make to
> enhance the customer experience.
> Thank you for your time, participation, and for being an FCA customer.
>
> I (again) appreciate you working with me, wishing you all the best-
>
> Linda | Senior BC Specialist
> 844-827-2003 | ext. 3020162
>
[redacted]

Date	04/03/2019	**Subject**	[redacted]
From	uscustomercare@fcagroup.com	**To**	

Dear [redacted]
Thank you for contacting FCA Customer Care.
Our records indicate that case numbe[redacted]is closed.
If you require further assistance please contact us and we would be happy to assist.
Thank you and have a great day.
FCA Customer Care

[redacted]

Date	04/08/2019	**Subject**	[redacted]		
From	dodgecustomercare@fcagroup.com	**To**	[redacted]		04/08/2019 17:44 PM

H[redacted]
I was able to just re-open your file.
So all the contact information will remain the same.
If you could let me know when you bring the vehicle back in so that I can follow up,
I'd appreciate it.
Have a great day!

Thank you for your time,

Linda | Senior MW BC Specialist
844-827-2003 | ext. 3020162
[redacted]

Date	04/08/2019	**Subject**	[redacted]		
From	[redacted]	**To**	dodgecustomercare@fcagroup.com	**Sent Date/Time**	04/08/2019 17:45 PM

Will do, thank you.

On Mon, Apr 8, 2019, 1:44 PM Dodge Customer Care <
dodgecustomercare@fcagroup.com> wrote:

> Hi Kiley,
> I was able to just re-open your file.
> So all the contact information will remain the same.
> If you could let me know when you bring the vehicle back in so that I can
> follow up,
> I'd appreciate it.
> Have a great day!
>
>
> Thank you for your time,
>
> Linda | Senior MW BC Specialist
> 844-827-2003 | ext. 3020162
[redacted]

Date	04/12/2019	**Subject**	[redacted]		
From	dodgecustomercare@fcagroup.com	**To**	[redacted]		04/12/2019 14:45 PM

[redacted]
Just a quick follow up for you.
The dealership informed me that they were able to diagnose the area and will be taking care of the repair. They will update me when completed.
They did have to order the upper roller.
Once they let me know it's been completed, I will follow up with you.
Have a great weekend!

Thank you for your time,

Linda | Senior MW BC Specialist
844-827-2003 | ext. 3020162
[redacted]

Date	04/12/2019	**Subject**	[redacted]		
From	[redacted]	**To**	dodgecustomercare@fcagroup.com	**Sent Date/Time**	04/12/2019 14:46 PM

Thank you, you too!

On Fri, Apr 12, 2019, 10:45 AM Dodge Customer Care <
dodgecustomercare@fcagroup.com> wrote:

[redacted]
> Just a quick follow up for you.
> The dealership informed me that they were able to diagnose the area and
> will be taking care of the repair. They will update me when completed.
> They did have to order the upper roller.
> Once they let me know it's been completed, I will follow up with you.
> Have a great weekend!
>
> Thank you for your time,
>
> Linda | Senior MW BC Specialist
> 844-827-2003 | ext. 3020162
[redacted]

Date	04/16/2019	***Subject***	[redacted]		
From	dodgecustomercare@fcagroup.com	***To***	[redacted]		04/16/2019 13:19 PM

Morning [redacted]
I hope you are doing well.
The dealership informed me that the part should be arriving at some point today.
When it does, they will be calling you to let you know so that the repairs can be completed.
I will follow up with the dealership and yourself on Friday then, unless I hear back before hand to see how the repairs fared.
Have a great day!

Thank you for your time,

Linda | Senior MW BC Specialist
844-827-2003 | ext. 3020162
[redacted]

Date	04/16/2019	***Subject***	[redacted]		
From	dodgecustomercare@fcagroup.com	***To***	[redacted]		04/16/2019 13:19 PM

Morning [redacted]
I hope you are doing well.
The dealership informed me that the part should be arriving at some point today.
When it does, they will be calling you to let you know so that the repairs can be completed.
I will follow up with the dealership and yourself on Friday then, unless I hear back before hand to see how the repairs fared.
Have a great day!

Thank you for your time,

Linda | Senior MW BC Specialist
844-827-2003 | ext. 3020162
[redacted]

Date	04/16/2019	***Subject***	[redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	04/16/2019 13:21 PM

Thank you for the update.

On Tue, Apr 16, 2019, 9:19 AM Dodge Customer Care <
dodgecustomercare@fcagroup.com> wrote:

> Morning [redacted]
> I hope you are doing well.
> The dealership informed me that the part should be arriving at some point
> today.
> When it does, they will be calling you to let you know so that the repairs
> can be completed.
> I will follow up with the dealership and yourself on Friday then, unless I
> hear back before hand to see how the repairs fared.
> Have a great day!
>
> Thank you for your time,
>
> Linda | Senior MW BC Specialist
> 844-827-2003 | ext. 3020162
>
[redacted]

Date	04/19/2019	***Subject***	[redacted]		
From	dodgecustomercare@fcagroup.com	***To***	[redacted]		04/19/2019 12:39 PM

Morning [redacted]
I hope your day has started off well.
I wanted to see if you were bringing your vehicle back in today to have the remainder of the repairs completed.
If you could let me know so that I can follow up, I'd appreciate it.
I'll reach out again on Tuesday to see how the vehicle is doing.
Have a great weekend!

Thank you for your time,

Linda | Senior MW BC Specialist
844-827-2003 Lext. 3020162
[redacted]

Date	04/22/2019	Subject	Re [redacted]		
From	[redacted]	To	dodgecustomercare@fcagroup.com	Sent Date/Time	04/22/2019 15:49 PM

Hi, we haven't been able to get there yet We live 30 minutes away and I
work out of town, so it's not easy for us to get there. I'm hoping
Wednesday or Thursday will work out.

On Fri, Apr 19, 2019, 8:40 AM Dodge Customer Care <
dodgecustomercare@fcagroup.com> wrote:

> Morning [redacted]
> I hope your day has started off well.
> I wanted to see if you were bringing your vehicle back in today to have
> the remainder of the repairs completed.
> If you could let me know so that I can follow up, I'd appreciate it.
> I'll reach out again on Tuesday to see how the vehicle is doing.
> Have a great weekend!
>
>
> Thank you for your time,
>
> Linda | Senior MW BC Specialist
> 844-827-2003 Lext. 3020162
[redacted]

Date	04/23/2019	Subject	[redacted]		
From	dodgecustomercare@fcagroup.com	To	[redacted]		04/23/2019 13:29 PM

H[redacted]
Thank you for letting me know.
I will follow up on Friday then.
Hopefully that will be enough time for you.
Have a great day!

Thank you for your time,

Linda | Senior MW BC Specialist
844-827-2003 Lext. 3020162
[redacted]

Date	04/26/2019	Subject	Re [redacted]		
From	[redacted]	To	dodgecustomercare@fcagroup.com	Sent Date/Time	04/26/2019 18:51 PM

Hi, just got your message. Sorry I'm at work. We have to get the van over
there, but just haven't been able to get it there we've been so busy I
haven't even looked at next weeks schedule yet. Hopefully the beginning of
the week. I ended up having to work extra this week.

On Tue, Apr 23, 2019, 9:29 AM Dodge Customer Care <
dodgecustomercare@fcagroup.com> wrote:

> H[redacted]
> Thank you for letting me know.
> I will follow up on Friday then.
> Hopefully that will be enough time for you.
> Have a great day!
>
>
> Thank you for your time,
>
> Linda | Senior MW BC Specialist
> 844-827-2003 | ext. 3020162
>
[redacted]

Date	04/28/2019	Subject	[redacted]		
From	[redacted]	To	dodgecustomercare@fcagroup.com	Sent Date/Time	04/28/2019 00:42 AM

I'm going to be out of town Sunday and Monday without my car, so we decided to drop the van off at dodge tonight so they can get to it Monday. We put the key in thre drop box

On Fri, Apr 26, 2019, 2:51 PM [redacted] wrote:

> Hi, just got your message. Sorry I'm at work. We have to get the van
> over there, but just haven't been able to get it there we've been so
> busy I haven't even looked at next weeks schedule yet. Hopefully the
> beginning of the week. I ended up having to work extra this week.
>
> On Tue, Apr 23, 2019, 9:29 AM Dodge Customer Care <
> dodgecustomercare@fcagroup.com> wrote:
>
>> Hi [redacted]
>> Thank you for letting me know.
>> I will follow up on Friday then.
>> Hopefully that will be enough time for you.
>> Have a great day!
>>
>>
>> Thank you for your time,
>>
>> Linda | Senior MW BC Specialist
>> 844-827-2003 | ext. 3020162
[redacted]
>

Date	04/29/2019	***Subject***	[redacted]		
From	dodgecustomercare@fcagroup.com	***To***			04/29/2019 13:49 PM

Morning[redacted]
Thank you for the email.
Eric at the dealership just informed me that the vehicle is repaired and he is calling you to let you know.
I will follow up with you on Wednesday to see how the vehicle is doing.
Have a great day!

Thank you for your time,

Linda | Senior MW BC Specialist
844-827-2003 Lext. 3020162
[redacted]

Date	05/02/2019	***Subject***	[redacted]		
From	dodgecustomercare@fcagroup.com	***To***		***ime***	05/02/2019 13:54 PM

Hell[redacted]
I hope all is well. I was informed you've spoken with my co worker and that your concerns have been addressed.
I am sending you this email regarding the closure of your case with FCA Case Management.
I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is[redacted]
The FCA Case Management Telephone Number is: 1-844-827-2003
My Direct Extension is: 3020162

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern. If your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back. I wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; ergo, you may receive an email or telephone survey. We ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience.
Thank you for your time, participation, and for being an FCA customer.

I appreciate you working with me, wishing you all the best-

Linda | Senior BC Specialist
844-827-2003 Lext. 3020162
[redacted]

Date	05/02/2019	***Subject***	Regarding your Cas[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	05/02/2019 14:06 PM

Dear [redacted]
Thank you for contacting Dodge Customer Care.
Our records indicate that case number [redacted] is closed.
If you require further assistance please contact us at (800) 423-6343 and we would be happy to assist.
Thank you and have a great day.
Dodge Customer Care

[redacted]

Date	05/02/2019	***Subject***	Re: [redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	05/02/2019 14:06 PM

Thanks, I think my husband spoke with the dealership. Thanks for all your help. Hopefully the issue is resolved!

On Thu, May 2, 2019, 9:54 AM Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:

> Hello [redacted]
> I hope all is well. I was informed you've spoken with my co worker and
> that your concerns have been addressed.
> I am sending you this email regarding the closure of your case with FCA
> Case Management.
> I would like to provide you with my contact information should you have
> any questions or concerns in the future.
>
> Your Case Number is: [redacted]
> The FCA Case Management Telephone Number is: 1-844-827-2003
> My Direct Extension is: 3020162
>
> Thank you for allowing FIAT Chrysler Automobiles Customer Care the
> opportunity to address your concern. If your vehicle experiences any
> further issues and you are able to get it diagnosed certainly give us a
> call back. I wanted to let you know that we attempt to conduct a
> satisfaction survey upon the close of a case; ergo, you may receive an
> email or telephone survey. We ask that you take the time to complete the
> survey so well know how were doing and what improvements we can make to
> enhance the customer experience.
> Thank you for your time, participation, and for being an FCA customer.
>
> I appreciate you working with me, wishing you all the best-
>
> Linda | Senior BC Specialist
> 844-827-2003 | ext. 3020162
>
[redacted]

Date	05/07/2019	***Subject***	[redacted]		
From	dodgecustomercare@fcagroup.com	***To***	[redacted]		05/07/2019 18:18 PM

[redacted]
I've been informed that your case has been reopened regarding the door hinges.
I've contacted the dealership and they stated they were already aware and are waiting for you to bring the vehicle back in.
If you could let me know when you do so that I can follow up, I'd appreciate it.
Have a great day!

Thank you for your time,

Linda | Senior MW BC Specialist
844-827-2003 | ext. 3020162
[redacted]

Date	05/07/2019	***Subject***	[redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	05/07/2019 22:50 PM

Hi thanks for getting back with me again. Yes and at this point were thoroughly disgusted! Not only is this an inconvenience but it's a potentially huge safety issue! My husband has enough strength because he is a [redacted] and can get the door back in. If I'm out by myself and it happens there's no way I can get that door back on the hinge. It's hit him in the head. And if I'm out with the kids what am I going to do have one of them hold it and potentially Fallout or drive home with the door open and hanging off?
There is definitely an issue with the service personnel there if they can't get this fixed at this point. Our best friend has also have there been in there multiple times for door issues and still having issues. They've not once offered to come get my van or inconvenience themselves it's me having to go over there and wait around on my day off and I don't have time for that. We are leaving on vacation in a few weeks and we absolutely have to have this fixed. We're going to be driving 12 hours in this van. I can pretty much guarantee that we will never buy another vehicle from there and are considering getting rid of this one. I know this is not your fault and appreciate you working with us!
[redacted]

On Tue, May 7, 2019, 2:18 PM Dodge Customer Care <
dodgecustomercare@fcagroup.com> wrote:

> Hi [redacted]
> I've been informed that your case has been reopened regarding the door
> hinges.
> I've contacted the dealership and they stated they were already aware and
> are waiting for you to bring the vehicle back in.
> If you could let me know when you do so that I can follow up, I'd
> appreciate it.
> Have a great day!
>
> Thank you for your time,
>
> Linda | Senior MW BC Specialist
> 844-827-2003 | ext. 3020162
>
[redacted]

Date	05/08/2019	***Subject***	[redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	05/08/2019 14:30 PM

Just thought I'd let you know that the van is there now and they did give
me a car to drive this time.

On Tue, May 7, 2019, 6:50 PM [redacted] wrote:

> Hi thanks for getting back with me again. Yes and at this point were
> thoroughly disgusted! Not only is this an inconvenience but it's a
> potentially huge safety issue! My husband has enough strength because he is
> a weightlifter and can get the door back in. If I'm out by myself and it
> happens there's no way I can get that door back on the hinge. It's hit him
> in the head. And if I'm out with the kids what am I going to do have one of
> them hold it and potentially Fallout or drive home with the door open and
> hanging off?
> There is definitely an issue with the service personnel there if they
> can't get this fixed at this point. Our best friend has also have there
> been in there multiple times for door issues and still having issues.
> They've not once offered to come get my van or inconvenience themselves
> it's me having to go over there and wait around on my day off and I don't
> have time for that. We are leaving on vacation in a few weeks and we
> absolutely have to have this fixed. We're going to be driving 12 hours in
> this van. I can pretty much guarantee that we will never buy another
> vehicle from there and are considering getting rid of this one. I know this
> is not your fault and appreciate you working with us!
> Kiley
>
> On Tue, May 7, 2019, 2:18 PM Dodge Customer Care <
> dodgecustomercare@fcagroup.com> wrote:
>
>> Hi [redacted]
>> I've been informed that your case has been reopened regarding the door
>> hinges.
>> I've contacted the dealership and they stated they were already aware and
>> are waiting for you to bring the vehicle back in.
>> If you could let me know when you do so that I can follow up, I'd
>> appreciate it.
>> Have a great day!
>>
>> Thank you for your time,
>>
>> Linda | Senior MW BC Specialist
>> 844-827-2003 | ext. 3020162
>[redacted]
>
>

Date	05/08/2019	***Subject***	[redacted]	
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	05/08/2019 15:30 PM

Hi [redacted]
Thank you for the emails.
I do understand why you'd be upset/frustrated with the situation.
I am glad though, that you are in a loaner now.
I'll follow up with them for any available updates and get back to you once I have them.
If you have any other questions, please let me know.

Thank you for your time,

Linda | Senior MW BC Specialist
844-827-2003 | ext. 3020162
[redacted]

Date	05/08/2019	***Subject***	[redacted]	
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	05/08/2019 20:20 PM

Hi [redacted]
The dealership informed me that it was missing a "bumpstop".
They've repaired the vehicle and stated you've already picked it up.
I'll follow up on Friday with you to see how it's doing.
Have a great night!

Thank you for your time,

Linda | Senior MW BC Specialist
844-827-2003 | ext. 3020162
[redacted]

Date	05/13/2019	***Subject***	[redacted]	
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	05/13/2019 16:46 PM

HI [redacted]
I hope you are doing well.
I called last week to see if your concern has been addressed.
If you could let me know how the door is doing, I'd appreciate it.
Have a great day!

Thank you for your time,

Linda | Senior MW BC Specialist
844-827-2003 Lext. 3020162
[redacted]

Date	05/13/2019	**Subject**	[redacted]		
From	[redacted]	**To**	dodgecustomercare@fcagroup.com	**Sent Date/Time**	05/13/2019 17:07 PM

Hi! Yes, sorry I was at work and forgot to call you back! So far so good
with the door!! Haha

On Mon, May 13, 2019, 12:46 PM Dodge Customer Care <
dodgecustomercare@fcagroup.com> wrote:

> HI [redacted]
> I hope you are doing well.
> I called last week to see if your concern has been addressed.
> If you could let me know how the door is doing, I'd appreciate it.
> Have a great day!
>
> Thank you for your time,
>
> Linda | Senior MW BC Specialist
> 844-827-2003 | ext. 3020162
>
> [redacted]

Date	05/13/2019	**Subject**	[redacted]		
From	dodgecustomercare@fcagroup.com	**To**	[redacted]		05/13/2019 19:10 PM

H[redacted]
Thank you for the reply.
I will follow up with you on Wednesday then to see how it's doing.
Have a great day!

Thank you for your time,

Linda | Senior MW BC Specialist
844-827-2003 Lext. 3020162
[redacted]

Date	05/21/2019	**Subject**	[redacted]		
From	dodgecustomercare@fcagroup.com	**To**	[redacted]	**e/Time**	05/21/2019 14:14 PM

Hello[redacted]

I am sending you this email regarding the closure of your case with FCA Case Management.
I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is [redacted]
The FCA Case Management Telephone Number is: 1-844-827-2003
My Direct Extension is: 3020162

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern. If your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back.
I wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; ergo, you may receive an email or telephone survey. If you could please take the time to complete the survey so I'll know how I'm doing doing and what improvements can be made to enhance the customer experience, I'd appreciate it.

Thank you (again) for working with me, wishing you all the best-

Linda | Senior BC Specialist
844-827-2003 Lext. 3020162
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYX53	**Vehicle**	CHRYSLER TOWN & COUNTRY LIMITED		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/06/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/26/2019	**Origin**	Telephone	**Reason**	
Mileage	33,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	LINCOLN	NE	[redacted]		
Dealer	44373	BAXTER CHRYSLER DODGE JEEP RAM		**Dealer Phone**	4024773777
Dealer Address	6601 TELLURIDE DRIVE				
	LINCOLN	NE	68521 8974	USA	
Dealer Zone	Denver	**Sales District**		**Service District**	G
Subject	BuyBack				
Synopsis	vehicle repaired and returned to customer				
Customer Anomaly	Electronics				
	Control Systems (BCM, etc.)				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	10	Body Control Module (BCM) issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/06/2019 12:11 AM	Open
02/26/2019 05:56 PM	Closed

Initial Description

Customer wanting to file the vehicle as a lemon. Customer is wanting to know if the vehicle can be bought back.
Customer vehicle was repaired for a WIN Module 3 times. Heater Seat was repaired 2 times. And Tailgate was repaired 1. Now the vehicle is going in for additional repairs. Potential possibility for WIN Module repair due to driver side door button not function properly and locking the vehicle without notice. Both kids were locked in the vehicle without notice while the vehicle was being used. Dealership had to be contacted to unlock the vehicle with the kids in it. Customer is having the body repaired from the dealership prying the vehicle open.

Case Comments

Date	Comment
02/06/2019	Customer is wanting to know if the vehicle can be bought back. Was able to review the Lemon Law requirements for Nebraska with the customer. Was able to verify that he is not within the 1 year with 4 repairs that have not be successful or more than 40 days of the vehicle being in service for repairs. Customer is looking towards an option of getting the vehicle repaired. Customer is wanted to know if there is options where he can have the vehicle taken from his hand with the condition that it's been in and the consistency of problems.
02/06/2019	[redacted]s the customer callback number on the situation.
02/06/2019	********* 91L/96Q Review ********* Reviewed warranty history at customers request. Writer determined this case should be handled by BC Specialist per normal case handling guidelines. Do not return this CAIR to 91L/96Q. Assigned CAIR to CM. Review Next steps in Case activity.
02/06/2019	In-Service Date: 07/12/2016 Original Owner: Yes Mileage: 33,000 Vehicle purchase loyalty: 1 Chrysler vehicle Multiple Repairs/ Previous related repairs: Yes MVP plans: No Other: No open recalls
02/06/2019	The following email sent to mmceniry@baxterauto.com: Hi: Customer called in stating that the WIN Module may have to replaced again due to driver side door button not function properly and locking the vehicle without notice. Could you please provide me any thoughts on what next step may be to have this issue resolved. Thanks for your help.
02/06/2019	Email received from Dealership: This adviser (JD) will reach out to the customer to bring the vehicle back in to perform further diagnosis. At this time, that is the next step. Thanks.
02/06/2019	***** OUTBOUND CUSTOMER CONTACT*****[redacted]Agent called and spoke to customer regarding issue with the vehicle. Customer stated at this time the vehicle is not recognizing the key fob. Customer stated that the doors locked with kids in the vehicle. Dealership was contacted and got the door open. Dealership is repairing vehicle as doors got dented a bit. Agent advised at this time the vehicle is not in perimeters for a buy back but agent would like to work with customer to have issues resolved under the terms of warranty. Customer agreed. Agent verified contact information and asked customer to contact agent back when an appointment has been made to bring vehicle back in. Customer understood.
02/11/2019	Appt set for Feb.11/2019. Agent will follow up after appointment.
02/11/2019	Vehicle has arrived at dealership Baxter Chrysler Dodge Jeep Ram FIAT of Lincoln and attended by dealer employee
02/12/2019	The following email sent to mmceniry@baxterauto.com: Hi: I was just touching base to see if there were any updates on this vehicle. If you could let me know that would be great. Lori
02/13/2019	***** OUTBOUND CUSTOMER CONTACT*****[redacted]gent called to touch base with customer regarding vehicle issue. Customer advised agent the vehicle has a wire broke off which affected the electrical issue. Issue has been resolved and vehicle is now at the Body Shop having body work completed as there were some scratches made while trying to unlock the doors.

Date	Comment
02/13/2019	Agent and customer agreed that a call back will take place next week after vehicle has been driven over the weekend.
02/13/2019	The following email received from mmceniry@baxterauto.com: The vehicle is fixed and is now at our Bodyshop having some paint items addresses. Thank you.
02/19/2019	***** OUTBOUND CUSTOMER CONTACT***** [redacted] Agent called and spoke to customer who advised agent the Dealership is still working on the vehicle. Agent advised customer that CM would like to offer compensation for inconvenience of vehicle issue. Customer stated his monthly payment is approximately $425.00 per month. Agent advised once vehicle is repaired then we would move forward on next step regarding compensation. Customer understood. Agent provided Incentives phone number as customer may be interested in trading the vehicle. Agent and customer agreed a follow up will take place on Feb.21/2019.
02/21/2019	***** OUTBOUND CUSTOMER CONTACT***** [redacted] Agent called and spoke to customer who advised the Dealership has contacted him and told him the vehicle is repaired and ready to be picked up. Agent and customer agreed that a follow up will take place on Feb.26/2019 after he has had the vehicle over the weekend. Customer will send in documentation for his monthly vehicle payment as CM will be offering one months vehicle payment for time vehicle was down.
02/22/2019	****NOTE**** If customer calls back please make the offer of a vehicle payment of $425.00 for time vehicle was down. If customer accepts please verify contact information and advise customer he will receive an email when the check has been sent.
02/22/2019	Customer called in and accepted the offer of $425 vehicle payment for time vehicle was down.
02/25/2019	[redacted]s requesting Goodwill in the form of vehicle payment for time he was without his vehicle while being repaired at Baxter Chrysler DLR 44373 Authorized by LC804 Documentation attached to case. Date of Repair: Feb.21/2019 In-Service Date: 07/12/2016 Original Owner: Yes Mileage: 33,000 Vehicle purchase loyalty: 1 Chrysler vehicle Multiple Repairs/ Previous related repairs: Yes MVP plans: No Other: No open recalls Days down at Dealer-18 From- Feb.2/2019- Feb.22/2019 Confirmed repaired on- Feb.22/2019 CM offered 1 month of vehicle payment for the amount of $425.00. Customer accepted offer. **********. Customer accepts and verifies the check should be mailed to the following name and address [redacted] Lincoln NE [redacted]
02/25/2019	Check submitted for the amount of $425.00 on Feb.25/2019.

Email(s)

Date	02/06/2019	***Subject***	BuyBack [ref: [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	02/06/2019 00:17 AM

The request for the vehicle to be bought back is being processed.
Michael
FCA Customer Care
Advisor
[redacted]

Date	02/06/2019	***Subject***	[redacted]		
From	chryslercustomercare@fcagroup.com	***To***	[redacted]	***e***	02/06/2019 18:19 PM

Hi:

My name is Lori and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

· Your case number is [redacted]

· The Chrysler Case Management telephone number is: 1-844-827-1926

· My direct extension: 3020180

My work hours are: 9:00am - 5:30pm Eastern Standard Time Monday-Friday.

· I will contact you to review your case when Dealership has completed

the diagnosis on vehicle.

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

Lori
FCA

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 2/5/2019 7:17 PM
To: [redacted]
Su[redacted]

The request for the vehicle to be bought back is being processed.
Michael
FCA Customer Care
Advisor
[redacted]

Lori
FCA Case Manager
1-844-827-1926

Date	02/07/2019	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	chryslercustomercare@fcagroup.com	***Sent Date/Time***	02/07/2019 12:25 PM

Good morning Lori,

I wanted to let you know that the dealership has contacted me yesterday afternoon to set up a time to bring my van in for repairs. The plan is to drop it off on Monday.

Thanks,
[redacted]

> On Feb 6, 2019, at 12:19 PM, Chrysler Customer Care <chryslercustomercare@fcagroup.com> wrote:
>
> Hi:
>
> My name is Lori and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
>
> · Your case number is [redacted]
>
> · The Chrysler Case Management telephone number is: 1-844-827-1926
>
> · My direct extension: 3020180
>
> My work hours are: 9:00am - 5:30pm Eastern Standard Time Monday-Friday.
>
> · I will contact you to review your case when Dealership has completed
>
> the diagnosis on vehicle.
>
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>
> Lori
> FCA
>
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 2/5/2019 7:17 PM
> To: [redacted]
> Subject: BuyBack [redacted]
>
> The request for the vehicle to be bought back is being processed.
> Michael
> FCA Customer Care
> Advisor
> [redacted]
>
> Lori
> FCA Case Manager
> 1-844-827-1926
>

Date	02/07/2019	***Subject***	[redacted]	
From	chryslercustomercare@fcagroup.com	***To***	[redacted]	02/07/2019 19:22 PM

Hi:

Thank you for the update. I will follow up with you after your appointment.
In the mean time please feel free to contact me anytime if you have any issues.

Lori
FCA

---------- Original Message ----------
From: [redacted]
Sent: [redacted]
To: chryslercustomercare@fcagroup.com
Subject: Re: Case [redacted]

Good morning Lori,

I wanted to let you know that the dealership has contacted me yesterday afternoon to set up a time to bring my van in for repairs. The plan is to drop it off on Monday.

Thanks,
[redacted]

> On Feb 6, 2019, at 12:19 PM, Chrysler Customer Care <chryslercustomercare@fcagroup.com> wrote:
>
> Hi:
>
> My name is Lori and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
>
> · Your case number is [redacted]
>
> · The Chrysler Case Management telephone number is: 1-844-827-1926
>
> · My direct extension: 3020180
>
> My work hours are: 9:00am - 5:30pm Eastern Standard Time Monday-Friday.
>
> · I will contact you to review your case when Dealership has completed
>
> the diagnosis on vehicle.
>
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>
> Lori
> FCA
>
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: [redacted]
> To: [redacted]
> Subject: BuyBack [redacted]
>
> The request for the vehicle to be bought back is being processed.
> Michael
> FCA Customer Care
> Advisor
> [redacted]
>
> Lori
> FCA Case Manager
> 1-844-827-1926
>

Lori
FCA Case Manager
1-844-827-1926

Date	02/15/2019	***Subject***	[redacted]	
From	chryslercustomercare@fcagroup.com	***To***		02/15/2019 16:25 PM

Hi:

I am just touching base regarding your vehicle. I will follow up with you the first of next week to verify how things are going with your vehicle.
In the mean time please feel free to contact me anytime if you have any questions.

Lori
FCA

---------- Original Message ----------
From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
Sent: 2/7/2019 2:22 PM
To: [redacted]
Subject: Re: Case [redacted]

Hi:

Thank you for the update. I will follow up with you after your appointment.
In the mean time please feel free to contact me anytime if you have any issues.

Lori
FCA

---------- Original Message ----------
From: [redacted]
Sent: 2/7/2019 7:25 AM
To: chryslercustomercare@fcagroup.com
Subject: Re: Case [redacted]

Good morning Lori,

I wanted to let you know that the dealership has contacted me yesterday afternoon to set up a time to bring my van in for repairs. The plan is to drop it off on Monday.

Thanks,
[redacted]

> On Feb 6, 2019, at 12:19 PM, Chrysler Customer Care <chryslercustomercare@fcagroup.com> wrote:
>
> Hi:
>
> My name is Lori and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
>
> · Your case number is [redacted]
>
> · The Chrysler Case Management telephone number is: 1-844-827-1926
>
> · My direct extension: 3020180
>
> My work hours are: 9:00am - 5:30pm Eastern Standard Time Monday-Friday.
>
> · I will contact you to review your case when Dealership has completed
>
> the diagnosis on vehicle.
>
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>
> Lori
> FCA
>
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 2/5/2019 7:17 PM
> To: [redacted]
> Subject: BuyBack [redacted]
>
> The request for the vehicle to be bought back is being processed.
> Michael
> FCA Customer Care
> Advisor
[redacted]
[redacted] Lori
> FCA Case Manager
> 1-844-827-1926
>

Lori
FCA Case Manager
1-844-827-1926

Lori
FCA Case Manager
1-844-827-1926

Date	02/21/2019	***Subject***	[redacted]		
From	chryslercustomercare@fcagroup.com	***To***			02/21/2019 16:50 PM

Hi:

As per discussed in our phone conversation please attach a copy of your vehicle payment.
If you have any questions please feel free to contact me anytime.

Thank you
Lori

---------- Original Message ----------
From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
Sent: 2/15/2019 11:25 AM
To: [redacted]
Subject: Re: Case [redacted]

Hi:

I am just touching base regarding your vehicle. I will follow up with you the first of next week to verify how things are going with your vehicle.
In the mean time please feel free to contact me anytime if you have any questions.

Lori
FCA

---------- Original Message ----------
From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
Sent: 2/7/2019 2:22 PM
To: [redacted]
Subject: Re: Case [redacted]

Hi:

Thank you for the update. I will follow up with you after your appointment.
In the mean time please feel free to contact me anytime if you have any issues.

Lori
FCA

---------- Original Message ----------
From: [redacted]
Sent: 2/7/2019 7:25 AM
To: chryslercustomercare@fcagroup.com
Subject: Re: Case [redacted]

Good morning Lori,

I wanted to let you know that the dealership has contacted me yesterday afternoon to set up a time to bring my van in for repairs. The plan is to drop it off on Monday.

Thanks,
[redacted]

> On Feb 6, 2019, at 12:19 PM, Chrysler Customer Care <chryslercustomercare@fcagroup.com> wrote:
>
> Hi:
>
> My name is Lori and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
>
> · Your case number is [redacted]
>
> · The Chrysler Case Management telephone number is: 1-844-827-1926
>
> · My direct extension: 3020180
>
> My work hours are: 9:00am - 5:30pm Eastern Standard Time Monday-Friday.
>
> · I will contact you to review your case when Dealership has completed
>
> the diagnosis on vehicle.
>
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>
> Lori
> FCA
>
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 2/5/2019 7:17 PM
> To [redacted]
> Subject: BuyBack [[redacted]
>
> The request for the vehicle to be bought back is being processed.
> Michael
> FCA Customer Care
> Advisor

[redacted]

> Lori
> FCA Case Manager
> 1-844-827-1926
>

Lori
FCA Case Manager
1-844-827-1926

Lori
FCA Case Manager
1-844-827-1926

Lori
FCA Case Manager
1-844-827-1926

Date	02/22/2019	***Subject***	[redacted]		
From	[redacted]	***To***	chryslercustomercare@fcagroup.com	***Sent Date/Time***	02/22/2019 01:42 AM

Hi Lori,

I have attached a picture of what I pay monthly. I hope this works for you.
This is what I was able to get from the banks website.

Thank you
[redacted]

On Thu, Feb 21, 2019 at 10:50 AM Chrysler Customer Care <
chryslercustomercare@fcagroup.com> wrote:

> Hi:
>
> As per discussed in our phone conversation please attach a copy of your
> vehicle payment.
> If you have any questions please feel free to contact me anytime.
>
> Thank you
> Lori
>
>
> ---------- Original Message ----------
> From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
> Sent: 2/15/2019 11:25 AM
> To: [redacted]
> Subject: Re: Case [redacted]
>
> Hi:
>
> I am just touching base regarding your vehicle. I will follow up with you
> the first of next week to verify how things are going with your vehicle.
> In the mean time please feel free to contact me anytime if you have any
> questions.
>
> Lori
> FCA
>
>
> ---------- Original Message ----------
> From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
> Sent: 2/7/2019 2:22 PM
> To: [redacted]
> Subject: Re: Case [redacted]
>
> Hi:
>
> Thank you for the update. I will follow up with you after your appointment.
> In the mean time please feel free to contact me anytime if you have any
> issues.
>
> Lori
> FCA
>
>
> ---------- Original Message ----------
> From: [redacted]
> Sent: 2/7/2019 7:25 AM
> To: chryslercustomercare@fcagroup.com
> Subject: Re: Case [redacted]
>
> Good morning Lori,
>
> I wanted to let you know that the dealership has contacted me yesterday
> afternoon to set up a time to bring my van in for repairs. The plan is to
> drop it off on Monday.
>
> Thanks,
> [redacted]
>
> > On Feb 6, 2019, at 12:19 PM, Chrysler Customer Care <
> chryslercustomercare@fcagroup.com> wrote:
> >
> > Hi:
> >
> > My name is Lori and I have been assigned as your Case Manager. Here is
> some information that will be helpful for you to have:
> >
> > · Your case number is [redacted]
> >
> > · The Chrysler Case Management telephone number is: 1-844-827-1926
> >
> > · My direct extension: 3020180
> >
> > My work hours are: 9:00am - 5:30pm Eastern Standard Time Monday-Friday.
> >
> > · I will contact you to review your case when Dealership has completed
> >

> > the diagnosis on vehicle.
> >
> > Please don't hesitate to make contact if you have any questions or
> concerns. Thank you for your patience and co-operation!
> >
> > Lori
> > FCA
> >
> >
> >
> > ---------- Original Message ----------
> > From: US Customer Care [uscustomercare@fcagroup.com]
> > Sent: 2/5/2019 7:17 PM
> > To: [redacted]
> > Subject: BuyBack [redacted]
> >
> > The request for the vehicle to be bought back is being processed.
> > Michael
> > FCA Customer Care
> > Advisor
> [redacted]
>
> > Lori
> > FCA Case Manager
> > 1-844-827-1926
> >
>
> Lori
> FCA Case Manager
> 1-844-827-1926
>
> Lori
> FCA Case Manager
> 1-844-827-1926
>
> Lori
> FCA Case Manager
> 1-844-827-1926
>
>

Date	02/22/2019	***Subject***	[redacted]	
From	chryslercustomercare@fcagroup.com	***To***		02/22/2019 14:12 PM

Hi:

Thank you for sending in the documentation. If you could call us when you get a chance that would be great.

Lori
FCA

---------- Original Message ----------
From: [redacted]
Sent: 2/21/2019 8:42 PM
To: chryslercustomercare@fcagroup.com
Subject: Re: Case [redacted]

Hi Lori,

I have attached a picture of what I pay monthly. I hope this works for you.
This is what I was able to get from the banks website.

Thank you
[redacted]

On Thu, Feb 21, 2019 at 10:50 AM Chrysler Customer Care <
chryslercustomercare@fcagroup.com> wrote:

> Hi:
>
> As per discussed in our phone conversation please attach a copy of your
> vehicle payment.
> If you have any questions please feel free to contact me anytime.
>
> Thank you
> Lori
>
>
> ---------- Original Message ----------
> From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
> Sent: 2/15/2019 11:25 AM
> To: [redacted]
> Subject: Re: Case [redacted]
>
> Hi:
>
> I am just touching base regarding your vehicle. I will follow up with you
> the first of next week to verify how things are going with your vehicle.
> In the mean time please feel free to contact me anytime if you have any
> questions.
>
> Lori
> FCA
>
>
> ---------- Original Message ----------
> From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
> Sent: 2/7/2019 2:22 PM
> To: [redacted]
> Subject: Re: Case [redacted]
>
> Hi:
>
> Thank you for the update. I will follow up with you after your appointment.
> In the mean time please feel free to contact me anytime if you have any
> issues.
>
> Lori
> FCA
>
>
> ---------- Original Message ----------
> From: [redacted]
> Sent: 2/7/2019 7:25 AM
> To: chryslercustomercare@fcagroup.com
> Subject: Re: Case [redacted]
>
> Good morning Lori,
>
> I wanted to let you know that the dealership has contacted me yesterday
> afternoon to set up a time to bring my van in for repairs. The plan is to
> drop it off on Monday.
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> > the diagnosis on vehicle.
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> > Please don't hesitate to make contact if you have any questions or
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> > ---------- Original Message ----------
> > From: US Customer Care [uscustomercare@fcagroup.com]
> > Sent: 2/5/2019 7:17 PM
> > To: [redacted]
> > Subject: BuyBack [redacted]
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> > The request for the vehicle to be bought back is being processed.
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> > Advisor
> [redacted]
> > Lori
> > FCA Case Manager
> > 1-844-827-1926
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> Lori
> FCA Case Manager
> 1-844-827-1926
>
>

Lori
FCA Case Manager
1-844-827-1926

Date	02/22/2019	***Subject***	[redacted]	
From	chryslercustomercare@fcagroup.com	***To***	[redacted]	02/22/2019 16:11 PM

Hi:

Thank you for calling in. Could you just verify your address please.

Lori
FCA
---------- Original Message ----------
From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
Sent: 2/22/2019 9:12 AM
To: [redacted]
Subject: Re: Case [redacted]

Hi:

Thank you for sending in the documentation. If you could call us when you get a chance that would be great.

Lori
FCA

---------- Original Message ----------
From: [redacted]
Sent: 2/21/2019 8:42 PM
To: chryslercustomercare@fcagroup.com
Subject: Re: Case [redacted]

Hi Lori,

I have attached a picture of what I pay monthly. I hope this works for you.
This is what I was able to get from the banks website.

Thank you
[redacted]

On Thu, Feb 21, 2019 at 10:50 AM Chrysler Customer Care <
chryslercustomercare@fcagroup.com> wrote:

> Hi:
>
> As per discussed in our phone conversation please attach a copy of your
> vehicle payment.
> If you have any questions please feel free to contact me anytime.
>
> Thank you
> Lori
>
>
> ---------- Original Message ----------
> From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
> Sent: 2/15/2019 11:25 AM
> To [redacted]
> Subject: Re: Case [redacted]
>
> Hi:
>
> I am just touching base regarding your vehicle. I will follow up with you
> the first of next week to verify how things are going with your vehicle.
> In the mean time please feel free to contact me anytime if you have any
> questions.
>
> Lori
> FCA
>
>
> ---------- Original Message ----------
> From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
> Sent: 2/7/2019 2:22 PM
> To: [redacted]
> Subject: Re: Case [redacted]
>
> Hi:
>
> Thank you for the update. I will follow up with you after your appointment.
> In the mean time please feel free to contact me anytime if you have any
> issues.
>
> Lori
> FCA
>
>
> ---------- Original Message ----------
> From: [redacted]]
> Sent: 2/7/2019 7:25 AM
> To: chryslercustomercare@fcagroup.com
> Subject: Re: Case [redacted]
>
> Good morning Lori,

>
> I wanted to let you know that the dealership has contacted me yesterday
> afternoon to set up a time to bring my van in for repairs. The plan is to
> drop it off on Monday.
>
> Thanks
>
>
> > On Feb 6, 2019, at 12:19 PM, Chrysler Customer Care <
> chryslercustomercare@fcagroup.com> wrote:
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> > Hi:
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> > · The Chrysler Case Management telephone number is: 1-844-827-1926
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> > · My direct extension: 3020180
> >
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> >
> > · I will contact you to review your case when Dealership has completed
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> > the diagnosis on vehicle.
> >
> > Please don't hesitate to make contact if you have any questions or
> concerns. Thank you for your patience and co-operation!
> >
> > Lori
> > FCA
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> >
> > ---------- Original Message ----------
> > From: US Customer Care [uscustomercare@fcagroup.com]
> > Sent: 2/5/2019 7:17 PM
> > To:
> > Subject: BuyBack [
> >
> > The request for the vehicle to be bought back is being processed.
> > Michael
> > FCA Customer Care
> > Advisor
>
>
> > Lori
> > FCA Case Manager
> > 1-844-827-1926
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> 1-844-827-1926
>
>

Lori
FCA Case Manager
1-844-827-1926

Lori
FCA Case Manager
1-844-827-1926

Date	02/22/2019	***Subject***	Re: Case		
From		***To***	chryslercustomercare@fcagroup.com	***Sent Date/Time***	02/22/2019 16:49 PM

Hi Lori,

My address is
[redacted] Lincoln NE[redacted]

Thanks,
[redacted]

> On Feb 22, 2019, at 10:11 AM, Chrysler Customer Care <chryslercustomercare@fcagroup.com> wrote:
>
> Hi:
>
> Thank you for calling in. Could you just verify your address please.
>
> Lori
> FCA
> ---------- Original Message ----------
> From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
> Sent: 2/22/2019 9:12 AM
> To: [redacted]
> Subject: Re: Case [redacted]
>
> Hi:
>
> Thank you for sending in the documentation. If you could call us when you get a chance that would be great.
>
> Lori
> FCA
>
>
> ---------- Original Message ----------
> From: [redacted]]
> Sent: 2/21/2019 8:42 PM
> To: chryslercustomercare@fcagroup.com
> Subject: Re: Case [redacted]
>
> Hi Lori,
>
> I have attached a picture of what I pay monthly. I hope this works for you.
> This is what I was able to get from the banks website.
>
> Thank you
>[redacted]
>
> On Thu, Feb 21, 2019 at 10:50 AM Chrysler Customer Care <
> chryslercustomercare@fcagroup.com> wrote:
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> > Hi:
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> > As per discussed in our phone conversation please attach a copy of your
> > vehicle payment.
> > If you have any questions please feel free to contact me anytime.
> >
> > Thank you
> > Lori
> >
> >
> > ---------- Original Message ----------
> > From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
> > Sent: 2/15/2019 11:25 AM
> > To: [redacted]
> > Subject: Re: Case [redacted]
> >
> > Hi:
> >
> > I am just touching base regarding your vehicle. I will follow up with you
> > the first of next week to verify how things are going with your vehicle.
> > In the mean time please feel free to contact me anytime if you have any
> > questions.
> >
> > Lori
> > FCA
> >
> >
> > ---------- Original Message ----------
> > From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
> > Sent: 2/7/2019 2:22 PM
> > To: [redacted]
> > Subject: Re: Case [redacted]
> >
> > Hi:
> >
> > Thank you for the update. I will follow up with you after your appointment.
> > In the mean time please feel free to contact me anytime if you have any
> > issues.
> >
> > Lori

> > FCA
> >
> >
> > ---------- Original Message ----------
> > From: [redacted]]
> > Sent: 2/7/2019 7:25 AM
> > To: chryslercustomercare@fcagroup.com
> > Subject: Re: Case [redacted]]
> >
> > Good morning Lori,
> >
> > I wanted to let you know that the dealership has contacted me yesterday
> > afternoon to set up a time to bring my van in for repairs. The plan is to
> > drop it off on Monday.
> >
> > Thanks,
> > [redacted]
> >
> > > On Feb 6, 2019, at 12:19 PM, Chrysler Customer Care <
> > chryslercustomercare@fcagroup.com> wrote:
> > >
> > > Hi:
> > >
> > > My name is Lori and I have been assigned as your Case Manager. Here is
> > some information that will be helpful for you to have:
> > >
> > > · Your case number is [redacted]
> > >
> > > · The Chrysler Case Management telephone number is: 1-844-827-1926
> > >
> > > · My direct extension: 3020180
> > >
> > > My work hours are: 9:00am - 5:30pm Eastern Standard Time Monday-Friday.
> > >
> > > · I will contact you to review your case when Dealership has completed
> > >
> > > the diagnosis on vehicle.
> > >
> > > Please don't hesitate to make contact if you have any questions or
> > concerns. Thank you for your patience and co-operation!
> > >
> > > Lori
> > > FCA
> > >
> > >
> > >
> > > ---------- Original Message ----------
> > > From: US Customer Care [uscustomercare@fcagroup.com]
> > > Sent: 2/5/2019 7:17 PM
> > > [redacted]
> > > Subject: BuyBack [[redacted]
> > >
> > > The request for the vehicle to be bought back is being processed.
> > > Michael
> > > FCA Customer Care
> > > Advisor
> > > [redacted]
> > >
> > > Lori
> > > FCA Case Manager
> > > 1-844-827-1926
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> > 1-844-827-1926
> >
> > Lori
> > FCA Case Manager
> > 1-844-827-1926
> >

Date	02/22/2019	***Subject***	[redacted]		
From	chryslercustomercare@fcagroup.com	***To***			02/22/2019 16:56 PM

Thank you.

Lori

---------- Original Message ----------
From [redacted]
Sent: 2/22/2019 11:49 AM
To: chryslercustomercare@fcagroup.com
Subject: Re: Case [redacted]

Hi Lori,

My address is
[redacted] Lincoln NE [redacted]

Thanks,
[redacted]

> On Feb 22, 2019, at 10:11 AM, Chrysler Customer Care <chryslercustomercare@fcagroup.com> wrote:
>
> Hi:
>
> Thank you for calling in. Could you just verify your address please.
>
> Lori
> FCA
> ---------- Original Message ----------
> From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
> Sent: 2/22/2019 9:12 AM
> To: [redacted]
> Subject: Re: Case [redacted]]
>
> Hi:
>
> Thank you for sending in the documentation. If you could call us when you get a chance that would be great.
>
> Lori
> FCA
>
>
> ---------- Original Message ----------
> From [redacted]]
> Sent: 2/21/2019 8:42 PM
> To: chryslercustomercare@fcagroup.com
> Subject: Re: Case [redacted]]
>
> Hi Lori,
>
> I have attached a picture of what I pay monthly. I hope this works for you.
> This is what I was able to get from the banks website.
>
> Thank you
> [redacted]
>
> On Thu, Feb 21, 2019 at 10:50 AM Chrysler Customer Care <
> chryslercustomercare@fcagroup.com> wrote:
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> > Hi:
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> > As per discussed in our phone conversation please attach a copy of your
> > vehicle payment.
> > If you have any questions please feel free to contact me anytime.
> >
> > Thank you
> > Lori
> >
> >
> > ---------- Original Message ----------
> > From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
> > Sent: 2/15/2019 11:25 AM
> > To: [redacted]
> > Subject: Re: Case [redacted]]
> >
> > Hi:
> >
> > I am just touching base regarding your vehicle. I will follow up with you
> > the first of next week to verify how things are going with your vehicle.
> > In the mean time please feel free to contact me anytime if you have any
> > questions.
> >
> > Lori
> > FCA
> >
> >
> > ---------- Original Message ----------
> > From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]

> > Sent: 2/7/2019 2:22 PM
> > To: a[redacted]m
> > Subject: Re: Case [redacted]]
> >
> > Hi:
> >
> > Thank you for the update. I will follow up with you after your appointment.
> > In the mean time please feel free to contact me anytime if you have any
> > issues.
> >
> > Lori
> > FCA
> >
> >
> > ---------- Original Message ----------
> > From:[redacted]]
> > Sent: 2/7/2019 7:25 AM
> > To: chryslercustomercare@fcagroup.com
> > Subject: Re: Case [redacted]]
> >
> > Good morning Lori,
> >
> > I wanted to let you know that the dealership has contacted me yesterday
> > afternoon to set up a time to bring my van in for repairs. The plan is to
> > drop it off on Monday.
> >
> > Thanks,
> > [redacted]
> >
> > > On Feb 6, 2019, at 12:19 PM, Chrysler Customer Care <
> > chryslercustomercare@fcagroup.com> wrote:
> > >
> > > Hi:
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> > > My name is Lori and I have been assigned as your Case Manager. Here is
> > some information that will be helpful for you to have:
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> > > · Your case number is[redacted]
> > >
> > > · The Chrysler Case Management telephone number is: 1-844-827-1926
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> > > · My direct extension: 3020180
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> > > the diagnosis on vehicle.
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> > > Lori
> > > FCA
> > >
> > >
> > >
> > > ---------- Original Message ----------
> > > From: US Customer Care [uscustomercare@fcagroup.com]
> > > Sent: 2/5/2019 7:17 PM
> > > To[redacted]
> > > Subject: BuyBack [redacted]]
> > >
> > > The request for the vehicle to be bought back is being processed.
> > > Michael
> > > FCA Customer Care
> > > Advisor
> > > [redacted]
> > >
> > > Lori
> > > FCA Case Manager
> > > 1-844-827-1926
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> Lori
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> 1-844-827-1926
>
> Lori
> FCA Case Manager
> 1-844-827-1926
>

Lori
FCA Case Manager
1-844-827-1926

Date	02/26/2019	***Subject***	[redacted]
From	chryslercustomercare@fcagroup.com	***To***	[redacted] 02/26/2019 17:54 PM

Hi:

I am pleased to let you know that the check for reimbursement has been issued today.

You should receive the check in approximately 7-10 business day.

If you do not receive the check in 30 days, please give us a call back at: 1-800-992-1997 and advise them that you have not received the check.

That being said I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is: [redacted]

The FCA Case Management Telephone Number is: 1-844-827-1926

My Direct Extension is: 3020180

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best

[Lori] | FCA Case Manager

Phone: 1-844-827-1926 | Ext. 3020180

---------- Original Message ----------
From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
Sent: 2/22/2019 11:56 AM
To: [redacted]
Subject: Re: Case [redacted]]

Thank you.

Lori

---------- Original Message ----------
From: [redacted]]
Sent: 2/22/2019 11:49 AM
To: chryslercustomercare@fcagroup.com
Subject: Re: Case [redacted]

Hi Lori,

My address is
[redacted]., Lincoln NE [redacted]

Thanks,
[redacted]

> On Feb 22, 2019, at 10:11 AM, Chrysler Customer Care <chryslercustomercare@fcagroup.com> wrote:
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> Hi:
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> Thank you for calling in. Could you just verify your address please.
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> Lori
> FCA
> ---------- Original Message ----------
> From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
> Sent: 2/22/2019 9:12 AM
> To: [redacted]
> Subject: Re: Case [redacted]
>
> Hi:
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> FCA
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> ---------- Original Message ----------
> From: [redacted]]
> Sent: 2/21/2019 8:42 PM
> To: chryslercustomercare@fcagroup.com
> Subject: Re: Case [redacted]
>
> Hi Lori,
>
> I have attached a picture of what I pay monthly. I hope this works for you.

> This is what I was able to get from the banks website.
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> > If you have any questions please feel free to contact me anytime.
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> > From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
> > Sent: 2/15/2019 11:25 AM
> > To: [redacted]
> > Subject: Re: Case [redacted]
> >
> > Hi:
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> > I am just touching base regarding your vehicle. I will follow up with you
> > the first of next week to verify how things are going with your vehicle.
> > In the mean time please feel free to contact me anytime if you have any
> > questions.
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> > Lori
> > FCA
> >
> >
> > ---------- Original Message ----------
> > From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
> > Sent: 2/7/2019 2:22 PM
> > [redacted]
> > Subject: Re: Case [redacted]
> >
> > Hi:
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> > Thank you for the update. I will follow up with you after your appointment.
> > In the mean time please feel free to contact me anytime if you have any
> > issues.
> >
> > Lori
> > FCA
> >
> >
> > ---------- Original Message ----------
> > From: [redacted]]
> > Sent: 2/7/2019 7:25 AM
> > To: chryslercustomercare@fcagroup.com
> > Subject: Re: Case [redacted]]
> >
> > Good morning Lori,
> >
> > I wanted to let you know that the dealership has contacted me yesterday
> > afternoon to set up a time to bring my van in for repairs. The plan is to
> > drop it off on Monday.
> >
> > Thanks,
> > [redacted]
> >
> > > On Feb 6, 2019, at 12:19 PM, Chrysler Customer Care <
> > chryslercustomercare@fcagroup.com> wrote:
> > >
> > > Hi:
> > >
> > > My name is Lori and I have been assigned as your Case Manager. Here is
> > some information that will be helpful for you to have:
> > >
> > > · Your case number is [redacted]
> > >
> > > · The Chrysler Case Management telephone number is: 1-844-827-1926
> > >
> > > · My direct extension: 3020180
> > >
> > > My work hours are: 9:00am - 5:30pm Eastern Standard Time Monday-Friday.
> > >
> > > · I will contact you to review your case when Dealership has completed
> > >
> > > the diagnosis on vehicle.
> > >
> > > Please don't hesitate to make contact if you have any questions or

> > concerns. Thank you for your patience and co-operation!
> > >
> > > Lori
> > > FCA
> > >
> > >
> > >
> > > ---------- Original Message ----------
> > > From: US Customer Care [uscustomercare@fcagroup.com]
> > > Sent: 2/5/2019 7:17 PM
> > > To: [redacted]
> > > Subject: BuyBack [[redacted]
> > >
> > > The request for the vehicle to be bought back is being processed.
> > > Michael
> > > FCA Customer Care
> > > Advisor
> > > [redacted]
> > >
> > > Lori
> > > FCA Case Manager
> > > 1-844-827-1926
> > >
> >
> > Lori
> > FCA Case Manager
> > 1-844-827-1926
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> FCA Case Manager
> 1-844-827-1926
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Lori
FCA Case Manager
1-844-827-1926

Lori
FCA Case Manager
1-844-827-1926

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYX53	**Vehicle**	CHRYSLER TOWN & COUNTRY LIMITED		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/06/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/06/2019	**Origin**	Telephone	**Reason**	
Mileage	59,665 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	ATKINSON	NC	[redacted]		
Dealer	66933	NEUWIRTH CHRYSLER DODGE JEEP RAM F		**Dealer Phone**	9107991815
Dealer Address	219 S COLLEGE RD				
	WILMINGTON	NC	28403 1609	USA	
Dealer Zone	Southeast	**Sales District**		**Service District**	M
Subject	gas gauge				
Synopsis	referred customer to DLR				
Customer Anomaly	Fuel System				
	Fuel Tank				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	40	Fuel tank/gas tank issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/06/2019 06:48 PM	Open
02/06/2019 07:00 PM	Closed

Initial Description

gas gauge not showing correct amount left

Case Comments

Date	Comment
02/06/2019	Briefly summarize why the customer is contacting Chrysler: 2015 Town and Country Van, electric systems. Took for an oil change, and was told about other vehicles electric issues. Ongoing back sliding door makes a noise for a while and customer will start car the fuel gauge was not showing empty. Windshield wipers came on for now reason, not able to see screen clearly but lights came back on. Customer has an appointment Monday. Sliding door issue started a few months ago. Briefly summarize what the customer is expecting: Checking for recalls etc.

Email(s)

Date	02/06/2019	**Subject**	gas gauge [ref: [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	02/06/2019 19:00 PM
Hi [redacted] here is your case no [redacted] If you ever need us again please feel free to call us back at 800-247-9753. Heather [redacted]					

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/07/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/07/2019	**Origin**	Brand Site	**Reason**	assistance
Mileage	75,884 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	Glendale	**Caller Country**		**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address	[redacted]				
	GLENDALE	AZ	[redacted]		
Dealer	08397	DICK POE CHRYSLER JEEP		**Dealer Phone**	9157789331
Dealer Address	6501 MONTANA AVE				
	EL PASO	TX	79925 2128	USA	
Dealer Zone	Southwest	**Sales District**		**Service District**	D
Subject	Car is not functioning				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/07/2019 02:35 AM	New
02/07/2019 09:50 AM	Open
02/07/2019 10:01 AM	Closed

Initial Description

I just bought my 2016 dodge caravan. It is a little over a year old for me. 2 weeks after the warranty went up, the cars rear view mirror exploded. The passenger sliding door on the drivers side no longer works. It will not unlock so I can't even use it manually. I could live with one sliding passenger door but tonight that ceased to function. I have no way for my children to get in and out of the car unless they climb over the drivers seat or climb over the back seat. I myself will have to do that since I have to buckle in my [redacted] Both of my sliding doors are stuck in a locked position and I cannot get them opened. I just had to replaced the transmission on my car two weeks ago. This car is literally breaking down faster then I can fix it. This should not be happening on a 3 year old car. Help.

Email(s)

Date	02/07/2019	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	02/07/2019 02:35 AM

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

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

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

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference numbe[redacted]

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit

[redacted]

Date	02/07/2019	**Subject**	FCA Contact Center Case [redacted] Car is not functioning [ref:_[redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	02/07/2019 09:57 AM

Hello [redacted];
Thank you for contacting Dodge Customer Care.
We are very disappointed to learn of your concerns with your Grand Caravan and I would like to assure you that I will do everything I can to assist you.

Based on the information that you have provided, the best plan of action would be for you to see one of our authorized dealerships for a diagnosis if you have not had one yet. Once there, if you have any further concerns, you are welcome to contact us again.
Please do not hesitate to contact us if you need any further assistance by calling us at (800) 423-6343.
Thank you again for your email. Have a great day.
Best wishes,
Jennifer
Dodge Customer Care
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/09/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/09/2019	**Origin**	Telephone	**Reason**	
Mileage	37,797 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	CANYON		TX	[redacted]	
Dealer	45006	ALL STAR DODGE CHRYSLER JEEP RAM		**Dealer Phone**	8063592886
Dealer Address	4600 CANYON DRIVE				
	AMARILLO		TX	79109 6010	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	K
Subject	Vehicle concern				
Synopsis	Needs vehicle diagnosed				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/09/2019 07:51 PM	Open
02/09/2019 08:14 PM	Closed

Initial Description

Customer has a couple of door issues

Case Comments

Date	Comment
02/09/2019	Customer states the drivers side sliding door makes a loud noise when locking. Started 4-5 mo ago. Passenger door is permanently locked. Believes this is a manufacturers defect.
02/09/2019	Agent reached out to the dealer (on file) spoke to Lorenzo, he stated the 7 year preowned acts like a Basic Warranty. Sounds like it's the door latch, that would be covered; however would need to diagnose first. Agent reached out to the customer lm on vm to make an appt with the dealer to get the issues diagnosed.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/11/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/11/2019	**Origin**	Telephone	**Reason**	
Mileage	39,644 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	MANAHAWKIN	NJ	[redacted]		
Dealer	45019	LUCAS CHRYSLER DODGE JEEP RAM		**Dealer Phone**	6092673400
Dealer Address	1624 ROUTE 38				
	LUMBERTON	NJ	08048 2920	USA	
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	B
Subject	recall				
Synopsis	customer will schedule own appointment				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C81	Vehicle Open Recalls	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Information & Assistance requests - Recall Campaign - Recall Campaign - VIN check & Contents				

Case Status History

Create Date	Status
02/11/2019 03:09 PM	Open
02/11/2019 03:12 PM	Closed

Initial Description

Customer suspects recalls

Case Comments

Date	Comment
02/11/2019	Customer calling to see if there are any open recalls on the vehicle the writer advised no recalls are present the customer reports his paint is bubbling and the rear slider door is stuck in the lock position writer advised the customer to have the issues looked at by a Chrysler dealership and call us back to see if assistance can be offered customer will schedule own appointment.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/11/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/11/2019	**Origin**	Telephone	**Reason**	
Mileage	90,094 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	THAYER	KS	[redacted]		
Dealer	43139	SHIELDS MOTOR CO INC		**Dealer Phone**	6204310480
Dealer Address	814 WEST CHERRY STREET				
	CHANUTE	KS	66720 1585	USA	
Dealer Zone	Denver	**Sales District**		**Service District**	K
Subject	GW Assistance.				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/11/2019 03:51 PM	Open
02/11/2019 04:13 PM	Closed

Initial Description

Goodwill assistance.

Case Comments

Date	Comment
02/11/2019	customer states that the driver sliding door lock is broken is not allow to unlock vehicle, customer states that the vehicle three year old shouldnt have this problem calling to see if FCA can assist with repair. Agent contact DLR spoke with steve who states that he didnt look at vehicle probably went to body shop. Agent inform customer that we unable to assist with GW.
02/11/2019	Customer called back. Customer is very upset and disappointed repair is not covered under warranty. Customer requesting a supervisor call back - contact is [redacted]
02/11/2019	Agent called dealership talked to Mark in the body shop. mark said this is not a manufactures defect.
02/13/2019	Supervisor Call back [redacted] Unable to reach customer, left VM

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2017	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/14/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/14/2019	**Origin**	Telephone	**Reason**	
Mileage	64,525 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	ZWOLLE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address	[redacted]				
	ZWOLLE		LA	[redacted]	
Dealer	X7485	EAN HOLDINGS - NEW ORLEANS		**Dealer Phone**	5044690532
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Recall Question				
Synopsis	Agent looked up customers recalls and her vehicle doesn't apply. close				
Customer Anomaly	Electronics				
	Power Windows				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	118	Automatic window function issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/14/2019 08:37 PM	Open
02/14/2019 08:40 PM	Closed

Initial Description

Customer calling Chrysler because: She wants to check if her vehicle has a recall on the VIN.
Customer expecting from Chrysler: Info on this VIN and to find out why her sliding door makes so much noise.

Case Comments

Date	Comment
02/14/2019	Customer calling Chrysler because: She wants to check if her vehicle has a recall on the VIN. Customer expecting from Chrysler: Info on this VIN and to find out why her sliding door makes so much noise.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	Model Year	2016	Brand	DODGE
Body	RTKM53	Vehicle	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	02/18/2019	CAIR Type	Regular	Status	Closed
Close Date	02/18/2019	Origin	Telephone	Reason	
Mileage	70,000 Miles	Market	U	Language	English
Contact Email		Contact Phone	[redacted]	Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer	[redacted]				
Customer Address					
Dealer	52664	JUNCTION AUTO SALES INC		Dealer Phone	4402866161
Dealer Address	12423 MAYFIELD				
	CHARDON		OH	44024 9476	USA
Dealer Zone	Great Lakes	Sales District		Service District	F
Subject	Door Issue				
Synopsis					
Customer Anomaly	Electronics				
	Gear Electronics				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	13	Vehicle transmission shifting issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/18/2019 01:32 PM	Open
02/18/2019 01:39 PM	Closed

Initial Description

Door Wont Open

Case Comments

Date	Comment
02/18/2019	Customer calling in regards to side door not opening, vehicle out of warranty, advised there is nothing we can do at this time, retain receipts and we may be able to reimburse him if the problem is recalled in the future.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/19/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/22/2019	**Origin**	Telephone	**Reason**	
Mileage	40,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	SEASIDE PARK	NJ	[redacted]	USA	
Dealer	60451	LESTER GLENN CHRYSLER, DODGE, JEEP		**Dealer Phone**	7323494200
Dealer Address	1199 ROUTE 37 W				
	TOMS RIVER	NJ	08755 4919	USA	
Dealer Zone	Northeast	**Sales District**		**Service District**	F
Subject	Customer is disappointed in this vehicle				
Synopsis	Reimbursement granted.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/19/2019 08:29 PM	Open
02/22/2019 09:47 PM	Suspended
02/22/2019 11:45 PM	Open
03/22/2019 11:51 PM	Closed

Initial Description

Customer states there are issues with vehicle with the sliding doors. He is forced to fix it, because it is a leased vehicle.

Case Comments

Date	Comment
02/19/2019	Customer dropped vehicle off on February 13 and it was returned to him on February 16. He has brougth the vehicle to the DLR before, but never when the sliding door was acting up. The door will lock, or open on its own or close on its own. The DLR has priced the repair at $1241.80 (parts and labor) latch sli 23018005 fp 1, 68030379-AE Applqu 23023035 1, 5020667 AA. Ak 23023035 fp 5020669AA Customer [redacted] customer is requesting goodwill and customer is very loyal to FCA vans. He has owned leased and owned them since 1983. His loyalty is 674, and CCS 15.
02/21/2019	**********OUTBOUND DEALER CONTACT********* Lester Glenn Chrysler Dodge Jeep Ram FIAT ~ 60451 ~ 8888193758 CM emailed DLR on 2/20, still awaiting SM response.
02/21/2019	**********OUTBOUND CUSTOMER CONTACT********* [redacted] ~ DODGE CM called customer and briefly discussed case, just waiting on hearing from DLR and will put together a goodwill
02/25/2019	**********OUTBOUND CUSTOMER CONTACT********* [redacted] DODGE Customer confirmed that issues were fixed and paid for-this is reimb, not goodwill. Customer to send in documents.
02/28/2019	[redacted] 2016 CHRYSLER TOWN AND COUNTRY/ Lester Glenn Chrysler Dodge Jeep Ram FIAT - 60451 - 8888193758/ Goodwill Assistance. [redacted] is requesting review of reimbursement for repairs to the sliding door. Customer has submitted request for reimbursement. Writer is suggesting the following as a goodwill gesture based on purchase history, mileage, and age of vehicle Customers proof of payment is: Statement from DLR. Date of Repair: N/A In-Service Date: 5/25/16 Original Owner: Yes Mileage: 40000 Loyalty: 6 new Multiple Repairs: Not for this issue. RO- Not yet submitted Authorized Chrysler Dealership: Liccardi Chrysler Dodge Ram-60507 Dealer Opinion: N/A, although vehicle is well kept. Service Contract/Warranty: No Labor: 400.00 Parts: 741.20 Misc.:25.00 Tax $75.60 Total $1241.80 Contribution $1241.80 Co-Pay- $0 Specialist is seeking full coverage of repair. Writer requests FCA contribution of $1241.80 Total for repair $1241.80 Suggested coverage: $1241.80
02/28/2019	**********OUTBOUND CUSTOMER CONTACT********* [redacted] DODGE CM contacted customer and informed of document receipt and initiation of goodwill process.
03/01/2019	[redacted] 2016 CHRYSLER TOWN AND COUNTRY/ Lester Glenn Chrysler Dodge Jeep Ram FIAT - 60451 - 8888193758/ Goodwill Assistance. [redacted] is requesting review of reimbursement for repairs to the sliding door. Customer has submitted request for reimbursement. Writer is suggesting the following as a goodwill gesture based on purchase history, mileage, and age of vehicle Customers proof of payment is: Statement from DLR. Date of Repair: N/A In-Service Date: 5/25/16 Original Owner: Yes Mileage: 40000 Loyalty: 6 new Multiple Repairs: Not for this issue. RO- Not yet submitted Authorized Chrysler Dealership: Liccardi Chrysler Dodge Ram-60507 Dealer Opinion: N/A, although vehicle is well kept. Service Contract/Warranty: No Labor: 400.00 Parts: 741.20 Misc.:25.00 Tax $75.60 Total $1241.80 Contribution $1191.80 Co-Pay- $50.00 Specialist is seeking full coverage of repair. Writer requests FCA contribution of $1241.80 Total for repair $1191.80 Suggested coverage: $1191.80
03/04/2019	**********OUTBOUND CUSTOMER CONTACT********* [redacted] DODGE CM called customer with update, LVM.
03/08/2019	**********INBOUND CUSTOMER CONTACT********* [redacted] ~ DODGE Customer called in for update, CM disclosed goodwill and having to do a little work to get it corrected. Customer very happy.

Date	Comment
03/11/2019	**********OUTBOUND CUSTOMER CONTACT********* [redacted] ~ DODGE CM called customer with update, LVM.
03/18/2019	EMAIL FROM SM JOE ON 2/25: "These repairs appear to already be completed and paid for by the customer on 2/13. At this point I would suggest direct reimbursement. "
03/18/2019	**********OUTBOUND CUSTOMER CONTACT********* [redacted] ~ DODGE CM called customer with update, LVM.
03/22/2019	**********OUTBOUND CUSTOMER CONTACT********* [redacted] ~ DODGE CM called customer, disclosed check issuance. Customer very pleased. CM will move to close case, but invited customer to call back if he had further issues.
07/30/2019	**********INBOUND CUSTOMER CONTACT********* [redacted] DODGE Customer called in asking about possible incentives and writer provided the number for US Incentives. Per request, writer is noting the customer called and provided the numbe[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/19/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/28/2019	**Origin**	Telephone	**Reason**	
Mileage	45,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	BURWELL		NE	[redacted]	
Dealer	45146	MIDWAY CHRYSLER DODGE JEEP, INC.		**Dealer Phone**	3082375904
Dealer Address	219 2ND AVE E				
	KEARNEY		NE	68847 7858	USA
Dealer Zone	Denver	**Sales District**		**Service District**	J
Subject	Door issue				
Synopsis	customers vehicle is repaired				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/19/2019 10:43 PM	Open
02/19/2019 10:47 PM	Closed
02/19/2019 10:48 PM	Open
02/19/2019 10:50 PM	Closed
02/19/2019 10:51 PM	Open
02/28/2019 06:56 PM	Closed

Initial Description

Customer having issues with door lock actuator. Customer vehicle at DLR now and customer wants assistance with repair. Rear passenger door is the one that is having issues.

Case Comments

Date	Comment
02/19/2019	Customer having issues with door lock actuator. Customer vehicle at DLR now and customer wants assistance with repair. Rear passenger door is the one that is having issues. - Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number [redacted] Earliest call time: Anytime Latest call time: Updates via email: Y [redacted] Vehicle location: [Dealer] Date and Time of Appointment: [2/19/2019] Confirmed appointment with: [Dealer and Dealer Contact] Customer in rental: N Authorized by: Rental start date:
02/20/2019	In-Service Date: 9/26/2015 Original Owner: yes Mileage: 45,000 Vehicle purchase loyalty: 1 new Multiple Repairs: Previous related repairs: Mechanical MVP plans: Other:
02/20/2019	*****OUTBOUND DEALERSHIP CONTACT 8662904775****** Service Kurt states that they did diagnose the vehicle and the customer is waiting to seek if they can get assistance before authorizing repairs. DLR opinion on repairs, would be up to FCA, customer has not been back to the DLR since purchase as they live far away. warranty pricing is $359.40. CM advised we will offer $300 with a customer co-pay of $ 59.40. Under DM notes. If the customer excepts he will need to contact the DLR to have them order the part which will take 1 - 2 days.
02/20/2019	*******OUTBOUND CUSTOMER CONTACT [redacted] ****Patrick CM advised that we have reached out to the dealership and we are willing to assist with the repairs with a customer co-pay of $59.40. CM advised the customer to contact the DLR to advise to order the part. CM will follow up on repairs.
02/22/2019	[redacted] 2015 CHRYSLER TOWN & COUNTRY TOURING/ Midway Chrysler Dodge Jeep Inc.- 45146- / 8662904775 Goodwill Assistance. Patrick Harris is requesting review of cost assistance for repair of the repair for the door lock actuator. Writer is suggesting the following as a goodwill gesture based on dealer input and for customer satisfaction. Customers proof of payment is: Customer is seeking cost assistance; no payment has been made at this time. Date of Repair: In-Service Date: 9/26/2015 Original Owner: no Mileage: 45,000 Loyalty: Multiple Repairs: 1st repair on this concern Authorized Chrysler Dealership: Midway Chrysler Dodge Jeep Inc.- 45146 Dealer Opinion: DLR advised it would be up to FCA if we were willing to assist Total $300 Co-Pay- $59.40 Specialist is seeking cost assistance of $300 with a customer co-pay of $59.40 on assistance for repair of the door lock actuator. Total for repair $300

Email(s)

Date	02/20/2019	**Subject**	[redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**ent Date/Time**	02/20/2019 21:32 PM

Hello [redacted]

I am contacting as per our phone conversation, to provide you with my contact information. Your case number is [redacted]

If you could also advise when the appointment is scheduled to have the repairs completed.

Best Regards
Cherise
Chrysler Case Manager
[redacted]

Date	02/22/2019	**Subject**	[redacted]
From	uscustomercare@fcagroup.com	**To**	[redacted]
		ent Date/Time	02/22/2019 22:08 PM

Hell[redacted]

I am contacting in regards to wanting to seek if you had a chance to get the vehicle repaired.

Best Regards
Cherise

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 2/20/2019 4:32 PM
To[redacted]
Su[redacted]

Hell[redacted]

I am contacting as per our phone conversation, to provide you with my contact information. Your case number is [redacted]

If you could also advise when the appointment is scheduled to have the repairs completed.

Best Regards
Cherise
Chrysler Case Manager
[redacted]

Date	02/25/2019	**Subject**	Re: Case [[redacted]		
From	[redacted]	**To**	uscustomercare@fcagroup.com	**Sent Date/Time**	02/25/2019 21:49 PM

Cherise:

I did have the vehicle repaired at Midway Chevy in Kearney, NE. I am satisfied with the repair. However, I have not had a chance to inspect the inside of the vehicle to ensure that all the trim pieces have been properly installed. From a mechanical aspect, the door opens flawlessly. I believe we are finished conversing and I am satisfied with your involvement. Furthermore, if anything is amiss the dealer and I should be able to come to a smooth resolution without the need of a mediator.

[redacted]

_____
From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Friday, February 22, 2019 4:08:51 PM
To[redacted]
Subject: Case [[redacted]

Hello [redacted]

I am contacting in regards to wanting to seek if you had a chance to get the vehicle repaired.

Best Regards
Cherise

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>]
Sent: 2/20/2019 4:32 PM
To[redacted]
S[redacted]

Hello [redacted]

I am contacting as per our phone conversation, to provide you with my contact information. Your case number [redacted]

If you could also advise when the appointment is scheduled to have the repairs completed.

Best Regards
Cherise
Chrysler Case Manager
844-827-1926 EXT 3020175
[redacted]

Date	02/26/2019	**Subject**	[redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Date/Time**	02/26/2019 15:00 PM

Thank you for the update. I am glad to hear that everything went well and that you are satisfied with the repairs. I will close your case. If you need further assistance or have any question please feel free to contact us. I will send you a closing email as well with my contact information

---------- Original Message ----------
From [redacted]
Sent: 2/25/2019 4:49 PM
To: uscustomercare@fcagroup.com
Subject: Re: Case [redacted]

Cherise:

I did have the vehicle repaired at Midway Chevy in Kearney, NE. I am satisfied with the repair. However, I have not had a chance to inspect the inside of the vehicle to ensure that all the trim pieces have been properly installed. From a mechanical aspect, the door opens flawlessly. I believe we are finished conversing and I am satisfied with your involvement. Furthermore, if anything is amiss the dealer and I should be able to come to a smooth resolution without the need of a mediator.

[redacted]

From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Friday, February 22, 2019 4:08:51 PM
To [redacted]
Su
He

I am contacting in regards to wanting to seek if you had a chance to get the vehicle repaired.

Best Regards
Cherise

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>]
Sent: 2/20/2019 4:32 PM
To
Su

Hello [redacted]

I am contacting as per our phone conversation, to provide you with my contact information. Your case number is 58047155

If you could also advise when the appointment is scheduled to have the repairs completed.

Best Regards
Cherise
Chrysler Case Manager
844-827-1926 EXT 3020175
[redacted]

Date	02/26/2019	**Subject**	[redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Date/Time**	02/26/2019 15:00 PM

Thank you for the update. I am glad to hear that everything went well and that you are satisfied with the repairs. I will close your case. If you need further assistance or have any question please feel free to contact us. I will send you a closing email as well with my contact information

---------- Original Message ----------
From [redacted]
Sent: 2/25/2019 4:49 PM
To: uscustomercare@fcagroup.com
Subject: Re: Case [redacted]

Cherise:

I did have the vehicle repaired at Midway Chevy in Kearney, NE. I am satisfied with the repair. However, I have not had a chance to inspect the inside of the vehicle to ensure that all the trim pieces have been properly installed. From a mechanical aspect, the door opens flawlessly. I believe we are finished conversing and I am satisfied with your involvement. Furthermore, if anything is amiss the dealer and I should be able to come to a smooth resolution without the need of a mediator.

[redacted]

---------- Original Message ----------
From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Friday, February 22, 2019 4:08:51 PM
To: [redacted]
Subject: [redacted]

Hello [redacted]

I am contacting in regards to wanting to seek if you had a chance to get the vehicle repaired.

Best Regards
Cherise

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>]
Sent: 2/20/2019 4:32 PM
To: [redacted]
Subject: [redacted]

Hello [redacted]

I am contacting as per our phone conversation, to provide you with my contact information. Your case number is 58047155

If you could also advise when the appointment is scheduled to have the repairs completed.

Best Regards
Cherise
Chrysler Case Manager
844-827-1926 EXT 3020175
[redacted]

Date	02/28/2019	***Subject***	Case Closure [redacted]		
From	uscustomercare@fcagroup.com	***To***	***Sent Date/Time***	02/28/2019 18:55 PM	

Hello [redacted]

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is [redacted]
The FCA Case Management Telephone Number is: 1-844-827-1926
My Direct Extension is: 3020175

I would also like to Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give me a call back so we may re-open your case.

We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, again if you need anything please contact me right away.

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 2/26/2019 10:00 AM
To: [redacted]
Subject: Re: Case [redacted]

Thank you for the update. I am glad to hear that everything went well and that you are satisfied with the repairs. I will close your case. If you need further assistance or have any question please feel free to contact us. I will send you a closing email as well with my contact information

---------- Original Message ----------
From: [redacted]]
Sent: 2/25/2019 4:49 PM
To: uscustomercare@fcagroup.com
Subject: Re: Case [redacted]

Cherise:

I did have the vehicle repaired at Midway Chevy in Kearney, NE. I am satisfied with the repair. However, I have not had a chance to inspect the inside of the vehicle to ensure that all the trim pieces have been properly installed. From a mechanical aspect, the door opens flawlessly. I believe we are finished conversing and I am satisfied with your involvement. Furthermore, if anything is amiss the dealer and I should be able to come to a smooth resolution without the need of a mediator.

[redacted]

_____
From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Friday, February 22, 2019 4:08:51 PM
To [redacted]

Hello [redacted]

I am contacting in regards to wanting to seek if you had a chance to get the vehicle repaired.

Best Regards
Cherise

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>]
Sent: 2/20/2019 4:32 PM
To: [redacted]
Subject: case [redacted]

Hello [redacted]

I am contacting as per our phone conversation, to provide you with my contact information. Your case number is 58047155

If you could also advise when the appointment is scheduled to have the repairs completed.

Best Regards
Cherise
Chrysler Case Manager
844-827-1926 EXT 3020175
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2015	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/22/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/27/2019	**Origin**	Telephone	**Reason**	
Mileage	90,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	WANCHESE		NC	[redacted]	
Dealer	67673	CAROLINA CHRY-DODGE-JEEP		**Dealer Phone**	2523350724
Dealer Address	1001 HALSTEAD BLVD				
	ELIZABETH CITY		NC	27909 5568	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	O
Subject	door actuator				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/22/2019 06:36 PM	Open
02/27/2019 02:41 PM	Closed

Initial Description

issues with the door getting stuck locked

Case Comments

Date	Comment
02/22/2019	customer is having issues with the door the door gets stuck locked and then she cant open it anymore it cost 1100 at the dealer to open it and grease it and wires need to be reattached. she said there should be a recall on this or something because there is a a lot of people that are having this same issue. agent advised at this time that theres nothing i can do but i will make sure the complaint gets to the right place

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/25/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/11/2019	**Origin**	Telephone	**Reason**	
Mileage	52,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	COLUMBIA		MS	[redacted]	
Dealer	68490	MACK GRUBBS MOTORS INC		**Dealer Phone**	6017363432
Dealer Address	1470 HWY 98 E				
	COLUMBIA		MS	39429 8103	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	U
Subject	Goodwill Assistance				
Synopsis	Agent has offered customer assistance towards repair on vehicle door for 467.60 customer vehicle is repaired and in customer possession.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/25/2019 03:50 PM	Open
04/11/2019 06:23 PM	Closed

Initial Description

Customer is requesting goodwill for side passenger door. Customer passenger side door would not open, door was clicking and locked and would not open, customer took vehicle to dealership, the door was fixed for an out of pocket expense of 900.00 paid by the customer, and ow the customer is requesting got goodwill because now the other slide door is doing the exact same thing

Case Comments

Date	Comment
02/25/2019	customer [redacted]
02/25/2019	appointment for 8:30 tomorrow morning
02/27/2019	Customer called to speak with the CM. The agent was able to contact the Advisor who had the case who was more than willing to further assist the customer.
02/27/2019	latch slidding door is going out..customer took vehicle to dealership for diagnostic. Part # 68030379AE
03/04/2019	Customer called in about latch sliding door is going out..customer took vehicle to dealership for diagnostic. Part # 68030379AE. Sending over to Level 2 for possible goodwill.
03/07/2019	Agent contacted dealer and spoke to SM Shawna who states that the customer has been having trouble with the van and the door latches since vehicle was under warranty. customer just experienced the issue and paid out of pocket. Dealer states that he believes customer repair should be fully covered. SM Shawna will be sending agent warranty pricing for repair.
03/07/2019	****OUTBOUND CALL TO CUSTOMER**** Agent contacted customer on phone number Agent advised customer that agent has spoken to SM Shawna who advised agent that the issue has been happening since under warranty. Agent advised customer that agent will be covering the entire repair agent inquired if customer need any further information customer states No.
03/14/2019	****OUTBOUND CALL TO DEALER**** Agent contacted Dealer on by phone SM Shawna unavailable Agent left a messaged with SA Ashley for a return call at ext 4060142
03/14/2019	****OUTBOUND CALL TO CUSTOMER**** [redacted] Agent contacted customer by phone Customer unavailable Agent left voicemail for a return call at 8443780575 ext 4060142
03/18/2019	****OUTBOUND CALL TO DEALER**** Agent contacted Dealer on by phone SM Shawna unavailable Agent left a messaged with Regina for a return call at ext 4060142
03/18/2019	****OUTBOUND CALL TO CUSTOMER**** [redacted] Agent contacted customer by phone Customer unavailable Agent left voicemail for a return call at 8443780575 ext 4060142
03/20/2019	****OUTBOUND CALL TO CUSTOMER**** [redacted] Agent contacted customer by phone Customer unavailable Agent left voicemail for a return call at 8443780575 ext 4060142
03/22/2019	****OUTBOUND CALL TO DEALER**** Agent contacted Dealer by phone Agent spoke to SM Shawna who states that parts are to arrive next week Agent verified pricing before adding DM Notes dealer verified agent sent snapshot of the DM Claim
03/22/2019	****OUTBOUND CALL TO CUSTOMER**** [redacted] Agent contacted customer by phone Customer unavailable Agent left voicemail for a return call at 8443780575 ext 4060142
03/25/2019	****OUTBOUND CALL TO CUSTOMER**** [redacted] Agent contacted customer by phone Customer unavailable Agent left voicemail for a return call at 8443780575 ext 4060142
03/25/2019	****OUTBOUND CALL TO DEALER**** Agent contacted Dealer 68490 on by phone 6017363432 Dealer SM Shawna unavailable

Date	Comment
03/28/2019	****OUTBOUND CALL TO DEALER**** Agent contacted Dealer on by phone Dealer SA William unavailable Agent spoke to Katrina who took a message for a return call
03/29/2019	****INBOUND CALL FROM DEALER**** Inbound call from Dealer on phone number Agent spoke to SA Ashley who states that the vehicle is not completed but the part is in and she will be contacting customer to come in for an appointment.
04/02/2019	****OUTBOUND CALL TO DEALER**** Agent contacted Dealer on by phone Dealer unavaialble
04/04/2019	****OUTBOUND CALL TO DEALER**** Agent contacted Dealer 68490 on by phone 6017363432 SM Ashley states that the customer has not returned the call so that the customer can come in for an appointment to get repairs done. Agent provided dealer another form of contact. Agent explained to dealer that agent has not heard from customer either.
04/04/2019	****OUTBOUND CALL TO CUSTOMER****[redacted] Agent contacted customer by phone Customer unavailable Agent left voicemail for a return call at 8443780575 ext 4060142
04/05/2019	****INBOUND CALL FROM DEALER**** SM Ashley contacted agent from Dealer 68490 off phone 6017363432 SM Ashley states that the customer has been contacted and will be coming into dealer for repairs next week. Ashley states customer inquired if its both doors but customer has already had one side completed and has warranty. Ashley will look into it further.
04/09/2019	****OUTBOUND CALL TO DEALER**** Agent contacted Dealer 68490 on by phone 6017363432 SM Ashley states that the customer has arrived to dealer and repairs are being completed. Ashley states that she will notify agent when vehicle is completed and customer has picked up.
04/11/2019	****OUTBOUND CALL TO DEALER**** Agent contacted Dealer 68490 on by phone 6017363432 SM Ashley states that the customer has picked up yesterday and repairs have been completed.
04/11/2019	****OUTBOUND CALL TO CUSTOMER****[redacted] Agent contacted customer by phone Customer states that everything is working fine and no other issues customer states that the dealer did a great job. No further assistance needed at this time.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/25/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/14/2019	**Origin**	Telephone	**Reason**	
Mileage	15,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	WALNUT		CA	[redacted]	USA
Dealer	60459	PUENTE HILLS CHRYSLER DODGE JEEP		**Dealer Phone**	6266262000
Dealer Address	17280 GALE AVE				
	CITY OF INDUSTRY		CA	91748 1502	USA
Dealer Zone	California	**Sales District**		**Service District**	Y
Subject	Customer seeking Lemon Law/Buyback replacement				
Synopsis	close				
Customer Anomaly	Interior				
	Panels/Moldings				
Contact Reason	C221	Dispute Resolution - Buyback/Lemon Law	**Customer Anomaly**	82	Interior panels or moldings issue
Reason Code	After Sales - Complaint - Product - Dispute Resolution - Buyback/Lemon Law Request				

Case Status History

Create Date	Status
02/25/2019 06:21 PM	Open
02/25/2019 06:42 PM	Closed
02/28/2019 01:08 AM	Open
03/08/2019 12:05 AM	Suspended
03/14/2019 04:00 AM	Open
03/14/2019 04:29 PM	Closed

Initial Description

Customer states, window fell on vehicle, on the driver's side. Customer states multiple issues , oil leak, transmission leak. blown tires, customer just frustrated with this vehicle as it has been to the dlr many times, customer states his vehicle is currently at the dlr. Customer is tired of all these issues.

Case Comments

Date	Comment
02/25/2019	Customer states, he is having another issue with the vehicle. Customer states, he only has 15,000 miles, and it has been issue after issue. Customer states, he was having issues with the seat belts, as this was not working, and brought to DLR, and they were able to fix. Customer states, then the power locks were not working and door had to be taken apart, as well, and this was fixed by DLR, back in November of 2018. Customer now states, the window has fallen down on the driver's side, and could be from last repair in November of 2018. Customer was advised to contact FCA by the DLR, as customer is now out of warranty for Basic Warranty. Customer is seeking assistance, with FCA to cover the cost of the diagnosis fee. Agent advised that customer would have to make an appointment with the DLR first to have this diagnosed for assistance, and once an appointment is made, this can be reviewed for assistance. Customer understood and thanked agent. Agent provided customer with a case number for reference. Customer will make an appointment at Puente Hills Chrysler (60459) and contact number for DLR is (626) 626-2000, as agent advised that where is last appointment was with, for last repair. Customer understood. Agent had issues with the system and screen froze and lost customer.
02/28/2019	Customer states, window fell on vehicle, on the driver's side. Customer states multiple issues , oil leak, transmission leak. blown tires, customer just frustrated with this vehicle as it has been to the [redacted], customer states his vehicle is currently at the dlr. Customer is tired of all these issues. ********** Customer's number: [redacted]
02/28/2019	Customer seeking more information on the status of his case. Advised not able to see any updates since last night, but it hasnt been 24 hours yet. Advised CM will contact soon. Sent chatter to CM requesting customer be contacted.
02/28/2019	Preferred contact is [redacted]
03/01/2019	Contacted DLR and left VM for SA Henry.
03/01/2019	Contacted customer at [redacted] and confirmed customer's concern. He stated that he initially called in seeking GW assistance for his window, but the level 1 advisor he spoke with at first told him that he can have FCA buy back his vehicle, so that's now what he is seeking. Explained to customer that his case does not merit escalation for buyback consideration, especially since said repairs were not repeat concerns. Advised customer that regarding window repairs, I left a VM for SA Henry and I will follow up later with a decision on the case.
03/01/2019	The customer called in to speak to the CM. The agent contacted the CM and connected the customer.
03/01/2019	Received call from customer requesting an update and a decision on the case. Advised that DLR has not gotten back to me.
03/04/2019	Received VM from SA Henry advising that repair costs are $567.87. He also advised to contact SA Art at 626-626-2037 since he will not be at the DLR Monday and Tuesday.

Date	Comment
03/04/2019	Contacted DLR and spoke with SA Art. Confirmed that pricing provided over SA Henry's VM was for parts and labor. Advised that FCA is going to cover the repairs.
03/04/2019	Email sent to SA Art at [redacted] with authorization for repairs.
03/04/2019	Contacted customer at [redacted] and left VM advising that FCA will cover repairs.
03/08/2019	Contacted customer at [redacted] and confirmed that he picked up the vehicle from the DLR after repairs, but he has not had a chance to inspect everything and try it out. Advised customer I will follow up within a week to confirm repairs were successful.
03/14/2019	Contacted customer at [redacted] and confirmed that the repairs were successful. Advised customer that I will be closing the case.

Email(s)

Date	03/05/2019	***Subject***	[redacted]	
From	uscustomercare@fcagroup.com	***To***	[redacted]	03/05/2019 23:02 PM

Hi ,
My name is Lakeisha with Chrysler Customer Care
Your assigned case manager Jube is out of the office today . She will contact you once she is back in the office . I apologize about any inconvenience.
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/27/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/05/2019	**Origin**	Telephone	**Reason**	
Mileage	73,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	MADISONVILLE		KY	[redacted]	
Dealer	45674	WATERMARK CHRYSLER DODGE JEEP RAM		**Dealer Phone**	2708213372
Dealer Address	1055 CROSSING PL				
	MADISONVILLE		KY	42431 8067	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	Q
Subject	Cylinder misfire				
Synopsis	customer called in for assistance agent advised issue resolved				
Customer Anomaly	Engine				
	Cylinder Head				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	23	Engine cylinder head / block issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/27/2019 05:37 PM	Open
04/05/2019 06:54 PM	Closed

Initial Description

Cylinder misfire

Case Comments

Date	Comment
02/27/2019	Customer contacted stating he's been having an ongoing issue with the 5th cylinder misfiring. Stated over the last 60 days the vehicle has been down for 26 at the DLR. Customer stated he has an extended warranty, however the DLR can't seem to figure out what's causing the vehicle to misfire. Customer stated he tried to see about trading the vehicle in, however the DLR claim his vehicle has depreciated $11,000 since purchase 13 months ago. Agent contacted DLR 45674, spoke with SA Matt who advised the vehicle was brought in 1/10 for the check engine light and they had replaced coils, stated it was brought in again 2/26 for the check engine light determined cylinder 5 misfire they had swapped coils, check wiring and coils determined there was a weak pin and weak pin tensioner for PCM. Advised this is the third time the vehicle is being brought into the DLR for the check engine light. Agent advised customer will escalate case for technical assistance only. - Agent advised will escalate to case manager. Follow up will occur within 1 [redacted] r time. Preferred phone number: [redacted] Earliest call time: any Latest call time: any Updates via emai [redacted] ehicle location: DLR Date and Time of Appointment: at DLR Confirmed appointment with: 45674 Customer in rental: Y Authorized by: DLR Rental start date: [Date]
02/28/2019	*****OUTBOUND DEALERSHIP CONTACT***** Watermark Chrysler Dodge Jeep Ram | 45674 | 2708213372 | SM Chris - Specialist reached out to the dealership to review the customer's file. SM Chris unavailable. Left VM asking for a contact back.
02/28/2019	EMAIL sent to SM Chris asking the following : What is the diagnosis? Is the concern a result of misuse/abuse/lack of maintenance? Could the customer have caused/prevented concern? Is the concern related to age and mileage? Is vehicle maintained? What is the current mileage? What is the general condition of the vehicle? Have there been any previous related repairs? Have there been a previous out-of-pocket repairs? *If unable to duplicate concern, *Have you had an opportunity to do a test drive with the customer? *Has STAR been contacted? (If yes, obtain STAR case #) What is the estimated cost of the repair? When could it be completed? Do you feel this customer should receive assistance? Has this customer been provided assistance previously? Would you be willing to provide assistance? (co-pay, D-17-18, discount)
02/28/2019	*****GOODWILL QUALIFIER***** ISD: 6/23/2016 Mileage: 73,000 Original Owner: 3rd owner Household: 2 used, 1 new Related/repeat repair: no MVP: no Loyalty Score: 0 Critical Case Score: 0 Other: vehicle has NO record of maintenance on file.
02/28/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] | 2016 DODGE GRAND CARAVAN - Specialist reached out to the customer to review their file. Customer stated he's brought his vehicle to the dealership a few times for the same issue. Customer stated they've done all their maintenance at the dealership. 45674. He said he purchased an additional warranty for the vehicle as well. Customer asked to trade vehicle in but with the depreciation value, it has not happened. He confirmed email as : [redacted] specialist will update customer when more information is available. Customer was thanked for his time and for being a Dodge customer. Call was then disconnected.

Date	Comment
02/28/2019	EMAIL received from SM Chris stating the following : We are having an issue with diagnosis. It has a misfire on cylinder 5. We have replaced coil, plugs, ecm, and done internal engine diagnosis. This is an electrical issue and out tech is working with STAR on it. The latest repair plan is to parts replace the PCM The concern is not due to misuse. Customer could not have prevented the concern Concern does not appear to be related to age or mileage. Wiring to and from PCM to coil all checks good, coil checks good. Tech has ordered another PCM. Vehicle is maintained. Miles 73215 Condition of vehicle is good 4 related repairs Customer has paid his deductible for extended warranty (aftermarket) STAR has been contacted. I will get you the start case # Repair cost will be covered by MOPAR warranty Hopefully today, the part was just delivered If this is the fix the customer will not require assistance Yes we have internally paid for recent repairs Yes if goodwill is needed we will do so as needed.
03/04/2019	*****OUTBOUND DEALERSHIP CONTACT***** Watermark Chrysler Dodge Jeep Ram | 45674 | 2708213372 | SM Chris - Specialist reached out to the dealership for an update on the customer's vehicle. They will be doing a parts warranty on the PCM and a STAR case will be opened for further assistance. Specialist will follow up with the dealership on Wednesday for next steps. SA Stacey was thanked for her time and the call was disconnected.
03/06/2019	*****OUTBOUND DEALERSHIP CONTACT***** Watermark Chrysler Dodge Jeep Ram | 45674 | 2708213372 | SM Chris - Specialist reached out to the dealership to review the customer's file and see if any updates were available. SM Chris was unavailable. SA stated that there is a STAR case opened. He was informed that there is not. He said the PCM is on order but had no other information. Specialist will follow up with SM Chris via email. He was thanked for his time and the call was disconnected.
03/06/2019	EMAIL sent to SM Chris asking for an update regarding the customer's vehicle.
03/06/2019	EMAIL received from SM Chris stating : The PCM came in this morning. Our tech is pulling it in next
03/08/2019	EMAIL sent to SM Chris asking how the repairs fared.
03/08/2019	*****OUTBOUND DEALERSHIP CONTACT***** Watermark Chrysler Dodge Jeep Ram | 45674 | 2708213372 | SM Chris - Specialist reached out to the dealership to see if the repairs have been completed. PCM was replaced. Issue has reoccurred. Upon further diagnosis, a main wiring harness had broken wire. Repaired. Test driven. Door actuator has also been fixed. One last test drive to make sure concern has been resolved. SA Stacy was thanked for her time and the call was disconnected.
03/11/2019	EMAIL received from SM Chris stating : We have the engine-miss taken care of. It had a door lock actuator (bad) that came in this morning. We are replacing it this morning and returning the vehicle to the customer today.
03/11/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] 2016 DODGE GRAND CARAVAN - Customer called in to see if there is any way he could get an incentive towards purchasing a new vehicle. He is upset with how often this vehicle has been to the dealership and not hearing from the dealership with what's going on with his vehicle. He stated his vehicle has been down for almost 60 of the last 90 days. He agreed to send an email with the physical mailing address, birthdate and choice of options. He confirmed no government officials in family. Customer was thanked for calling. Call was then disconnected.
03/12/2019	Once email is received, look into family and friends discount for customer (he requested incentive).
03/22/2019	EMAIL sent to SM Chris informing him of the customer's email, asking if the customer brought the vehicle back in and what the RO# is.
03/22/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] 2016 DODGE GRAND CARAVAN - Specialist reached out to the customer to see if they will be bringing the vehicle back to the dealership. The customer would like to drive it a little bit longer just to see and will decide in a few days. Specialist will reach out again on Tuesday to see what the decision will be. Customer was thanked for his time. Call disconnected.
03/26/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] 2016 DODGE GRAND CARAVAN - Specialist reached out to the customer to see if the concern has been addressed. Customer stated he wasn't able to talk. Specialist will try again tomorrow.
03/27/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] 2016 DODGE GRAND CARAVAN - Specialist reached out to the customer to see if their concern has been addressed. Customer unavailable. Left VM asking for a contact back with an update.

Email(s)

Date	02/28/2019	***Subject***	[redacted]		
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	***Time***	02/28/2019 17:42 PM

[redacted]

Thank you again for taking my call.
As I mentioned, my name is Linda and I have been assigned as your Case Manager.
-
Here is some information that will be helpful for you to have:
Your case number is [redacted]
-
The FCA Case Management telephone number is: 1-844-827-2003
My direct extension for leaving a Voice Mail is: 3020162
(best way to reach me is to speak to any Case Manager
and have them locate me for the call)
-
FCA Case Managements hours are: 8:00 am8:00 pm EST
(7:00 am7:00 pm CST), Monday - Friday
-
My work hours are: 8:30 am-5:00 pm EST
(7:30 am 4:00 pm CST), Monday - Friday.
-
Please don't hesitate to contact me by either responding to this email
or by phone and leave a voicemail if you have any questions
or concerns and I'll do my best to respond.

Thank you for your time,

Linda | Senior MW BC Specialist
844-827-2003 | ext. 3020162
[redacted]

Date	02/28/2019	***Subject***	Re: [redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	02/28/2019 20:05 PM

This is [redacted] I was replying to your email to let you know that I received it thank you very much for all your kindness

Sent from my iPhone

> On Feb 28, 2019, at 11:42 AM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> [redacted]
> Thank you again for taking my call.
> As I mentioned, my name is Linda and I have been assigned as your Case Manager.
> -
> Here is some information that will be helpful for you to have:
> Your case number is [redacted]
> -
> The FCA Case Management telephone number is: 1-844-827-2003
> My direct extension for leaving a Voice Mail is: 3020162
> (best way to reach me is to speak to any Case Manager
> and have them locate me for the call)
> -
> FCA Case Managements hours are: 8:00 am8:00 pm EST
> (7:00 am7:00 pm CST), Monday - Friday
> -
> My work hours are: 8:30 am-5:00 pm EST
> (7:30 am 4:00 pm CST), Monday - Friday.
> -
> Please don't hesitate to contact me by either responding to this email
> or by phone and leave a voicemail if you have any questions
> or concerns and I'll do my best to respond.
>
> Thank you for your time,
>
> Linda | Senior MW BC Specialist
> 844-827-2003 | ext. 3020162
>
>
>
> [redacted]

Date	03/04/2019	***Subject***	[redacted]
From	dodgecustomercare@fcagroup.com	***To***	[redacted] ***me*** 03/04/2019 20:24 PM

[redacted]
Thank you for the email.
I have follow up with the dealership and been informed that they will be replacing the PCM under warranty just to rule out any issues regarding the part itself. They've also contacted their tech resources and are waiting to hear back for next steps.
I will follow up again on Wednesday (unless I hear back beforehand) for more information and let you know once I have it.
Have a great night!

Thank you for your time,

Linda | Senior MW BC Specialist
844-827-2003 | ext. 3020162
[redacted]

Date	03/06/2019	***Subject***	[redacted]
From	dodgecustomercare@fcagroup.com	***To***	[redacted] ***me*** 03/06/2019 20:17 PM

H[redacted]
I hope all is well.
I've contacted the dealership for an update regarding your vehicle.
Once I hear back with more information, I will definitely let you know.
Have a great night!

Thank you for your time,

Linda | Senior MW BC Specialist
844-827-2003 | ext. 3020162
[redacted]

Date	03/06/2019	***Subject***	[redacted]
From	dodgecustomercare@fcagroup.com	***To***	[redacted] ***me*** 03/06/2019 21:21 PM

[redacted]
sorry for the second email.
The dealership has informed me that the part arrived this morning and they will begin repairs shortly.
I will follow up Friday for an update.
Have a great night!

Thank you for your time,

Linda | Senior MW BC Specialist
844-827-2003 | ext. 3020162
[redacted]

Date	03/08/2019	**Subject**	[redacted]
From	dodgecustomercare@fcagroup.com	**To**	[redacted] **me** 03/08/2019 20:50 PM

[redacted]
I hope all is well.
The dealership has informed me that they've repaired the vehicle. They are test driving it one more time to make sure the concern has been addressed.
I will follow up with you next week to see how the vehicle is doing.
Have a great weekend!

Thank you for your time,

Linda | Senior MW BC Specialist
844-827-2003 | ext. 3020162
[redacted]

Date	03/11/2019	**Subject**	[redacted]
From	dodgecustomercare@fcagroup.com	**To**	[redacted] **me** 03/11/2019 14:42 PM

Morning [redacted]
I hope your weekend went well.
The dealership informed me that they will be replacing the door actuator today and will let you know once it's been completed.
If you could let me know when the vehicle is back in your possession, I'd appreciate it.
Have a great day!
Thank you for your time,

Linda | Senior MW BC Specialist
844-827-2003 | ext. 3020162
[redacted]

Date	03/11/2019	**Subject**	Re [redacted]		
From	[redacted]	**To**	dodgecustomercare@fcagroup.com	**Sent Date/Time**	03/11/2019 15:40 PM

My wifes name is [redacted] Our mailing address is [redacted] Madisonville, KY [redacted] we are interested in a new Chrysler Pacifica or a new Dodge Durango
Thank you for all your time and effort youre very much appreciated

Sent from my iPhone

> On Mar 11, 2019, at 9:42 AM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> Morning [redacted]
> I hope your weekend went well.
> The dealership informed me that they will be replacing the door actuator today and will let you know once it's been completed.
> If you could let me know when the vehicle is back in your possession, I'd appreciate it.
> Have a great day!
> Thank you for your time,
>
> Linda | Senior MW BC Specialist
> 844-827-2003 | ext. 3020162
>
>
[redacted]

Date	03/12/2019	**Subject**	[redacted]
From	dodgecustomercare@fcagroup.com	**To**	[redacted] **me** 03/12/2019 18:09 PM

[redacted]
I received your email but don't see her date of birth,
can you reply with it so I can finish sending up the request please?
Have a great day!

Thank you for your time,

Linda | Senior MW BC Specialist
844-827-2003 | ext. 3020162
[redacted]

Date	03/13/2019	**Subject**	Re [redacted]		
From	[redacted]	**To**	dodgecustomercare@fcagroup.com	**Sent Date/Time**	03/13/2019 00:27 AM

I apologize her birthday is [redacted]

Sent from my iPhone

> On Mar 12, 2019, at 1:09 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
> [redacted]
> I received your email but don't see her date of birth,
> can you reply with it so I can finish sending up the request please?
> Have a great day!
>
> Thank you for your time,
>
> Linda | Senior MW BC Specialist
> 844-827-2003 | ext. 3020162
> [redacted]

Date	03/18/2019	***Subject***	[redacted]		
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	***me***	03/18/2019 13:31 PM

Morning [redacted]
I hope all is well.
I have just gotten back from vacation and wanted to let you know that I did see your email with the birth date and had the request sent up. It does take a bit to hear back. As soon as I do, I'll let you know.
Is the vehicle back in your possession?
If so, how is it running?
Have a great day!

Thank you for your time,

Linda | Senior MW BC Specialist
844-827-2003 | ext. 3020162
[redacted]

Date	03/18/2019	***Subject***	Re: [redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	03/18/2019 19:05 PM

The vehicle is back in our possession although it seems to not run as well as it had previously sometimes at an idol you can still feel a slight miss although the check engine light has not come back on I think there is still an issue

Sent from my iPhone

> On Mar 18, 2019, at 8:31 AM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> Morning [redacted]
> I hope all is well.
> I have just gotten back from vacation and wanted to let you know that I did see your email with the birth date and had the request sent up. It does take a bit to hear back. As soon as I do, I'll let you know.
> Is the vehicle back in your possession?
> If so, how is it running?
> Have a great day!
>
> Thank you for your time,
>
> Linda | Senior MW BC Specialist
> 844-827-2003 | ext. 3020162
>
> [redacted]

Date	03/20/2019	***Subject***	[redacted]		
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	***e***	03/20/2019 20:56 PM

[redacted]
Thank you for letting me know.
If it keeps up, I recommend bringing it back in.
However, if you could monitor it and keep a "diary" of the when's and where's, I'd appreciate it.
I do have some good new for you.
The incentive offer has been approved.
Your reference # is [redacted]
All you have to do is present the # to your preferred Fiat Chrysler Dodge Jeep Ram sales rep and they'll be able to assist you further when you're ready to purchase a new vehicle.
I'll follow up with you on Monday to see if how the vehicle is doing if I don't hear back from you first.
Have a great night!

Thank you for your time,

Linda | Senior MW BC Specialist
844-827-2003 | ext. 3020162
[redacted]

Date	04/05/2019	***Subject***	[redacted]

From	dodgecustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	04/05/2019 18:53 PM

Hello[redacted]
I am sending you this email regarding the closure of your case with FCA Case Management.
I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is:[redacted]
The FCA Case Management Telephone Number is: 1-844-827-2003
My Direct Extension is: 3020162

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern. If your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back. I wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; ergo, you may receive an email or telephone survey. We ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience.
Thank you for your time, participation, and for being an FCA customer.

I appreciate you working with me, wishing you all the best-

Linda | Senior BC Specialist
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/01/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/01/2019	**Origin**	Telephone	**Reason**	
Mileage	40,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	SHEPHERDSVLLE		KY	[redacted]	
Dealer	X7310	EAN HOLDINGS - ST. LOUIS		**Dealer Phone**	3144281405
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	sliding door issues				
Synopsis	would need a DLR diagnosis				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/01/2019 03:15 PM	Open
03/01/2019 03:22 PM	Closed

Initial Description

customer states that on the vehicle that the door will locked but it wont unlocked back and customer also states that there is a known issue with the doors not unlocking

Case Comments

Date	Comment
03/01/2019	customer states that on the vehicle that the door will locked but it wont unlocked back and customer also states that there is a known issue with the doors not unlocking. in order to seek Chrysler's assistance we would need a DLR diagnosis to get an open case going.
03/01/2019	Expectation: Customer states she is having issue with driver sliding door which will not open

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/01/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/01/2019	**Origin**	Telephone	**Reason**	
Mileage	55,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	SHEPHERDSVLLE	KY	[redacted]		
Dealer	X7310	EAN HOLDINGS - ST. LOUIS		**Dealer Phone**	3144281405
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS	MO	63105 4204	USA	
Dealer Zone		**Sales District**		**Service District**	
Subject	door drivers slide door				
Synopsis					
Customer Anomaly	Drivability				
	Product Handling (Poor Ride)				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	120	Poor Handling or Rough Ride
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/01/2019 03:28 PM	Open
03/01/2019 03:32 PM	Closed

Initial Description

drivers slide door will not open

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/04/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/10/2019	**Origin**	Telephone	**Reason**	
Mileage	60,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	ANGIER	NC	[redacted]		
Dealer	X7373	HERTZ DAILY RENTALS-Newark NJ		**Dealer Phone**	9734657281
Dealer Address	900 DOREMUS				
	PORT NEWARK	NJ	07114	USA	
Dealer Zone		**Sales District**		**Service District**	
Subject	problem with the sliding doors				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/04/2019 04:27 PM	Open
03/10/2019 11:49 AM	Closed

Initial Description

problem with the right sliding door. when you lock and unl;ock with the fob it makes a racket it doesn't automatically lock the door

Case Comments

Date	Comment
03/04/2019	problem with the right sliding door. when you lock and unlock with the fob it makes a racket it doesn't automatically lock the door. Customer took to their mechanic. Customer looking for cost assistance. Adviser stated that the component that they are looking for assistance with is a basic component and due to the Mileage on the vehicle we are not able to assist

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/04/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/20/2019	**Origin**	Telephone	**Reason**	
Mileage	36,352 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	KOKOMO		IN	[redacted]	
Dealer	61884	TOM O'BRIEN CHRYSLER JEEP DODGE		**Dealer Phone**	3178054400
Dealer Address	4630 E 96TH STREET				
	INDIANAPOLIS		IN	46240 3742	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	M
Subject	Goodwill				
Synopsis	customer needs diagnosis				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/04/2019 04:48 PM	Open
03/20/2019 01:05 PM	Closed

Initial Description

Goodwill consideration for sliding door

Case Comments

Date	Comment
03/04/2019	Customer is seeking goodwill consideration on sliding door which does not lock. Customer talk to dlr and they stated that base on millage they could not cover it and to call us. Customer is only over 352 miles on the basic warranty. Customer bought vehicle recently and has previous own FCA vehicle. Customer name [redacted] phone number [redacted] afternoon prefer call time. Agent did a report used sale for customer.
03/05/2019	********** In-Service Date: 04/19/2016 Original Owner: Yes Mileage: 36,352 Vehicle purchase loyalty: 2 FCA Vehicles (2016 & 2018) Multiple Repairs: N/A Previous related repairs: No Mechanical MVP plans: No Other: Customer is seeking goodwill consideration on sliding door which does not lock. Customer spoke to the DLR and they stated that base on millage they could not cover it **********
03/05/2019	***OUTBOUND DLR CONTACT*** ***Tom O'Brien Chrysler Jeep Dodge -Greenwood - 317-881-6791*** . CM contacted DLR and was unable to speak with anyone in service. CM waited on hold for over 5 minutes before disconnecting.
03/05/2019	***OUTBOUND CUSTOMER CONTACT*** ** [redacted] ** . Hello this message is for Ericka, My name is Luke, calling on behalf of the FCA Case Management Division in regards to your 2016 CHRYSLER TOWN & COUNTRY. The case number is [redacted] I would like to discuss the details of your case with you, please give me a call back at your earliest convenience. I can be reached at 1-844-827-1999 EXT. 3020157. Thank you for your time, I look forward to working with you. Have a great day.
03/05/2019	***OUTBOUND DLR CONTACT*** ***Tom O'Brien Chrysler Jeep Dodge -Greenwood - 317-881-6791*** . CM contacted SM - Justin who advised that CM has the wrong location. Justin advised it's at the other Tom O'Brien (61884) . CM advised he would handle that and go from there.
03/05/2019	***EMAIL SENT TO BLAKE REGARDING D-17-18***
03/07/2019	***OUTBOUND CUSTOMER CONTACT*** *** [redacted] ** . Customer was contacted today at [12:08 PM EST] however, customer was not available, CM Left voicemail for a return call at extension 3020157; CM also provided the case number [redacted] and phone number (1-844-827-1999) in the voicemail as well.
03/08/2019	***OUTBOUND CUSTOMER CONTACT*** [redacted] *** . Customer was contacted today at [1:30 PM EST] however, customer was not available, CM Left voicemail for a return call at extension 3020157; CM also provided the case number [redacted] and phone number (1-844-827-1999) in the voicemail as well.
03/14/2019	***OUTBOUND CUSTOMER CONTACT*** ** [redacted] ** . CM contacted the customer on this case and was advised that she no longer owns this vehicle as she traded it in for a 2018 Chrysler Pacifica.

Email(s)

Date	03/05/2019	**Subject**	[redacted] - 2016 CHRYSLER TOWN & COUNTRY [redacted]		
From	chryslercustomercare@fcagroup.com	**To**	jarnold@obrienauto.com	**Sent Date/Time**	03/05/2019 16:59 PM

Justin,

This is Luke From the FCA Case Management Division, I got this case in my name regarding [redacted] (2016 CHRYSLER TOWN & COUNTRY) and it looks like the sliding door doesn't lock, The customer called us seeking cost assistance as she is only outside her warranty by mileage (36,352 miles) but not by time so I am wondering if we can cover this for the customer under warranty bulletin D-17-18 as she has two vehicles within the company (2016 & 2018) and is the original owner of both of them.

Please contact me directly or respond to this email.

Customer name [redacted]
Case #: [redacted]
Phone #: 1-844-827-1999
Extension: 3020157

My hours of operation are:
9:00am - 5:30pm Eastern Standard Time (Monday-Friday).

Thank you,
Luke | FCA Case Management Division
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/05/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/18/2019	**Origin**	Telephone	**Reason**	
Mileage	77,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	WATERFORD	MI	[redacted]		
Dealer	26822	HEGGS AUTO GROUP		**Dealer Phone**	4808308001
Dealer Address	6130 E AUTO PARK DR.				
	MESA	AZ	85206 4358	USA	
Dealer Zone	West	**Sales District**		**Service District**	9
Subject	door lock				
Synopsis	vehicle repaired				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/05/2019 03:08 PM	Open
03/18/2019 07:15 PM	Closed

Initial Description

customer state that door will not come unlock

Case Comments

Date	Comment
03/05/2019	Customer states that the left rear sliding door lock is stuck in the lock position. Customer states that he took vehicle into dealership on 3/4/19 for a diagnosis and they stated that vehicle needs a new door lock. Customer spoke with SA Jeff at the dealership who advised that the repairs would be around $300 . Customer seeking cost assistance with repairs as he feels this is a safety issue.
03/05/2019	the part that needs to be replaced is the sliding door lock actuator
03/06/2019	Customer seeking call back from CM. Customer provided call back number [redacted]
03/06/2019	*****GOODWILL QUALIFIER***** In-Service Date:September 25, 2015 Original Owner: yes Mileage: 77000 Vehicle purchase loyalty: 2 new Multiple Repairs/ Previous related repairs: no MVP plans: no Other:
03/06/2019	*****OUTBOUND EMAIL SENT TO SM*****
03/06/2019	*****OUTBOUND CUSTOMER CONTACT**** [redacted] Chrysle[redacted]M LVM with initial contact. CM to reach out again 3/8.
03/06/2019	customer is calling in wanting to speak to CM. Contact customer states he missed the call
03/06/2019	customer is unavailable for the next hour.
03/11/2019	Customer states they have an appointment for the re[air but the cost is $300 and they need assistance. Customer is requesting the CM who is unavailable at this time . Agent advised i would reach out to CM to advise of customer contact .
03/11/2019	*****INBOUND EMAIL RECEIVED FROM SM***** vehicle has not been diagnosed at 67243.
03/11/2019	11/22/2018 at 70857 miles was the last RO record in GWA
03/11/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM reached out to Customer and was advised the left rear sliding door is locked in position. Customer states they brought to Heggs Auto Group in AZ last week and was advised by the SA this is a known issue. Customer understands they are out of warranty but is seeking cost consideration taking the SA explanation into account. Customer states they provided a rough estimate of approximately 300 dollars. Customer states their appointment is for 3/12 at 1pm for repairs. Customer would like CM to reach out as soon as possible. Customer is hoping to have all concerns addressed and repaired by tomorrow afternoon. - CM advised they would leave a note on file for the CM to follow up. CM advised to expect a call today or tomorrow. CM advised they would insist to reach out before their appointment but no promises were made.
03/12/2019	INBOUND CUSTOMER CONTACT Customer wants to speak with CM. Specialist transferred Customer to CM.
03/12/2019	cm called the dealership and informed them that cm will taking care of the repair , SA Steve stated he will call in with the pricing
03/12/2019	customer called in and he stated he would like the issue resolved before he comes in to the dealership
03/12/2019	cm called the customer and informed him that cm will take care of the repair
03/14/2019	cm called the dealership and did not get answer , cm left a voicemail
03/14/2019	cm added DM notes in
03/18/2019	customers vehicle as been repaired and everything is fine , cm will now close the case vehicle is fine and repaired

Email(s)

Date	03/11/2019	***Subject***	Case Management Contact Details [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	03/11/2019 17:45 PM

[redacted]

I am reaching out on behalf of your case manager, Precious. Here is some information that will be helpful for you to have:
· Your Case Number is [redacted]
· The FCA Case Management telephone number is: 844-378-0597
· Her direct extension: 4060125
Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!

Katelyn
Senior Case Management Specialist
Phone: 1-844-827-2003 ext. 3020217

[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/06/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/06/2019	**Origin**	Telephone	**Reason**	
Mileage	66,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	Phoenix		AZ		
Dealer	X7359	HERTZ DAILY RENTALS-Phoenix AZ		**Dealer Phone**	6022674953
Dealer Address	1711 E. Buckeye Road				
	PHOENIX		AZ	85034 4202	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Automatic doors				
Synopsis	Closed case				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/06/2019 08:47 PM	Open
03/06/2019 08:52 PM	Closed

Initial Description

Mr. CARVALHO says that his automatic doors will not open, would like to be assisted with this issue.

Case Comments

Date	Comment
03/06/2019	i informed the customer that we'd need to have the vehicle diagnosed prior to any potential assistance that we can offer, understood.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/08/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/01/2019	**Origin**	Telephone	**Reason**	
Mileage	40,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	MANAHAWKIN		NJ	[redacted]	USA
Dealer	45019	LUCAS CHRYSLER DODGE JEEP RAM		**Dealer Phone**	6092673400
Dealer Address	1624 ROUTE 38				
	LUMBERTON		NJ	08048 2920	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	B
Subject	warranty inquiry				
Synopsis	close				
Customer Anomaly					
Contact Reason	C183	Vehicle Warranty Plan Coverage	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Warranty - Warranty - Coverage Information				

Case Status History

Create Date	Status
03/08/2019 07:37 PM	Open
03/28/2019 02:17 PM	Suspended
04/01/2019 03:59 AM	Open
04/01/2019 02:19 PM	Closed

Initial Description

Customer calling in to see if parts are covered under warranty

Case Comments

Date	Comment
03/08/2019	Customer calling in with questions about his vehicle and warranty information. He stated that he was just past his basic warranty by 4000 miles. He is having issues with his driver side sliding door. Hes stated it has locked up on him and will not open. He also noticed the paint bubbling on and under his hood. Agent advised customer his case will be assigned to goodwill and they will gather the information regarding his case and what can happen as he is not far past the expiration on the basic warranty and has a high loyalty score. Customer has had the vehicle diagnosed today March 8th 2019 and had previously brought it in a couple weeks ago.
03/11/2019	********** In Service Date: 8/1/2016 Original Owner: Yes Mileage: 40,000 Vehicle Purchase History: 1 New | 1 Used Multiple Repair/previous related repairs: MVP Plans: None Basic Expires: August 1, 2019 Expired (Odometer) Powertrain Expires: August 1, 2021 29 Months or 20,000 Miles ********** - ***OUTBOUND DEALERSHIP CONTACT*** LUCAS CHRYSLER | 6098450030 CM spoke with service, service will provide information to Service contact and the CM will speak with the CM in a couple hours. - ***OUTBOUND CUSTOMER CONTACT** [redacted] CM LVM.
03/13/2019	***OUTBOUND CUSTOMER CONTACT** [redacted] CM is following up to advise CM is waiting for a response back from Vince. Customer hasn't made an appointment, CM advised to speak with Vince, set an appointment, have diagnosis performed and then we can look into cost assistance.
03/15/2019	***OUTBOUND CUSTOMER CONTACT** [redacted] CM is following up to seek appointment date, customer has an appointment on Wednesday.
03/19/2019	appointment on Wednesday.
03/20/2019	***INBOUND CUSTOMER CONTACT** [redacted] Customer claims that a diagnosis has been performed and the CM will speak with the dealer today regarding the vehicle.
03/20/2019	***OUTBOUND DEALERSHIP CONTACT*** LUCAS CHRYSLER | 6098450030 Cm is following up regarding repairs that are needed on the vehicle and cost assistance regarding repairs. CM spoke with Vince who advised that the driver side sliding door latch needs to be replaced and the bubbling is covered under rust. - WARRANTY PRICING. $462.00 COPAY: $100.00 CM PAY: $362.00 - ***OUTBOUND CUSTOMER CONTACT* [redacted] customer accepted offer.
03/22/2019	***OUTBOUND DEALERSHIP CONTACT*** LUCAS CHRYSLER | 6098450030 CM spoke with Vince who advised that the vehicle is currently in the body shop.
03/22/2019	***OUTBOUND CUSTOMER CONTACT** [redacted] CM advised of DLR notes.
03/26/2019	***OUTBOUND DEALERSHIP CONTACT*** LUCAS CHRYSLER | 6098450030 CM is following up with the body shop regarding mutual customers vehicle. CM spoke with Vince who informed that the vehicle is finished, need to pick it up and clean it up and then the vehicle should be ready by the morning/end of business day. - ***OUTBOUND CUSTOMER CONTACT** DOUG ADAMS | 6092901832 Cm is following up with the customer regarding vehicle repairs. CM LVM
03/28/2019	***OUTBOUND CUSTOMER CONTACT** [redacted] Customer claims the vehicle has been returned back to the customer and the CM will follow up Monday for repair satisfaction.
04/01/2019	***OUTBOUND CUSTOMER CONTACT** [redacted] Customer claim everything is good, customer claims its ok to close case.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/08/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/08/2019	**Origin**	Telephone	**Reason**	
Mileage	24,247 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	MO STATE HWY PATROL				
Customer Address	PO BOX 568				
	JEFFERSON CITY		MO	651020568683	
Dealer	42906	CAPITOL CHRYSLER JEEP DODGE		**Dealer Phone**	5738935000
Dealer Address	3201 MISSOURI BLVD				
	JEFFERSON CITY		MO	65109 5722	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	O
Subject	warranty question				
Synopsis	Referred to DLR for a daignostic. Customer consulting with his boss about it				
Customer Anomaly					
Contact Reason	C183	Vehicle Warranty Plan Coverage	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Warranty - Warranty - Coverage Information				

Case Status History

Create Date	Status
03/08/2019 08:13 PM	Open
03/08/2019 08:27 PM	Closed

Initial Description

Customer seeking help with warranty

Case Comments

Date	Comment
03/08/2019	Customer seeking information on the warranty of his vehicle as for he needs to fix the door lock actuator. Agent stated that the warranty is expired and with out a diagnostic we can not assist> Customer stated he will talk to his boss about getting a diagnostic as for it is a Highway patrol vehicle.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/08/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/08/2019	**Origin**	Telephone	**Reason**	
Mileage	52,966 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	HOBBS		NM	[redacted]	
Dealer	60370	TATE BRANCH DODGE CHRYSLER JEEP		**Dealer Phone**	5753924641
Dealer Address	4123 N LOVINGTON HWY				
	HOBBS		NM	88240 1021	USA
Dealer Zone	West	**Sales District**		**Service District**	I
Subject	door				
Synopsis	adviser helped customer				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/08/2019 08:55 PM	Open
03/08/2019 09:08 PM	Closed

Initial Description

customer stated that the rear passenger side door won't unlock

Case Comments

Date	Comment
03/08/2019	adviser recommended that the customer take the vehicle to local DLR for diagnosis customer stated that the DLR is going charge him $195 for a diagnosis fee and that he doesn't have the money to pay for it adviser stated that each DLR charges a different diagnostic fee and maybe he can find a DLR that charges a cheaper diagnostic fee adviser stated that before we can consider any level of assistance the customer needs to have the vehicle diagnosed adviser tried to call customer back twice goes straight to vm
03/08/2019	customer refused to take the vehicle to DLR for diagnosis

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/09/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/22/2019	**Origin**	Telephone	**Reason**	
Mileage	34,340 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	ANDOVER		NJ	[redacted]	
Dealer	42490	JOHNSON DODGE-CHRYSLER-JEEP		**Dealer Phone**	9088508700
Dealer Address	481 ROUTE 46 & NAUGHTRIGHT ROAD				
	BUDD LAKE		NJ	07828	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	D
Subject	DLR complaint				
Synopsis	.				
Customer Anomaly					
Contact Reason	C142	Rude Treatment By Dealer Sales	**Customer Anomaly**		
Reason Code	Sales - Complaint - Network - Treatment during sale - Rude treatment				

Case Status History

Create Date	Status
03/09/2019 07:37 PM	Open
03/09/2019 08:28 PM	Closed
03/11/2019 09:00 PM	Open
03/22/2019 04:21 PM	Closed

Initial Description

Customer would like to file a complaint

Case Comments

Date	Comment
03/09/2019	Speaking t[redacted] Customer stated the DLR provided horrible customer service. Customer stated they have purchased two vehicles from this DLR. Customer stated when they went to purchased this vehicle the Customer stated the DLR informed him yesterday when they picked the vehicle up that the repairs was completed even though it was not. Customer stated they did not receive any RO or documentation. Customer requested to speak to the GM yesterday but did not hear from him until today. GM Bryce informed him that if the Service Dep. states the vehicle is fixed than it is fixed. Also GM Bryce informed the customer that he did not see them to provide them the RO when they were at the DLR earlier today. Customer stated they also spoke to Bryce on the phone and Bryce disconnected the phone on the customer. Customer stated Bryce advised them that he does not have the time for them. Customer stated that they are on their way to the DLR right now and if Bryce states again that he does not have time for them than he is going to seek legal action due to the DLR is not holding up there end regarding the signed agreement to repair the vehicle prior to handing it to the customer. Customer stated the fog light, Bluetooth, cosmetic and the front pumper needs to be repaired. Advised the customer that there complaint will be handled internally
03/11/2019	has more inquires: "for 125 safety checklist, when that vehicle comes to early and techs check vehicle, sees online certificated check list, when/if vehicle has a gap between passenger rear right window, window doesn't close, water is getting inside window."3[redacted] is under the impression that her vehicle didn't go through a multi-point inspection prior to it being sold to her because numerous issues with the vehicle have occurred since she drove the vehicle off of the lot. Once vehicle automatically locks, it makes a terrible noise because that door cannot lock Vehicle was purchased in 02/15-16/20198, vehicle has actually been in customer's possession for about four days because of the vehicle being serviced. Vehicle is a[redacted] home. Was told by GM this is all they could do for[redacted]
03/11/2019	[redacted] would also like to speak to the Area manager in regards to the service managers (Bryce)'s, behavior during this entire ordeal.
03/12/2019	*****OUTBOUND CUSTOMER CONTACT*****[redacted] - attempted to contact customer. LVM with contact information
03/14/2019	*****OUTBOUND CUSTOMER CONTACT*****[redacted] - attempted to contact customer. LVM
03/20/2019	*****OUTBOUND CUSTOMER CONTACT*****[redacted] - attempted to contact customer. LVM
03/22/2019	CM is closing case as she has been unable to contact customer. If the customer contacts back sales disputes an dealership complaints are not a matter resolved through Case Management.

Email(s)

Date	03/09/2019	**Subject**	[redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**me**	03/09/2019 20:04 PM

Good Afternoon [redacted]

Thank you for contacting the Dodge Customer Assistance Center

Your case number regarding our conversation is [redacted]

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

Date	03/09/2019	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***me***	03/09/2019 20:04 PM

Good Afternoon [redacted]

Thank you for contacting the Dodge Customer Assistance Center

Your case number regarding our conversation is [redacted]

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

Date	03/11/2019	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]		03/11/2019 21:05 PM

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 3/9/2019 3:04 PM
To [redacted]
Su

Good Afternoon [redacted]

Thank you for contacting the Dodge Customer Assistance Center

Your case number regarding our conversation is [redacted]

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

Date	03/11/2019	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]		03/11/2019 21:05 PM

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 3/9/2019 3:04 PM
To:
Su

Go [redacted]

Thank you for contacting the Dodge Customer Assistance Center

Your case number regarding our conversation i [redacted]

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

Date	03/18/2019	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	03/18/2019 14:39 PM

Good Morning [redacted]

My name is Sarah and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number is [redacted]
The Chrysler Case Management telephone number is: 1-844-827-2006
My direct extension: 3020683
My work hours are: 8:30am - 4:00pm Eastern Standard Time Monday-Friday.

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

[redacted]

Date	03/18/2019	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	03/18/2019 14:39 PM

Good Morning [redacted]

My name is Sarah and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
- Your case number is [redacted]
- The Chrysler Case Management telephone number is: 1-844-827-2006
- My direct extension: 3020683
- My work hours are: 8:30am - 4:00pm Eastern Standard Time Monday-Friday.

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

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/11/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/13/2019	**Origin**	Telephone	**Reason**	
Mileage	23,382 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	MESA		AZ	[redacted]	
Dealer	45075	NORWICH DODGE CHRYSLER JEEP		**Dealer Phone**	6073362277
Dealer Address	158 CO RD 32A				
	NORWICH		NY	13815 3500	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	E
Subject	buzzer in door				
Synopsis	closed				
Customer Anomaly	Electronics				
	Security Systems				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	20	Vehicle security system (car alarm) issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/11/2019 10:17 PM	Open
03/13/2019 03:28 PM	Closed

Initial Description

Customer stated on the passenger door there is a loud buzzer and wants to know how to disconnect it

Case Comments

Date	Comment
03/11/2019	Customer just purchased vehicle 2 days ago would not give out email address to update file. customer stated he has an appointment at his Ford dealership tomorrow and states he is looking for how to turn off the buzzer on the passenger door as he has an [redacted] child and it wakes her up. customer stated he will take it to dealership for the diagnosis

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2017	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/12/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/13/2019	**Origin**	Telephone	**Reason**	
Mileage	17,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	HAVRE	MT	[redacted]		
Dealer	45652	TILLEMAN MOTOR CO.		**Dealer Phone**	4062655428
Dealer Address	4500 US HIGHWAY 2 W				
	HAVRE	MT	59501 5900	USA	
Dealer Zone	Denver	**Sales District**		**Service District**	C
Subject	power steering				
Synopsis	Customer refusing to work with CM | case closed				
Customer Anomaly	Steering / Suspension				
	Steering Housing				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	91	Steering housing issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/12/2019 07:54 PM	Open
03/13/2019 04:25 PM	Closed

Initial Description

power steering has gone out and part not in for another week

Case Comments

Date	Comment
03/12/2019	[redacted] called and stated that he had brought the vehicle to the dealership on the 4th of march due to the power steering as it had gone out. Stated he has since not had a vehicle, no rental or a loaner. Was advised that the part is not going to be in now until the 18th. Earnest noted that this is unacceptable and stated that with the miles on the vehicle this should not have happened. Agent contacted the dealer and spoke with Tracey the SA Tracey stated Power steering return line 5151722AF, door lock actuator for the driver side slider are on order, possibly coming in tonight, work order written on the 7th of March and has an ETA of the 18th. Stated only one rental company (budget rental cars) they have no cars available. Enterprise is 110 miles away. Agent had advised that this will be sent for possible further assistance. Agent provided the case number as [redacted]
03/12/2019	*****OUTBOUND DEALERSHIP CONTACT***** Tilleman Motor Co. | 45652 | EMAIL | - Email sent for more information.
03/12/2019	***Goodwill Qualifier*** In-Service Date: 12/23/2016 Original Owner: Yes Mileage: 17000 Vehicle purchase loyalty: Multiple Repairs/ Previous related repairs: No MVP plans: No Other: power steering | b/o part RECALLS: None open at this time **********
03/12/2019	T1142KS has escalated case to external system with name ES-8710. Case was escalated successfully.
03/13/2019	********** PART UPDATE ********** DEALER : 45652 PART NUMBER : 05151722AF - ORDER NUMBER : [redacted] SHIPPED-PDC on 3/12 - IN transit to DLR - ETA 2-5 business days B/O Parts Task Completed. Reassigned to CM to allow time for delivery and follow up with DLR to confirm received. If further assistance needed, support escalate new part and order number an assign a new task to Chatham Parts Pod. **********END OF UPDATE**********
03/13/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] DODGE | - CM followed up with Customer and advised of part update. Customer advised that this is unacceptable and they want their part over nighted so they can get the vehicle back on the road. - Customer is upset that the part wasn't ordered until 3/8 and wants to know why it wasn't over nighted on the same day. CM advised it was processed and is on its way. - Customer is missing work because they have no vehicle and there is no rental around them. CM advised that they can't compensate for lost wages, but we can look into compensation once it is repaired and completed. Customer states CM is useless and disconnected. - ********** Customer preferred contact Phone- [redacted]

Email(s)

Date	03/13/2019	**Subject**	[redacted]
From	uscustomercare@fcagroup.com	**To**	[redacted] 9 16:23 PM

Hello [redacted]

I am sending you this email regarding the closure of your Case with Dodge Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is [redacted]
The FCA Case Management Telephone Number is: 1-844-827-1926
My Direct Extension is: 3020156

I would also like to thank you for allowing Dodge Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give me a call back so we may re-open your case.

We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a Dodge customer.

It has been a pleasure working with you! Again, if you need anything please contact me right away and I will assist you as best as I can.

Thank you for your patience and co-operation!

Regards,
Karleen | FCA Case Manager
Phone 1-844-827-1926 ext. 3020156
[redacted]

Date	03/13/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	

Dear [redacted]
Thank you for contacting FCA Customer Care.
Our records indicate that case number [redacted] is closed.
If you require further assistance please contact us and we would be happy to assist.
Thank you and have a great day.
FCA Customer Care

[redacted]

Date	03/13/2019	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	03/13/2019 16:28 PM

This case is not closed, I am still without a vehicle for what I am being told will be a minimum of 2 weeks. This is not an acceptable resolution. There is still a missing part to which I am told you have no ability to order or expedite or get to the servicing dealer.

On Wed, Mar 13, 2019, 10:23 AM US Customer Care <uscustomercare@fcagroup.com> wrote:

> Hello [redacted]
>
> I am sending you this email regarding the closure of your Case with Dodge
> Case Management. I would like to provide you with my contact information
> should you have any questions or concerns in the future.
>
> Your Case Number is [redacted]
> The FCA Case Management Telephone Number is: 1-844-827-1926
> My Direct Extension is: 3020156
>
> I would also like to thank you for allowing Dodge Customer Care the
> opportunity to address your concern and as stated in our telephone
> conversation, if your vehicle experiences any further issues and you are
> able to get it diagnosed certainly give me a call back so we may re-open
> your case.
>
> We wanted to let you know that we attempt to conduct a satisfaction survey
> upon the close of a case; therefore, you could potentially receive an email
> or telephone survey. Wed ask that you take the time to complete the survey
> so well know how were doing and what improvements we can make to enhance
> the customer experience. Thank you for your time and participation and for
> being a Dodge customer.
>
> It has been a pleasure working with you! Again, if you need anything
> please contact me right away and I will assist you as best as I can.
>
> Thank you for your patience and co-operation!
>
> Regards,
> Karleen | FCA Case Manager
> Phone 1-844-827-1926 ext. 3020156
>
> [redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/13/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/25/2019	**Origin**	Telephone	**Reason**	
Mileage	80,114 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	MIDDLETOWN	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	MIDDLETOWN		PA	[redacted]	
Dealer	26881	FAULKNER CHRYSLER DODGE JEEP RAM F		**Dealer Phone**	7176979448
Dealer Address	6643 CARLISLE PIKE				
	MECHANICSBURG		PA	17050 1707	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	F
Subject	driver side sliding door				
Synopsis	vehicle repaired / customer is satisfied				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/13/2019 11:14 PM	Open
03/15/2019 03:21 AM	Closed
03/15/2019 08:07 PM	Open
03/25/2019 03:57 PM	Closed

Initial Description

Custoemr is stating that the sliding door is stating that the door is locked and that it will not moved

Case Comments

Date	Comment
03/14/2019	Customer is seeking to get the sliding door fixed since it is locked close and will not move or to be unlocked. agent advised customer that the vehicle will need to be diagnosed to see what is going on and if need further assistance please call back.
03/15/2019	Cynthia calling with update on case now has diagnostic from DLR. Agent contacted. Customer states SM at DLR FAULKNER 26881 said it s a common problem & hes not sure why it hasnt been recalled yet. Agent contacted DLR FAULKNER 26881, spoke with SA Terrence. SA Terrence advised the sliding latch assembly needs to be replaced, as well as trim pieces on front and back of door need to be removed to install new sliding latch assembly & arent able to be put back on. Advised repair quotes: $982.60 warranty pricing $1205.45 customer pricing The basic warranty expired 11/16/2018 so customer is within GW consideration. She has owned 3 FCA vehicles. Updated owner information in WEBCOIN since documents were received. Escalating to specialist for possible cost assistance. Preferred contact is: phone [redacted]
03/18/2019	********** ********** In-Service Date: 11/16/2015 Original Owner: 2nd owner Mileage: 80,114 Vehicle purchase loyalty: 3 used Multiple Repairs/ Previous related repairs: no MVP plans: no Other: ********** **********
03/18/2019	***OUTBOUND DEALER CALL*Faulkner Chrysler Dodge Jeep Ram FIAT*717 697 9448*** CM contacted dealer and spoke with SM Terrance for information , SM stating that they have customers vehicle and warranty cost for it is parts $747.95 /labor $234.65 / total $982.60. CM advised that she will assist with a copay of $100.00 if customer excepts offer . CM advised she will reach out to customer and if she excepts offer to contact dealer to advise and then CM will then add DM notes , SM understood .
03/18/2019	***OUTBOUND CUSTOMER CONTACT [redacted] * CM contacted customer to discuss her case , customer stating that her sliding door is not working and she can not open it or do anything with the door , CM advised that she has spoke with the dealer and Cm is looking to assist with a $100 copay from customer , customer excepts offer . CM advised that she will make note on her case and will follow up again on Wednesday to check for repair satisfaction ,customer understood and thanked Cm .
03/18/2019	REPAIR As a one-time goodwill gesture, Chrysler will be approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows: Parts =$747.95 Labor = $234.65 Total = $982.60 Co-pay = $100.00
03/20/2019	***OUTBOUND CUSTOMER CONTACT [redacted] ** CM contacted customer to inquire if she had received her vehicle back as of yet , customer stating that she had spoke with the dealer and they are waiting on a part to come in , CM understood and advised that she will reach out to the dealer and get a update and will followup with her in a few days , customer understood .
03/20/2019	***OUTBOUND DEALER CALL*Faulkner Chrysler Dodge Jeep Ram FIAT*717 697 9448*** CM contacted dealer and spoke with SM Dylan to get update , SM stated that all parts have arrived and they are looking to get it repaired and should be done by end of the week .

Date	Comment
03/22/2019	***OUTBOUND CUSTOMER CONTACT*[redacted]* CM contacted customer to inquire how everything is since she got her vehicle back , customer stating that she got it home yesterday and started it and her check engine light came on , customer is stating that she is on her way back to the dealer now to have it looked at , customer stating that she spoke with SM Terrance and he stated there was a code for the oil pressure filter , CM apologized she is still having a issue and advised it will be noted on her case and CM will follow up again on Monday , customer understood .
03/22/2019	Vehicle has arrived at dealership Faulkner Chrysler Dodge Jeep Ram FIAT and attended by dealer employee
03/25/2019	***OUTBOUND DEALER CALL*Faulkner Chrysler Dodge Jeep Ram FIAT*717 697 9448*** CM contacted dealer and spoke with SM Dylan to inquire about what was done Friday when customer brought her vehicle in, SM stating that they did a PCM flash and customer took her vehicle back that same day .
03/25/2019	***OUTBOUND CUSTOMER CONTACT[redacted]*** CM contacted customer to inquire how everything is with her vehicle since she got her vehicle back , customer stating that everything seems good so far and she is satisfied with what the dealer has done , CM understood and advised that she will make note and her case will be closed at this time, but should she have any further issues not to hesitate to contact us back , customer understood and thanked CM .

Email(s)

Date	03/13/2019	***Subject***	driver side sliding door [redacted]		
From	chrysler customercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	03/13/2019 23:17 PM

H[redacted]

Please send in proof of ownership

Thanks Patricia (USA customer care)

[redacted]

Date	03/13/2019	***Subject***	Re: driver side sliding doo[redacted]		
From	[redacted]	***To***	chryslercustomercare@fcagroup.com	***Sent Date/Time***	03/13/2019 23:22 PM

Hi Patricia,
Here is my registration showing my name and my mothers name.

> On Mar 13, 2019, at 7:18 PM, Chrysler Customer Care <chryslercustomercare@fcagroup.com> wrote:
>
> Hi[redacted]
>
> Please send in proof of ownership
>
>
> Thanks Patricia (USA customer care)

[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/14/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/31/2019	**Origin**	Telephone	**Reason**	
Mileage	57,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	ROANOKE		VA		
Dealer	23296	BERGLUND CHRYSLER DODGE JEEP RAM		**Dealer Phone**	5403459881
Dealer Address	2525 FRANKLIN RD SW				
	ROANOKE		VA	24014 1007	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	K
Subject	Vehicle Concern				
Synopsis	Referred to DLR				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/14/2019 04:16 PM	Open
03/31/2019 06:05 PM	Closed

Initial Description

Customer called as they are having trouble with the driver side power door.

Case Comments

Date	Comment
03/14/2019	Customer called in regards to the driver side power sliding glass door. Customer stated that the door gets stuck and can't be opened with the key fob, the power buttons, nor can it be opened manually. Customer stated some research that they had done shows this to be a common problem with this vehicle. Customer also stated that they brought this vehicle as a certified vehicle due to they have a [redacted] old granddaughter with [redacted] and they use this vehicle to transport them. Customer has been informed by SA Bobby Porter from Berglund Chrysler Dodge Jeep Ram (23296) that it would cost $99 to have it evaluated. Customer also stated that they are concerned about the safety aspect of this door not working as it should. Customer also stated frustration over the nature of this problem occurring. Agent sought the advise of the tech pod and relayed to the customer to take vehicle in for a diagnosis and have SA reach our to star. Agent was advised by customer that they would schedule an apt for next week to have vehicle looked at.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/15/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/18/2019	**Origin**	Telephone	**Reason**	
Mileage	40,762 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	BOYNTON BEACH	FL	[redacted]		
Dealer	60444	JOEY ACCARDI CHRYSLER DODGE JEEP		**Dealer Phone**	9549436700
Dealer Address	909 S. FEDERAL HWY				
	POMPANO BEACH	FL	33062 7048	USA	
Dealer Zone	Southeast	**Sales District**		**Service District**	A
Subject	Second repair for sliding door locks not unlocking				
Synopsis	customer will be responsible for their repair.				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/15/2019 09:37 PM	Open
03/18/2019 08:55 PM	Closed

Initial Description

Sliding door locks are not unlocking with the key or manually, customer has had this repair completed previously and concern is back.

Case Comments

Date	Comment
03/15/2019	Customer stated sliding door locks have stopped working again and they will not unlock. Customer stated this happens from time to time and they eventually fix themselves but she did have this repaired already about 4 months ago and it is reoccurring. She has an appointment at Joey Accardi Chrysler Dodge Jeep Ram 03/18/2019 at 10 am. Customer looking for technical assistance for reoccurring issue and cost assistance for repair.
03/15/2019	Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] rliest call time: Latest call time: Updates via email: Y[redacted]/ehicle location: Customer Date and Time of Appointment: 03/18/2019 @ 10 am Confirmed appointment with: Joey Accardi Chrysler Dodge Jeep Ram
03/18/2019	Vehicle has arrived at dealership Joey Accardi Chrysler Dodge Jeep Ram and attended by dealer employee
03/18/2019	CM contacted the dealership Joey Accardi Chrysler Dodge Jeep Ram 60444 954-943-6700 to speak with the customers SA Vik but he was not available. CM left a voicemail. CM contacted the custome[redacted] and advised them once they have an update they will contact them. Customer thanked the CM and the CM branded the call.
03/18/2019	CM contacted the dealership Joey Accardi Chrysler Dodge Jeep Ram 60444 954-943-6700 to speak with the customers SA Vik and he stated that the customer needs to have the driver rear door latch replaced. He does not want the CM to assist with the concern. It stated it was caused by her kids getting in and out of the back seat. SA Vik believes customer should be responsible for the repair. CM contacted the custome[redacted]nd advised the customer that at this time they would be responsible for their repair. Customer is upset but thanked the CM. CM branded the call.

Email(s)

Date	03/15/2019	**Subject**	FCA Customer Care[redacted]		
From	chryslercustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	03/15/2019 21:47 PM

Hello[redacted]

Your case has been escalated to our Specialist department and a case manger will be contacting you with more information. Your case number is [redacted]

Thank you,
Amber
FCA Customer Care
[redacted]

Date	03/18/2019	**Subject**	[redacted]		
From	chryslercustomercare@fcagroup.com	**To**	[redacted]		03/18/2019 16:19 PM

Hello,
My name is Chardae and I have been assigned as your Case Manager. This email is confirmation that your case, [redacted] was successfully escalated to me. After I review the details of your case I will be calling you at your preferred numbe[redacted]y office hours are from 11:00 AM to 7:30 PM (eastern time). My contact information is 844-378-0573 Ext. 4060320. If your preferred telephone number mentioned above isnt correct, please reply with the correction. Please email me or call me with your preferred number or contact method.

[redacted]

Date	03/18/2019	**Subject**	Re: Introduduction [redacted]		
From	[redacted]	**To**	chryslercustomercare@fcagroup.com	**Sent Date/Time**	03/18/2019 20:23 PM

Good afternoon chardae,

The service manager at dodge has been trying to speak to you
unsuccessfully. Can you please reach out to him. He left his direct line
on your voicemail. Their service dept closes in 1 hour.

On Mon, Mar 18, 2019, 12:19 PM Chrysler Customer Care <
chryslercustomercare@fcagroup.com> wrote:

> Hello,
> My name is Chardae and I have been assigned as your Case Manager. This
> email is confirmation that your case [redacted] as successfully escalated
> to me. After I review the details of your case I will be calling you at
> your preferred number, [redacted] My office hours are from 11:00 AM to
> 7:30 PM (eastern time). My contact information is 844-378-0573 Ext.
> 4060320. If your preferred telephone number mentioned above isnt correct,
> please reply with the correction. Please email me or call me with your
> preferred number or contact method.
>
>

[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	Model Year	2016	Brand	DODGE
Body	RTKM53	Vehicle	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	03/16/2019	CAIR Type	Regular	Status	Closed
Close Date	03/16/2019	Origin	Telephone	Reason	
Mileage	30,000 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer	[redacted]				
Customer Address					
	GEORGETOWN		TX	[redacted]	
Dealer	45587	TEXAN DODGE CHRYSLER JEEP RAM		Dealer Phone	2813597100
Dealer Address	18555 HIGHWAY 59 N				
	HUMBLE		TX	77338 4287	USA
Dealer Zone	Southwest	Sales District		Service District	F
Subject	Vin Check				
Synopsis	Connected customer to DLR at 281-359-7100				
Customer Anomaly					
Contact Reason	C109	FCA Contacts Or Dealership	Customer Anomaly		
Reason Code	FCA World - Information & Assistance requests - Network - Contacts & various information - Network				

Case Status History

Create Date	Status
03/16/2019 07:03 PM	Closed
03/16/2019 07:10 PM	Closed

Initial Description

Customer is calling because she wants to check the Vin for Recalls

Case Comments

Date	Comment
03/16/2019	Customer is calling because she wants to check the Vin for Recalls. Advised there was no recalls on VIN. She was having issues with her rear door driver side door making a noise and couldn't unlock. The DLR fixed it but its making a noise now. Connected customer to DLR at [redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/18/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/18/2019	**Origin**	Telephone	**Reason**	
Mileage	53,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	BURLESON		TX	[redacted]	
Dealer	66929	MEADOR DODGE CHRYSLER JEEP RAM		**Dealer Phone**	8175350535
Dealer Address	9501 SOUTH FREEWAY				
	FORT WORTH		TX	76140 4923	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	C
Subject	service contract coverage				
Synopsis	transferred to MVP				
Customer Anomaly					
Contact Reason	C66	Inquiry on MVP Service Coverage	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - MVP - MVP - Service Contracts - Coverage				

Case Status History

Create Date	Status
03/18/2019 04:56 PM	Open
03/18/2019 05:09 PM	Closed

Initial Description

Customer seeking the coverage of her service contract

Case Comments

Date	Comment
03/18/2019	Customer called seeking the coverage of her service contract as for the sliding door can not open at all and the lock and handle and button do not work. Agent transferring the customer to the MVP line for service contract coverages.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/18/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/08/2019	**Origin**	Telephone	**Reason**	
Mileage	70,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	fort benning	ga	[redacted]		
Dealer	60624	AUTONATION CHRYSLER DODGE JEEP		**Dealer Phone**	7063244161
Dealer Address	2201 VICTORY DRIVE				
	COLUMBUS	GA	31901 3452	USA	
Dealer Zone	Southeast	**Sales District**		**Service District**	I
Subject	cost assistance				
Synopsis	waiting on diagnosis , cst has yet to return to dealer to give diagnosis				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/18/2019 05:15 PM	Open
04/08/2019 03:22 PM	Closed

Initial Description

passenger sliding door

Case Comments

Date	Comment
03/18/2019	Briefly summarize why the customer is contacting Chrysler: Customer calling in about vehicle concern. He states that he went to DLR for passenger sliding door not opening. He states DLR is saying it will cost $1500 and feels this should be a recall as he is reading online about this being a known concern. Briefly summarize what the customer is expecting: cost assistance ***Agent Advised** Agent adv not a known issue as no open recalls and what he is reading online is not a reliable source but we are documenting for future reference. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: 8 am Latest call time: 8 pm Updates via email: Y[redacted] Vehicle location: DLR Date and Time of Appointment: at DLR Confirmed appointment with: at DLR Customer in rental: N/A Rental start date: N/A Authorized by: N/A
03/20/2019	****outbound call to dlr- sa chris wasnt available but was informed that cst declined repair on vehicle.
03/20/2019	**outbound call to cst- no answer left vm
03/28/2019	***outbound call to sm chrisg - sm stated that cst door is closed tight and will not open and dealer has yet to look into concern of vehicle and what's causing the door to not open. cs declined authorization for diagnosis .
03/28/2019	***outbound call to cst- spoke with cst and discussed cst vehicle and the declining of authorization of at dealer. Cst stated he feels that his vehicle has a safety issue on his vehicle due to door not being able to be open. cs informed cst that a diagnosis has to be given to determined if we are responsible as customer is stating, informed cst that he is the orginal owner and has owner vehicle for 3 years and no concern shas been made regarding door. cst kept stating that issue is saftey which cs understood but informed cst that he is responsible for repairs until diagnosis has been determined if concern is chrysler. csts seeking sup call due to cs informing him that he is responsible for diagnosis
03/28/2019	**cas enotes 2015 miles:70k lsd:4/28/17 no warranty claims sc (expired) last time maintenance 2017 concern;driver passenger door stuck: out of warranty by miles (34k 1 org owner veh
04/04/2019	***outbound call to cst- no answer left vm*** dealer is waiting on authorization
04/05/2019	***outbound call to cst- no answer left vm*** cst needs to move forward with diagnosis , if not case will close until diagnosis has been completed
04/08/2019	****cst has yet to return cs calls. cst was supposed to follow up after our conversation on 03/28 regarding vehicle choice. cst did request sup call but case didnt merit cup call due to cst no agreeing with having to pay dealer to look into vehicle door concern. cs is closing case due to no contact with cst or dealership regarding vehicle concern.
04/08/2019	***outbound call to cst- informed cst that dealer is waiting for authorization to be given if he was going to move forward with getting the door fixed. cst stated he hasnt been back to dealer and was waiting on dealer to contact them and customer has already picked up van and has yet to return. cs will go ahead and close case due to customer not moving forward with diagnosis

Email(s)

Date	03/18/2019	**Subject**	[redacted]		
From	uscustomercare@fcagroup.com	**To**		**ne**	03/18/2019 17:18 PM

Hello [redacted]

Your case number is [redacted].

Kristina
Chrysler Customer Care
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/19/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/21/2019	**Origin**	Telephone	**Reason**	
Mileage	42,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	WYLIE	TX	[redacted]		
Dealer	45573	RICHARDSON CHRYSLER JEEP DODGE RAM		**Dealer Phone**	9728658600
Dealer Address	1321 N CENTRAL EXPY				
	RICHARDSON	TX	75080 4607	USA	
Dealer Zone	Southwest	**Sales District**		**Service District**	A
Subject	Sliding door locks				
Synopsis	Refer to DLR				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/19/2019 08:18 PM	Open
03/21/2019 09:11 PM	Closed

Initial Description

Drivers side sliding door not locking or unlocking

Case Comments

Date	Comment
03/19/2019	Briefly summarize why the customer is contacting Chrysler: Drivers side sliding door no longer locks or unlocks, DLR will have to pull entire door to replace one or two parts, may have to make other cuts to door to resolve issue. Customer may have to pay around $700 for repairs. Customer has not made apt. yet he has only talked to DLR by phone Briefly summarize what the customer is expecting: Cost Assistance
03/19/2019	Customer meets DLR goodwill and has a LS of 0544.
03/19/2019	******Next Agent********Customer further states he will talk to his wife and from there will make there apt. and call us back to have escalated to a case manager for possible cost assistance.
03/19/2019	***Next Agent *** please escalate to case manager after recording DLR, Date and time of apt. Thank you.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/20/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/20/2019	**Origin**	Telephone	**Reason**	
Mileage	59,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	ROANOKE		VA		
Dealer	X7854	EAN HOLDINGS - ORLANDO		**Dealer Phone**	4073253783
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Warranty Inquiry				
Synopsis	Customer is inquiring about warranty left on vehicle. Agent searched in VIP, and advised that he has WCC-5/60. Customer thanked agent for assistance.				
Customer Anomaly					
Contact Reason	C183	Vehicle Warranty Plan Coverage	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Warranty - Warranty - Coverage Information				

Case Status History

Create Date	Status
03/20/2019 01:43 PM	Open
03/20/2019 01:52 PM	Closed

Initial Description

Customer is seeking information on warranty left on vehicle.

Case Comments

Date	Comment
03/20/2019	Customer is inquiring about warranty on his vehicle. Customer states, he is having noises, coming from his sliding door on the van. Agent confirmed profile and updated phone number for contact and customer declined email. Agent searched in VIP, and found that customer has 5/60 WCC and advised that he only has PT warranty left and this expires by 11/20/2020 or miles. Customer understood and thanked agent for assistance. Agent branded call.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/20/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/29/2019	**Origin**	Telephone	**Reason**	
Mileage	39,500 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	LENEXA	KS	[redacted]		
Dealer	45290	OLATHE DODGE CHRYSLER JEEP RAM		**Dealer Phone**	9137803700
Dealer Address	15500 W 117TH ST				
	OLATHE	KS	66062 1048	USA	
Dealer Zone	Denver	**Sales District**		**Service District**	H
Subject	the lock is stuck				
Synopsis	vehicle repaired and returned to customer				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/20/2019 02:51 PM	Open
03/29/2019 11:12 PM	Closed

Initial Description

the lock on the passenger side broke and the door wont open. she is looking for goodwill because she just ran out of warranty feb 17 2019

Case Comments

Date	Comment
03/20/2019	customer is calling because her driver side sliding door lock has broken and it wont open now and she was looking for goodwill she is a is time buyer of fca products seen nothing else in household on web coin and she had a diagnoses and they said it was the lock and unlock module. they said it was going to be about 1000 dollars to get replaced she ran out of warranty on February 17 2019. Agent advised will escalate to case manager. Follow[redacted]usiness day by COB customer time. Preferred phone number:[redacted]call time: anytime Updates via email:[redacted] Vehicle location: home address Date and Time of Appointment: march 12 2019 Confirmed appointment with: agent called over to dealer to confirm the information with the dealership and everything else. dealer said that it needs door lock actuator and the price 898.19
03/20/2019	In-Service Date: 02/17/2016 Original Owner: No Mileage: 39,500 Vehicle purchase loyalty: 1 used Chrysler vehicle Multiple Repairs/ Previous related repairs: No MVP plans: No Other: warranty ran out on February 17 2019. No open recalls
03/20/2019	***** OUTBOUND DEALER CONTACT***** [45290] [Olathe Dodge] [9137803700] Agent called and spoke to SA Gerry who stated the cost of repairs is approximately $900.00 for repair of lock module. Customer is just outside warranty as it would of been covered under the 3/36,000 miles. Customer is new to Chrysler as this is the first FCA vehicle.
03/20/2019	The following email sent to[redacted]i: Customer called in seeing cost assistance for a lock module. Customer is just outside warranty on both time and mileage so I would like to assist customer. What are your thoughts on Goodwill for this customer? Thanks for your help.
03/20/2019	*****OUTBOUND CUSTOMER CONTACT*****[redacted]Agent called and left introductory VM.
03/21/2019	The following email received from mmoutray@olathedcj.com: Lori, She has had several issues with doors and electrical with the doors. I think good will with a deductible would be in order. Thank you, Mike Moutray Jr
03/21/2019	Email sent to SM for warranty pricing.
03/22/2019	Email received from SM: Lori, Lock actuator warranty price $ 123.76 Labor price $165.06 Customer has paid diagnosis of $135.00. so you can apply this towards the diagnosis if you want Thank you
03/22/2019	*****OUTBOUND CUSTOMER CONTACT*****[redacted]gent called and spoke to customer regarding vehicle repairs. Agent made offer that FCA will cover the cost of repair with a $20.00 co-pay. Customer accepted offer and will contact Dealership to book an appointment and notify agent when appointment is. Agent and customer agreed that contact will be made after appointment.
03/25/2019	*****OUTBOUND CUSTOMER CONTACT****[redacted]gent called and left a VM for customer to call back with appointment date.
03/27/2019	Vehicle has arrived at dealership Olathe Dodge Chrysler Jeep Ram and attended by dealer employee
03/27/2019	Email received from SM stating customer will be picking vehicle up
03/28/2019	*****OUTBOUND CUSTOMER CONTACT*****[redacted]gent called and left a VM to verify if repairs have been completed to their satisfaction.
03/28/2019	****NOTE**** If customer calls back please verify if repairs have been completed to their satisfaction. If no more issues please advise customer their case will be closed but to call back anytime if they have any other issues.

Date	Comment
03/29/2019	Customer is requesting cost assistance for repair of the Lock actuator. Agent is suggesting the following as a goodwill gesture based on dealer input and for customer satisfaction. Customers proof of payment is: Customer is seeking cost assistance; no payment has been made at this time. Authorized by LC804 for customer satisfaction as vehicle has had issue with doors previously. Date of Repair: Vehicle currently at the DLR not repaired yet In-Service Date: 02/17/2016 Original Owner: No Mileage: 39,500 Vehicle purchase loyalty: 1 used Chrysler vehicle Multiple Repairs/ Previous related repairs: No MVP plans: No Other: warranty ran out on February 17 2019. No open recalls Authorized Chrysler Dealership: Olathe Dodge - 45290 Dealer Opinion: The dealership is suggesting to have repair for the Lock actuator replaced to remedy the current issue. BREAK DOWN Parts-$123.76 labour-$300.06 Total: $423.82 Total $423.82 Co-Pay- $20.00 Agent is seeking cost assistance of $423.82 with a customer co-pay $20.00 on assistance for repair of the repair for the Lock actuator. Total for repair $423.82 DM notes will be added in the amount of $403.82
03/29/2019	The following DM notes added on March 29/2019: Parts-$123.76 Labor-$300.06 Total-$423.82 Customer Co-pay $20.00 DM notes added for the amount of $403.82 for the Lock actuator

Email(s)

Date	03/20/2019	***Subject***	[redacted]		
From	chryslercustomercare@fcagroup.com	***To***	[redacted]		03/20/2019 20:46 PM

Hi:

My name is Lori and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your case number is [redacted]

The Chrysler Case Management telephone number is: 1-844-827-1926
My direct extension: 3020180

My work hours are: 8:00am - 4:30pm Eastern Standard Time
I have reached out to the Dealership and just waiting for them to contact me back with some information. I will be in touch when I have more information.

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

Lori
FCA Case Manager
1-844-827-1926
[redacted]

Date	03/21/2019	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	chryslercustomercare@fcagroup.com	***Sent Date/Time***	03/21/2019 17:11 PM

Thank you Lori for your help and time. I really appreciate you taking a look at this. This was totally unexpected I never thought this could happen and especially in a 3 year old car we've had for a year. I had never heard of this. In all of my cars my parents have had over my years they have never had to repair/replace this part. Anything that can be done would be helpful and appreciated. I look forward to hearing from you soon.
Thanks [redacted]
On Wednesday, March 20, 2019, 3:46:14 PM CDT, Chrysler Customer Care <chryslercustomercare@fcagroup.com> wrote:

Hi:

My name is Lori and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

- Your case number is [redacted]

- The Chrysler Case Management telephone number is: 1-844-827-1926
- My direct extension: 3020180

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- I have reached out to the Dealership and just waiting for them to contact me back with some information. I will be in touch when I have more information.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
Lori
FCA Case Manager
1-844-827-1926
[redacted]

Date	03/21/2019	***Subject***	[redacted]		
From	chryslercustomercare@fcagroup.com	***To***	[redacted]		03/21/2019 19:09 PM

Hi:

I am just waiting to get some pricing from the Dealership then will be in touch with you. If you have any questions please feel free to contact me anytime.

Lori
FCA

From: [redacted]
Sent: [redacted]
To: chryslercustomercare@fcagroup.com
Subject: Re: Case [redacted]

Thank you Lori for your help and time. I really appreciate you taking a look at this. This was totally unexpected I never thought this could happen and especially in a 3 year old car we've had for a year. I had never heard of this. In all of my cars my parents have had over my years they have never had to repair/replace this part. Anything that can be done would be helpful and appreciated. I look forward to hearing from you soon.
Thanks [redacted]
On Wednesday, March 20, 2019, 3:46:14 PM CDT, Chrysler Customer Care <chryslercustomercare@fcagroup.com> wrote:

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- Your case number is [redacted]

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- My work hours are: 8:00am - 4:30pm Eastern Standard Time
- I have reached out to the Dealership and just waiting for them to contact me back with some information. I will be in touch when I have more information.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
Lori
FCA Case Manager
1-844-827-1926

[redacted]
Lori
FCA Case Manager
1-844-827-1926

Date	03/26/2019	***Subject***	[redacted]
From	chryslercustomercare@fcagroup.com	***To***	[redacted] 3/26/2019 17:56 PM

---------- Original Message ----------
From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
Sent: 3/21/2019 3:09 PM
To: [redacted]
Su[redacted] ref:_00Dj01qsDF._5003ZrZMhQ:ref]

Hi:

I am just waiting to get some pricing from the Dealership then will be in touch with you. If you have any questions please feel free to contact me anytime.

Lori
FCA

---------- [redacted]
From: [redacted]
Sent: 3/21/2019 1:11 PM
To: chryslercustomercare@fcagroup.com
Subject: Re: Case [redacted]

Thank you Lori for your help and time. I really appreciate you taking a look at this. This was totally unexpected I never thought this could happen and especially in a 3 year old car we've had for a year. I had never heard of this. In all of my cars my parents have had over my years they have never had to repair/replace this part. Anything that can be done would be helpful and appreciated. I look forward to hearing from you soon.
Thanks [redacted]
On Wednesday, March 20, 2019, 3:46:14 PM CDT, Chrysler Customer Care <chryslercustomercare@fcagroup.com> wrote:

Hi:

My name is Lori and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

- Your case number is [redacted]

- The Chrysler Case Management telephone number is: 1-844-827-1926
- My direct extension: 3020180

- My work hours are: 8:00am - 4:30pm Eastern Standard Time
- I have reached out to the Dealership and just waiting for them to contact me back with some information. I will be in touch when I have more information.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
Lori
FCA Case Manager
1-844-827-1926
[redacted]

Lori
FCA Case Manager
1-844-827-1926

Lori
FCA Case Manager
1-844-827-1926

Date	03/28/2019	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	chryslercustomercare@fcagroup.com	***Sent Date/Time***	03/28/2019 16:02 PM

Lori,
I had my appointment Wednesday. Door works great. Thank you for your hospitality. [redacted]

Sent from Yahoo Mail on Android

On Tue, Mar 26, 2019 at 12:56 PM, Chrysler Customer Care<chryslercustomercare@fcagroup.com> wrote: Hi:

I did receive the update regarding your appointment. Thank you for letting me know. I will follow up with you after your appointment to verify all repairs have been completed to your satisfaction.

Lori
FCA

---------- Original Message ----------
From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
Sent: 3/21/2019 3:09 PM
To [redacted]
Su [redacted] f:_00Dj01qsDF._5003ZrZMhQ:ref]

Hi:

I am just waiting to get some pricing from the Dealership then will be in touch with you. If you have any questions please feel free to contact me anytime.

Lori
FCA

---------- Original Message ----------
From: [redacted]
Sent: 3/21/2019 1:11 PM
To: chryslercustomercare@fcagroup.com
Subject: Re: Case [redacted]

Thank you Lori for your help and time. I really appreciate you taking a look at this. This was totally unexpected I never thought this could happen and especially in a 3 year old car we've had for a year. I had never heard of this. In all of my cars my parents have had over my years they have never had to repair/replace this part. Anything that can be done would be helpful and appreciated. I look forward to hearing from you soon.
Thanks [redacted]
On Wednesday, March 20, 2019, 3:46:14 PM CDT, Chrysler Customer Care <chryslercustomercare@fcagroup.com> wrote:

Hi:

My name is Lori and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

- Your case number is [redacted]

- The Chrysler Case Management telephone number is: 1-844-827-1926
- My direct extension: 3020180

- My work hours are: 8:00am - 4:30pm Eastern Standard Time
- I have reached out to the Dealership and just waiting for them to contact me back with some information. I will be in touch when I have more information.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
Lori
FCA Case Manager
1-844-827-1926
[redacted]

Lori
FCA Case Manager
1-844-827-1926

Lori
FCA Case Manager
1-844-827-1926

Date	03/29/2019	***Subject***	[redacted]
From	chryslercustomercare@fcagroup.com	***To***	[redacted] 19 23:11 PM

Hi:

Thankyou for letting me know.

At this time I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with our contact information should you have any questions or concerns in the future.

Your Case Number is: [redacted]

The number to contact us if you need further assistance is 1-800-992-1997

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we will re-open your case.

Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best

Lori] | FCA Case Manager

Phone: 1-844-827-1926 | Ext. [3020180]

---------- Original Message ----------
From: [redacted]]
Sent: 3/28/2019 12:02 PM
To: chryslercustomercare@fcagroup.com
Subject: Re: Case [redacted]

Lori,
I had my appointment Wednesday. Door works great. Thank you for your hospitality. [redacted]

Sent from Yahoo Mail on Android

On Tue, Mar 26, 2019 at 12:56 PM, Chrysler Customer Care<chryslercustomercare@fcagroup.com> wrote: Hi:

I did receive the update regarding your appointment. Thank you for letting me know. I will follow up with you after your appointment to verify all repairs have been completed to your satisfaction.

Lori
FCA

---------- Original Message ----------
From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
Sent: 3/21/2019 3:09 PM
To: [redacted]

Hi:

I am just waiting to get some pricing from the Dealership then will be in touch with you. If you have any questions please feel free to contact me anytime.

Lori
FCA

---------- Original Message ----------
From [redacted]
Sent: 3/21/2019 1:11 PM
To: chryslercustomercare@fcagroup.com
Subject: Re: Case [redacted]

Thank you Lori for your help and time. I really appreciate you taking a look at this. This was totally unexpected I never thought this could happen and especially in a 3 year old car we've had for a year. I had never heard of this. In all of my cars my parents have had over my years they have never had to repair/replace this part. Anything that can be done would be helpful and appreciated. I look forward to hearing from you soon.
Thanks [redacted]
On Wednesday, March 20, 2019, 3:46:14 PM CDT, Chrysler Customer Care <chryslercustomercare@fcagroup.com> wrote:

Hi:

My name is Lori and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

- Your case number is [redacted]

- The Chrysler Case Management telephone number is: 1-844-827-1926
- My direct extension: 3020180

- My work hours are: 8:00am - 4:30pm Eastern Standard Time
- I have reached out to the Dealership and just waiting for them to contact me back with some information. I will be in touch when I have more information.

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

1-844-827-1926
[redacted]

Lori
FCA Case Manager
1-844-827-1926

Lori
FCA Case Manager
1-844-827-1926

Lori
FCA Case Manager
1-844-827-1926

Date	07/23/2019	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	chryslercustomercare@fcagroup.com	***Sent Date/Time***	07/23/2019 18:00 PM

Hello Lori,
I have an issue with my Van and the dealership Olathe Dodge Chrysler Jeep in Olathe Ks. You helped me fix a part on my van in March 2019 and I need help again. Last July the van was under warranty and several parts on our sliding doors were fixed. Now we have the van back in the shop with the same issues and they are telling us the parts are not under warranty and we are out the cost to replace the 1 year old parts. This is not acceptable, my husband and I are not happy and would like to get this corrected. Please contact [redacted] my husband at [redacted] ASAP!!!
Sincere[redacted]
On Thursday, March 21, 2019, 02:09:09 PM CDT, Chrysler Customer Care <chryslercustomercare@fcagroup.com> wrote:

Hi:

I am just waiting to get some pricing from the Dealership then will be in touch with you. If you have any questions please feel free to contact me anytime.

Lori
FCA

---------- Original Message ----------
From [redacted]
Sent: 3/21/2019 1:11 PM
To: chryslercustomercare@fcagroup.com
Subject: Re: Case [redacted]

Thank you Lori for your help and time. I really appreciate you taking a look at this. This was totally unexpected I never thought this could happen and especially in a 3 year old car we've had for a year. I had never heard of this. In all of my cars my parents have had over my years they have never had to repair/replace this part. Anything that can be done would be helpful and appreciated. I look forward to hearing from you soon.
Thanks[redacted]
On Wednesday, March 20, 2019, 3:46:14 PM CDT, Chrysler Customer Care <chryslercustomercare@fcagroup.com> wrote:

Hi:

My name is Lori and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

- Your case number is [redacted]

- The Chrysler Case Management telephone number is: 1-844-827-1926
- My direct extension: 3020180

- My work hours are: 8:00am - 4:30pm Eastern Standard Time
- I have reached out to the Dealership and just waiting for them to contact me back with some information. I will be in touch when I have more information.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
Lori
FCA Case Manager
1-844-827-1926
[redacted]

Lori
FCA Case Manager
1-844-827-1926

Date	07/23/2019	***Subject***	Regarding your Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	07/23/2019 18:00 PM

Dear [redacted]
Thank you for contacting FCA Customer Care.
Our records indicate that case number [redacted] closed.
If you require further assistance please contact us and we would be happy to assist.
Thank you and have a great day.
FCA Customer Care

[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/23/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/01/2019	**Origin**	Telephone	**Reason**	
Mileage	101,357 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	CATLETT		VA		
Dealer	60369	SAFFORD CHRYSLER JEEP DODGE OF		**Dealer Phone**	5403476622
Dealer Address	7308 CEDAR RUN DR				
	WARRENTON		VA	20187 2212	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	P
Subject	Vehicle issues				
Synopsis	CM unable to reach customer				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/23/2019 03:04 PM	Open
04/01/2019 09:11 PM	Closed

Initial Description

Customer states both rear locks on doors are not working

Case Comments

Date	Comment
03/23/2019	Customer states the locks of both rear doors are not working so he is not able to unlock his vehicle. Customer also informed agent he has not visited dlr for the issue. Agent reviewed vehicle information and informed customer case can be escalated for further review. Agent also assisted customer in scheduling appointment at dlr for diagnosis. Customer's appointment will be on Monday at 7:45 am.
03/25/2019	- ********** In-Service Date: 2/2/2016 Original Owner: yes Mileage: 101,357 Vehicle purchase loyalty: 1original , 1 used Multiple Repairs/ Previous related repairs: no MVP plans: ACTIVE: GAPWXN: GAP GUARANTEED AUTOMOTIVE PROTECTION Basic Warranty: February 2, 2019 Expired (Time) Powertrain Warranty: February 2, 2021-Expired (Odometer) ********** -
03/25/2019	****OUTBOUND DEALER CONTACT***** Safford Chrysler Jeep Dodge of Warrenton 60369 5403476622 SM Dave Cm reached out to dealership for diagnosis. Cm spoke with SM Dave who advised customer refused to pay the diagnosis fee and took the vehicle and left.
03/25/2019	******FIRST INITIAL CONTACT**** *****OUTBOUND CUSTOMER CONTACT**** Cm reached out to customer for initial contact. Cm was unable to reach customer. Cm left detailed VM requesting a return call.
03/29/2019	******FINAL INITIAL CONTACT**** *****OUTBOUND CUSTOMER CONTACT**** m reached out to customer for initial contact. Cm was unable to reach customer. Cm left detailed VM requesting a return call.

Email(s)

Date	03/27/2019	**Subject**		2016 CHRYSLER TOWN & COUNTRY TOURING	
From	uscustomercare@fcagroup.com	**To**		**Sent Date/Time**	03/27/2019 13:59 PM

Sincerely,

Amy

FCA Case Management

866-932-3873 ext 3020178

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/23/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/06/2019	**Origin**	Chat	**Reason**	
Mileage	0 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	VALENTINE		NE		
Dealer	41470	TEHRANI MOTOR COMPANY		**Dealer Phone**	4023761661
Dealer Address	HIGHWAY 20 WEST				
	VALENTINE		NE	69201	USA
Dealer Zone	Denver	**Sales District**		**Service District**	T
Subject	Warranty & Maintenance Information				
Synopsis					
Customer Anomaly	Body				
	Trunk				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	7	Trunk Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/23/2019 05:26 PM	New
04/05/2019 03:28 PM	Open
04/06/2019 05:00 PM	Closed

Initial Description

Chat Started: Saturday, March 23, 2019, 13:26:51 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Michael (9s) Michael: Hi, my name is Michael with FCA Customer Care, How may I help you? (44s) Visitor: I am trying to find out when my 3 yr. / 36,000 mile warranty expires on my 2016 Grand Caravan-- can you check this? (50s) Michael: That is an excellent question would be more than happy to look into this for you, in order to obtain further information regarding your particular vehicle may I verify the last 8 characters of the your vehicles VIN, the approximate mileage currently, your Address, ZIP code, preferred Phone number as well as the best email address to communicate with you? (2m 11s) Visitor: last 8 are bout 27,000 miles, m 30s) Visitor: No m on the vin... was suppose to be a comma (2m 58s) Michael: I am showing this warranty will expire on August 16, 2019 or 36,000 miles whichever occurs first. (3m 3s) Michael: Are you experiencing an issue with your vehicle? (3m 44s) Visitor: YES--- the driver slide door is stuck in the lock position and will not open/close--- we had the same issue last summer on the passenger slide door (4m 13s) Michael: I understand, has the cause of this issue been diagnosed at a Chrysler Jeep Dodge RAM dealership as of yet? (4m 29s) Visitor: No... I will be taking it in this week. (4m 45s) Visitor: Was hoping it was still under warranty... and it looks like it is (5m 2s) Michael: I understand, at this time I would recommend having this diagnosed at a dealership so they can work to get this issue resolved. (5m 59s) Visitor: Last summer they replaced the locking mechanism on the passenger slide--- I'm assuming it is the same issue... looks to be a very common issue with the dodge grand caravan... and dangerous because it is my kids in the back, and they need to be able to get out (6m 14s) Visitor: I will take it to our local dealer (8m 52s) Michael: I understand, is there anything else I can assist you with today?

Live Chats

Date

Date	
03/23/2019	Chat Started: Saturday, March 23, 2019, 13:26:51 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Michael (9s) Michael: Hi, my name is Michael with FCA Customer Care, How may I help you? (44s) Visitor: I am trying to find out when my [redacted],000 mile warranty expires on my 2016 Grand Caravan-- can you check this? (50s) Michael: That is an excellent question [redacted] would be more than happy to look into this for you, in order to obtain further information regarding your particular vehicle may I verify the last 8 characters of the your vehicles VIN, the approximate mileage currently, your Address, ZIP code, preferred Phone number as well as the best email address to communicate with you? (2m 11s) Visitor: last 8 are [redacted] bout 27,000 miles, [redacted] (2m 30s) Visitor: No m on the vin... was suppose to be a comma (2m 58s) Michael: I am showing this warranty will expire on August 16, 2019 or 36,000 miles whichever occurs first. (3m 3s) Michael: Are you experiencing an issue with your vehicle? (3m 44s) Visitor: YES--- the driver slide door is stuck in the lock position and will not open/close--- we had the same issue last summer on the passenger slide door (4m 13s) Michael: I understand, has the cause of this issue been diagnosed at a Chrysler Jeep Dodge RAM dealership as of yet? (4m 29s) Visitor: No... I will be taking it in this week. (4m 45s) Visitor: Was hoping it was still under warranty... and it looks like it is (5m 2s) Michael: I understand, at this time I would recommend having this diagnosed at a dealership so they can work to get this issue resolved. (5m 59s) Visitor: Last summer they replaced the locking mechanism on the passenger slide--- I'm assuming it is the same issue... looks to be a very common issue with the dodge grand caravan... and dangerous because it is my kids in the back, and they need to be able to get out (6m 14s) Visitor: I will take it to our local dealer (8m 52s) Michael: I understand, is there anything else I can assist you with today?

Date	
03/23/2019	

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/25/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/29/2019	**Origin**	Telephone	**Reason**	
Mileage	41,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	BRIDGEVIEW	IL	[redacted]		
Dealer	66804	MANCARI'S CHRYSLER DODGE JEEP		**Dealer Phone**	7084230910
Dealer Address	4630 WEST 95TH STREET				
	OAK LAWN	IL	60453 2514	USA	
Dealer Zone	Midwest	**Sales District**		**Service District**	C
Subject	Rear door will not open				
Synopsis	closed				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/25/2019 08:36 PM	Open
04/29/2019 05:29 PM	Closed

Initial Description

Rear door will not open

Case Comments

Date	Comment
03/25/2019	Customer is contacting FCA seeking to obtain cost assistance for a repair. Writer advised customer that we are happy to look into this however we will need to have a diagnosis or and appointment set up to further escalate the case. Writer provided case number and requested that customer calls back with an appointment.
03/27/2019	The customer stated that at 35,657 miles the rear passenger side door would not open. Now at 42,100 the rear driver side door will not open manually or electronically. The customer wants to know if this will be covered. The customer brought the vehicle to the dealership yesterday 03/26/2019 and set up an appointment 04/12/2019. Agent advised the customer that cost assistance cannot be guaranteed since they are outside of their basic warranty. Agent advised the customer closer to the date that the vehicle is at the dealership to give us a call so the case can be escalated.
04/04/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM LVM advising customer that the vehicle requires diagnosis before a determination can be made regarding assistance with the repair. CM advised that he will follow up with her after the appointment with the DLR.
04/09/2019	CM to follow up with customer on 4/12 after vehicle is diagnosed.
04/12/2019	Vehicle has arrived at dealership Mancari's Chrysler Dodge Jeep RamInc. and attended by dealer employee
04/12/2019	*****OUTBOUND DEALER CONTACT***** Mancari's Chrysler Dodge Jeep Ram Inc. - 66804 - 708-423-0910 - CM LVM for SM Mike requesting call back.
04/12/2019	*****OUTBOUND DEALER CONTACT***** Mancari's Chrysler Dodge Jeep Ram Inc. - 66804 - 708-423-0910 - CM LVM for SM Mike requesting call back.
04/15/2019	*****OUTBOUND DEALER CONTACT***** Mancari's Chrysler Dodge Jeep Ram Inc. - 66804 - 708-423-0910 - CM LVM for SM Mike requesting call back.
04/15/2019	*****INBOUND DEALER CONTACT***** Mancari's Chrysler Dodge Jeep Ram Inc. - 66804 - 708-423-0910 - SM contacted CM to discuss the case. SM states that the vehicle needs a latch. SM is going to goodwill with $100 co-pay. SM states that the customer couldn't leave the vehicle so the DLR ordered parts and will call the customer when they come in to get the vehicle repaired. SM states that will probably happen the middle of the week.
04/17/2019	Vehicle has arrived at dealership Mancari's Chrysler Dodge Jeep RamInc. and attended by dealer employee
04/17/2019	*****OUTBOUND DEALER CONTACT***** Mancari's Chrysler Dodge Jeep Ram Inc. - 66804 - 708-423-0910 - CM contacted DLR and spoke with SM Mike. SM confirmed that the vehicle has returned and that they should have it completed today. SM states that the repair is within his ability to goodwill so he will be taking care of it.
04/19/2019	*****OUTBOUND DEALER CONTACT***** Mancari's Chrysler Dodge Jeep Ram Inc. - 66804 - 708-423-0910 - CM contacted DLR and spoke with SM Mike. SM confirmed that the vehicle is done and gone
04/19/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM LVM requesting call back.

Email(s)

Date	04/01/2019	**Subject**	Dodge Case [redacted]

From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	04/01/2019 17:20 PM

[redacted]

My name is Bill and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

· Your case number is [redacted]
· The FCA Case Management telephone number is: 1-844-827-2003
· My direct extension: 3020719
· My work hours are: 10:30am - 7pm Central Time Monday-Friday.

I have received your file and will be contacting you after your appointment on April 12/2019. If you have any questions or concerns between now and then, please feel free to give me a call or reply to this email. Thank you for your patience and co-operation!

Regards,
Bill
Mid West Business Center | Case Manager
Phone 1-844-827-2003 ext. 3020719

[redacted]

Date	04/04/2019	Subject	Re: Dodge Cas[redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	04/04/2019 20:03 PM

Good afternoon Bill,
Is the repair going to be covered? I could see if the problem was something from wear and tear , but I have had problems with the both back doors with the passenger back door giving out and at 31000 miles , now the driver side back door is completely stuck closed, there is no way to open it (key fob , Buttons or manually) I have [redacted] children with [redacted] and I believe this is a safety issue more than anything, God forbid their was a accident or fire on the passenger side of the van it would be a death trap. Upon, doing research on the internet I am not the only one with this problem.
Thank you for your time.

[redacted]

On Mon, Apr 1, 2019 at 12:20 PM US Customer Care <
uscustomercare@fcagroup.com> wrote:

[redacted]

> My name is Bill and I have been assigned as your Case Manager. Here is
> some information that will be helpful for you to have:
>
> · Your case number is [redacted]
> · The FCA Case Management telephone number is: 1-844-827-2003
> · My direct extension: 3020719
> · My work hours are: 10:30am - 7pm Central Time Monday-Friday.
>
> I have received your file and will be contacting you after your
> appointment on April 12/2019. If you have any questions or concerns between
> now and then, please feel free to give me a call or reply to this email.
> Thank you for your patience and co-operation!
>
>
> Regards,
> Bill
> Mid West Business Center | Case Manager
> Phone 1-844-827-2003 ext. 3020719

[redacted]

Date	04/12/2019	Subject	[redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	04/12/2019 21:52 PM

[redacted]

I'm currently waiting to hear from the Service Manager at Mancari's regarding your vehicle. He let me know that they were looking at the vehicle, but I haven't been able to speak with him since. If you have any questions please give me a call at 1-844-827-2003 ext. 3020719. Thank you for your patience.

Regards,
Bill
Mid West Business Center | Case Manager
Phone 1-844-827-2003 ext. 3020719

[redacted]

Date	04/12/2019	Subject	Re: Dodge Case[redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	04/12/2019 21:57 PM

Hi Bill

I just got my van back. I was told they will have to order parts and will need to schedule a date once the parts come in. I have received this paper work. If that helps you any.

Thanks
[redacted]

On Fri, Apr 12, 2019 at 4:52 PM US Customer Care <uscustomercare@fcagroup.com> wrote:

[redacted]
>
> I'm currently waiting to hear from the Service Manager at Mancari's
> regarding your vehicle. He let me know that they were looking at the
> vehicle, but I haven't been able to speak with him since. If you have any
> questions please give me a call at 1-844-827-2003 ext. 3020719. Thank you
> for your patience.
>
> Regards,
> Bill
> Mid West Business Center | Case Manager
> Phone 1-844-827-2003 ext. 3020719
[redacted]

Date	04/15/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 04/15/2019 17:56 PM

Thanks for the updat[redacted]

I was able to speak with Mike at Mancari's this morning and he let me know what is going on. He let me know that they have ordered a new latch for the door and it should be in some time around the middle of the week.

Regards,
Bill
Mid West Business Center | Case Manager
Phone 1-844-827-2003 ext. 3020719
re[redacted]

Date	04/23/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 04/23/2019 16:34 PM

[redacted]

I just wanted to check in with you and see how things are going with your vehicle since you picked it up. Has the door latch been working properly? Have you been having any other issues with the vehicle?

Regards,
Bill
Mid West Business Center | Case Manager
Phone 1-844-827-2003 ext. 3020719
[redacted]

Date	04/26/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 04/26/2019 18:08 PM

[redacted]

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is:[redacted]

The Chrysler Case Management telephone number is: 1-844-827-2003
My direct extension: 3020719

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you.

Sincerely,

Bill
Mid West Business Center | Case Manager
Phone 1-844-827-2003 ext. 3020719
[redacted]

Date	04/26/2019	***Subject***	Re: Dodge Case[redacted]

From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	04/26/2019 19:21 PM

Hi Bill

I apologize I havent got back to you sooner. Everything seems to working good.
Thank you for all your help!

[redacted]

On Fri, Apr 26, 2019 at 1:08 PM US Customer Care <
uscustomercare@fcagroup.com> wrote:

[redacted]

> I am sending you this email regarding the closure of your Case with FCA
> Case Management. I would like to provide you with my contact information
> should you have any questions or concerns in the future.
>
> Your Case Number is [redacted]
>
> The Chrysler Case Management telephone number is: 1-844-827-2003
> My direct extension: 3020719
>
> Thank you for allowing FIAT Chrysler Automobiles Customer Care the
> opportunity to address your concern and as stated in our telephone
> conversation, if your vehicle experiences any further issues and you are
> able to get it diagnosed certainly give us a call back so we may re-open
> your case. We wanted to let you know that we attempt to conduct a
> satisfaction survey upon the close of a case; therefore, you could
> potentially receive an email or telephone survey. Wed ask that you take
> the time to complete the survey so well know how were doing and what
> improvements we can make to enhance the customer experience. Thank you for
> your time and participation and for being a FCA customer.
>
> It has been a pleasure working with you.
>
> Sincerely,
>
> Bill
> Mid West Business Center | Case Manager
> Phone 1-844-827-2003 ext. 3020719

[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/26/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/02/2019	**Origin**	Brand Site	**Reason**	assistance
Mileage	54,313 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address	[redacted]			**Source**	Customer
Caller City	Hiwassee	**Caller Country**		**Caller Postal Code**	24347
Customer	[redacted]				
Customer Address	[redacted]				
	HIWASSEE	VA	[redacted]		
Dealer	42241	MOTOR MILE CHRYSLER JEEP DODGE		**Dealer Phone**	5403822981
Dealer Address	2395 ROANOKE STREET				
	CHRISTIANSBURG	VA	24073 2563	USA	
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	K
Subject	Waiting\Check - Multiple problems with my 2016 Caravan				
Synopsis					
Customer Anomaly	Gears & Transmission				
	Automatic Gearbox				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	45	Automatic Gearbox issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/26/2019 12:29 PM	New
03/27/2019 07:35 AM	Open
04/02/2019 03:29 AM	Closed

Initial Description

To Whom it may concern,\nI am writing about my 2016 Dodge Caravan that we purchased new in April of 2016 from Shelor in Christiansburg, VA. This vehicle only had 15 or 16 miles on it when we bought it and left the lot and we have had nothing but trouble out of it. Just a short time after purchase we had to return it to the service shop at Shelor because the bushings in the strut tower where bad and that was just the beginning of a long 3 years. Since then it has been back in the shop for the speed sensor, bad, door lock actuator, bad, then it would not come out of park, and then there was an electrical plug that went bad and was not covered under warranty and that cost us another $600. Now the transmission pump and the torque converter has had to be replaced and there is under 55,000 miles on the vehicle. In the past not quite 3 years we have had to have 4 rent a cars. \nWe have owned 2 Dodge grand caravans in the past and we have never had any problems with them as we have had with this one and those were used vehicles when we bought them. I understand that when things are new there is some problems and you can't always help if it does not turn out the way it should but I feel that when you are made aware of it then you need to ma[redacted] please feel free to run it and see that what I am telling you is true. We have had all work done at Shelors and we have kept up our end as far as the oil changes and everything. The tires that came on the van from the factory didn't even last a year before they had to replaced.\nThere is no way that we will get out of this van what we are paying for it so where does this leave us? Did I just get a lemon or is this the quality of the product that you all are putting out now. Dodge has always been a trusted name in our house but we no longer feel that way. \nSincerely,\r[redacted]

Email(s)

Date	03/26/2019	Subject	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	03/26/2019 12:29 PM

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

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

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

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

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

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit
[redacted]

Date	03/27/2019	***Subject***	Multiple problems with my 2016 Caravan [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	03/27/2019 07:44 AM

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 3/26/2019 8:29 AM
[redacted]
Subject: ***** AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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

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

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

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference numb[redacted]

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit
[redacted]

Date	03/27/2019	***Subject***	Re: Multiple problems with my 2016 Caravan [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com		27/2019 09:46 AM

Yes it was taken to Shelors and we have already had it replaced. We just
got it back actually. Shelors service dept has been wonderful.

On Wed, Mar 27, 2019, 3:44 AM US Customer Care <uscustomercare@fcagroup.com
wrote:

> [image: FCA]
>
> Hello [redacted]
>
> I can understand that you would be concerned about the future of your 2016
> Dodge Grand Caravan, especially with the repairs that it has needed so far
> and now the transmission pump and torque converter. I get that it can be
> hard to have so many problems with your vehicle, when your other two Grand
> Caravans didn't so, I would like to assure you that I will do everything I
> can to help.
>
> I want to thank you for bringing this to our attention and for giving me
> the opportunity to address your concerns with you. We don't manufacture our
> vehicles with specific faults in mind so, when an issue does arise it's
> always disappointing and we do our best to help you get them resolved.
>
> Your email mentions that the transmission pump and torque converter now
> need to be replaced. Did you already have it diagnosed by one of our
> dealerships? If so, when did you visit the dealership and was it Motor Mile
> Chrysler that you took your van to?
>
> Thank you again for your email Misty. Have a great day.
>
> Best wishes,
> Jacob
> Dodge Customer Assistance
>
> [image: FCA Banner]

[redacted]

Date	03/28/2019	***Subject***	Re: Multiple problems with my 2016 Caravan [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	03/28/2019 03:17 AM

---------- Original Message ----------
From: [redacted]
Sent:
To: uscustomercare@fcagroup.com
Subject: Re: Multiple problems with my 2016 Caravan [redacted]

Yes it was taken to Shelors and we have already had it replaced. We just
got it back actually. Shelors service dept has been wonderful.

On Wed, Mar 27, 2019, 3:44 AM US Customer Care <uscustomercare@fcagroup.com
wrote:

> [image: FCA]
>
> Hello [redacted]
>
> I can understand that you would be concerned about the future of your 2016
> Dodge Grand Caravan, especially with the repairs that it has needed so far
> and now the transmission pump and torque converter. I get that it can be
> hard to have so many problems with your vehicle, when your other two Grand
> Caravans didn't so, I would like to assure you that I will do everything I
> can to help.
>
> I want to thank you for bringing this to our attention and for giving me
> the opportunity to address your concerns with you. We don't manufacture our
> vehicles with specific faults in mind so, when an issue does arise it's
> always disappointing and we do our best to help you get them resolved.
>
> Your email mentions that the transmission pump and torque converter now
> need to be replaced. Did you already have it diagnosed by one of our
> dealerships? If so, when did you visit the dealership and was it Motor Mile
> Chrysler that you took your van to?
>
> Thank you again for your email Misty. Have a great day.
>
> Best wishes,
> Jacob
> Dodge Customer Assistance
>
> [image: FCA Banner]

[redacted]

Date	03/28/2019	Subject	Re: Multiple problems with my 2016 Caravan [redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	03/28/2019 19:08 PM

Yes we will accept this generous offer. We do appreciate it. The van takes
synthetic oil.

On Wed, Mar 27, 2019, 11:17 PM US Customer Care <uscustomercare@fcagroup.com
wrote:

> [image: FCA]
>
> Hello [redacted]
>
> Thank you for your response to my previous email.
>
> I'm glad that your vehicle has been repaired and your experience with
> Shelors has been to your satisfaction.
>
> Our goal is always to repair your vehicle as per the terms of the factory
> warranty. If you have any concerns in the future, don't hesitate to get in
> touch with us and we will do our best to help.
>
> To show that we value you as a customer and to lessen the inconvenience
> you, if only a little, I would like to offer you a 2 years/4 oil change & 4
> tire rotation package. This package will cover 4 oil changes & 4 tire
> rotations in a 2 year period and is at no cost to you.
>
> Please let me know if you would like to take advantage of this package and
> I will gladly have it added to your 2016 Dodge Grand Caravan. If you do
> accept it, please also let me know if you use conventional or synthetic oil
> in your van.
>
> Best wishes,
> Jacob
> Dodge Customer Assistance
>
> [image: FCA Banner]

[redacted]

Date	03/29/2019	Subject	Re: Multiple problems with my 2016 Caravan [redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	03/29/2019 02:11 AM

---------- Original Message ----------
From: [redacted]
Sent: [redacted]
To: uscustomercare@fcagroup.com
Subject: Re: Multiple problems with my 2016 Carava[redacted]

Yes we will accept this generous offer. We do appreciate it. The van takes synthetic oil.

On Wed, Mar 27, 2019, 11:17 PM US Customer Care <uscustomercare@fcagroup.com wrote:

> [image: FCA]
>
> Hell[redacted]
>
> Thank you for your response to my previous email.
>
> I'm glad that your vehicle has been repaired and your experience with
> Shelors has been to your satisfaction.
>
> Our goal is always to repair your vehicle as per the terms of the factory
> warranty. If you have any concerns in the future, don't hesitate to get in
> touch with us and we will do our best to help.
>
> To show that we value you as a customer and to lessen the inconvenience
> you, if only a little, I would like to offer you a 2 years/4 oil change & 4
> tire rotation package. This package will cover 4 oil changes & 4 tire
> rotations in a 2 year period and is at no cost to you.
>
> Please let me know if you would like to take advantage of this package and
> I will gladly have it added to your 2016 Dodge Grand Caravan. If you do
> accept it, please also let me know if you use conventional or synthetic oil
> in your van.
>
> Best wishes,
> Jacob
> Dodge Customer Assistance
>
> [image: FCA Banner]
> [redacted]

Date	04/02/2019	***Subject***	Re: Multiple problems with my 2016 Caravan[redacted]]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	04/02/2019 03:29 AM

Hello Customer;

I appreciate your patience while we had the oil change package added to your vehicle.

This package is for 2 years or 4 oil changes and 4 tire rotation, whichever occurs first. As this is a service contract added to your vehicle's VIN, it can be used at any authorized Chrysler, Dodge, Jeep, Ram dealership.

It was my pleasure to assist. If you have any questions and/or concerns in the future, dont hesitate to contact us.

At this time, I will be closing this case.

Please do not hesitate to contact us if you need any further assistance by clicking here and sending us another email or calling us at 800-423-6343.

I also wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey, so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time, participation and for being a valued FCA customer.

Best wishes,
Jacob
Dodge Customer Assistance

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 3/28/2019 10:11 PM
To: [redacted]
Subject: Re: Multiple problems with my 2016 Caravan [[redacted]

---------- Original Message ----------
From: [redacted]
Sent: 3/28/2019 3:08 PM
To: uscustomercare@fcagroup.com
Subject: Re: Multiple problems with my 2016 Caravan [[redacted]

Yes we will accept this generous offer. We do appreciate it. The van takes
synthetic oil.

On Wed, Mar 27, 2019, 11:17 PM US Customer Care <uscustomercare@fcagroup.com
wrote:

> [image: FCA]
>
> Hello [redacted]
>
> Thank you for your response to my previous email.
>
> I'm glad that your vehicle has been repaired and your experience with
> Shelors has been to your satisfaction.
>
> Our goal is always to repair your vehicle as per the terms of the factory
> warranty. If you have any concerns in the future, don't hesitate to get in
> touch with us and we will do our best to help.
>
> To show that we value you as a customer and to lessen the inconvenience
> you, if only a little, I would like to offer you a 2 years/4 oil change & 4
> tire rotation package. This package will cover 4 oil changes & 4 tire
> rotations in a 2 year period and is at no cost to you.
>
> Please let me know if you would like to take advantage of this package and
> I will gladly have it added to your 2016 Dodge Grand Caravan. If you do
> accept it, please also let me know if you use conventional or synthetic oil
> in your van.
>
> Best wishes,
> Jacob
> Dodge Customer Assistance
>
> [image: FCA Banner]
>
> [redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/27/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/27/2019	**Origin**	Telephone	**Reason**	
Mileage	51,398 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	OCALA		FL	[redacted]	
Dealer	60629	LOUISVILLE CHRYSLER DODGE JEEP RAM		**Dealer Phone**	5024491900
Dealer Address	5311 DIXIE HWY				
	LOUISVILLE		KY	40216 1557	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	N
Subject	Vehicle Issue				
Synopsis					
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/27/2019 06:41 PM	Closed
03/27/2019 07:00 PM	Closed

Initial Description

Customer stated that the sliding door on passenger will not open

Case Comments

Date	Comment
03/27/2019	Customer passenger door will not open. He then the vehicle to DLR PHILLIPS CHRYSLER JEEP DODGE RAM and was told that it will not be covered under warranty because his basic warranty had expired. The repair will be an OOP expense. Customer is seeking possible cost assistance for the repair. **AGENT** Checked vehicle file to see if customer merits goodwill. Mileage: 51,398 Loyalty: 0 CCS: 0 Prior Issues: KEY CHANGE Original Owner: YES Service Contracts: YES Huge Inconvenience: Already did repair and made payment Agent informed customer that unfortunately his case does not merit cost assistance because he did not met the criteria. Customer got upset and disconnected call.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/28/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/29/2019	**Origin**	Telephone	**Reason**	
Mileage	58,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	SALINAS				
	SALINAS		CA	[redacted]	
Dealer	X7973	EAN HOLDINGS - SPRINGFIELD		**Dealer Phone**	
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Sliding door stuck				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/28/2019 11:57 PM	Open
03/29/2019 12:13 AM	Closed

Initial Description

Customer stated sliding door gets stuck and then then the other side get's stuck closed. When pressing the lock buttons can hear a buzzing noise.

Case Comments

Date	Comment
03/29/2019	Customer is concerned sliding doors not being able to open all the time is a safety concern as her grandkids would not be able to get out if they were in an accident or fire. Agent advised that we will document concern and if a recall is issued it she will be notified.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2017	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/29/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/29/2019	**Origin**	Roadside Assistance	**Reason**	
Mileage	62,771 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	FCA
Caller City	DEFIANCE	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
	DEFIANCE	OH			
Dealer	60388	PERFORMANCE CHRYSLER JEEP DODGE		**Dealer Phone**	6142720000
Dealer Address	1130 AUTO MALL DRIVE				
	COLUMBUS	OH	43228 3661	USA	
Dealer Zone	Great Lakes	**Sales District**		**Service District**	I
Subject	TOW				
Synopsis	Roadside/Tow completed				
Customer Anomaly	Roadside				
	Mechanical Malfunction - Start/Stall				
Contact Reason	C88	Roadside Event	**Customer Anomaly**	130	Roadside - Start/Stall
Reason Code	After Sales - Information & Assistance requests - Roadside Assistance - No action needed - Closed				

Case Status History

Create Date	Status
03/29/2019 09:39 AM	Closed

Initial Description

PERFORMANCE CHRYSLER JEEP DODG
8882480671
60388
veh starts shaking when you get to 35mph also problem with gear shift unattended tow keys will be under the floor mat and driver side door will be unlocked

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	Model Year	2016	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	04/02/2019	CAIR Type	Regular	Status	Closed
Close Date	04/02/2019	Origin	Telephone	Reason	
Mileage	30,000 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer	[redacted]				
Customer Address					
	HUNTLEY		IL	[redacted]	
Dealer	60453	EASTCHESTER CHRYSLER JEEP DODGE		Dealer Phone	7185475500
Dealer Address	4007 BOSTON RD				
	BRONX		NY	10466 6101	USA
Dealer Zone	Northeast	Sales District		Service District	G
Subject	The customer is having sliding door issues				
Synopsis	Customer needs a diagnosis				
Customer Anomaly					
Contact Reason	C160	Vehicle Product Specifications	Customer Anomaly		
Reason Code	Sales - Information & Assistance requests - Product - Vehicle features - Product Specifications				

Case Status History

Create Date	Status
04/02/2019 02:50 PM	Open
04/02/2019 04:28 PM	Closed

Initial Description

The door is making a noise when it tries to slide

Case Comments

Date	Comment
04/02/2019	Briefly summarize why the customer is contacting Chrysler: The customer is having trouble with the sliding door Briefly summarize what the customer was informed that it makes a strange noise when in motion. Agent advised getting a diagnosis done at the dealer.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/02/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/05/2019	**Origin**	Telephone	**Reason**	
Mileage	55,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	RED BLUFF		CA		
Dealer	60406	RED BLUFF CHRYSLER DODGE JEEP RAM		**Dealer Phone**	5303663166
Dealer Address	545 ADOBE RD				
	RED BLUFF		CA	96080 9623	USA
Dealer Zone	California	**Sales District**		**Service District**	L
Subject	transmission				
Synopsis					
Customer Anomaly	Gears & Transmission				
	Differential				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	50	Differential gears issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/02/2019 08:33 PM	Open
04/05/2019 02:57 AM	Closed

Initial Description

Customer is seeking to get the transmission fixed and the sliding door

Case Comments

Date	Comment
04/02/2019	Customer called in seeking 16 to 17.5 and one time got 18. Customer advised that the fuel mileage is very high and the sliding door won`t not close and that it is not opening. Customer advised that he sold the vehicle back to the DLR for a low price. Customer stated that he and the DLR put $4000 in the vehicle before he sold it. Agent informed that we are not able to compensation Best call number is
04/03/2019	Waiting for supervisor call
04/05/2019	Waiting for supervisor call
04/05/2019	**Supervisor Call** Left VM for customer advising that FCA can not help him with compensation on a trade. Advised customer to work with DLR and to contact back in the future if they have different concerns.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/03/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/06/2019	**Origin**	Telephone	**Reason**	
Mileage	100,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	NOVI	MI	[redacted]		
Dealer	66262	SUBURBAN CHRYSLER DODGE JEEP RAM O		**Dealer Phone**	2484767900
Dealer Address	38123 WEST TEN MILE ROAD				
	FARMINGTON HILLS	MI	48335 2803	USA	
Dealer Zone	Great Lakes	**Sales District**		**Service District**	C
Subject	Door jammed				
Synopsis					
Customer Anomaly	Interior				
	Dashboard Trim				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	78	Interior dashboard issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/03/2019 03:31 PM	Open
04/06/2019 01:42 PM	Closed

Initial Description

Customer called about the door being jammed

Case Comments

Date	Comment
04/03/2019	Customer called about the door not opening says that he should not have to pay for it says that it is factory default Customer expecting to get some assistance with this ****Agent Advised**** Agent advised customer that it would be out of pocket customer asked how it is diagnosis agent called dealer was not able to get a hold of anyone customer asked for a supervisor agent transferred customer over
04/03/2019	******LIVE SUPERVISOR CALL****** Writer spoke with customer as requested. Customer states his vehicles back door is jammed. Customer spoke with the service department at a local DLR who advised theyd have to pay for a diagnosis and an estimated 3 hours of labor for the repair. Customer feels this is a safety concern and doesnt feel responsible for the cost of repairs since its likely a product defect. Writer advised the vehicles basic warranty expired this past January or at 36,000 miles. Writer explained that the coverage has expired on the vehicle and were outside of a possible window for assistance. Writer explained that at this time, the repair cost would the customers responsibility and if there was a recall in the future, reimbursement may be considered. Customer feels this is shameful as the door shouldnt have failed as its a safety concern for the passengers/kids in the vehicle. Writer advised shed document his feedback and upheld the provided information. Customer wanted to speak with someone else who would be able to provide a more favorable answer but writer advised anyone at CAC would provide the same information. Customer ended call.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/04/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/05/2019	**Origin**	Chat	**Reason**	
Mileage	0 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	LAS VEGAS	NV			
Dealer				**Dealer Phone**	
Dealer Address					
Dealer Zone		**Sales District**		**Service District**	
Subject	Warranty & Maintenance Information				
Synopsis					
Customer Anomaly					
Contact Reason	C107	Brand Website Content	**Customer Anomaly**		
Reason Code	Sales - Information & Assistance requests - Websites - Brand Websites - Contents				

Case Status History

Create Date	Status
04/04/2019 06:14 PM	New
04/04/2019 06:26 PM	Open
04/05/2019 03:23 PM	Closed

Initial Description

Chat Started: Thursday, April 04, 2019, 14:14:30 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Michael (22s) Michael: Hi, my name is Michael with FCA Customer Care, How may I help you? (1m 12s) Visitor: Hello Michael, I wanted to see if a repair would be covered under warranty for my vehicle (1m 29s) Michael: I can certainly appreciate your frustratio I would be more than happy to look into this for you, in order to obtain further information regarding your particular vehicle may I verify the last 8 characters of the your vehicles VIN, the approximate mileage currently, your Address, ZIP code, preferred Phone number as well as the best email address to communicate with you? (4m 44s) Visitor: VIN 5000 miles, Address as vegas, NV, ZIP: 5m 0s) Michael: Thank you very much what kind of issue are you experiencing with your vehicle? (8m 17s) Visitor: the rear passenger sliding door on my 2016 dodge grand caravan is stuck closed. I cannot unlock it via manually or through any button operation. I also cannot open it via manually or though any button operation. when i lock or unlock the vehicle through a button it makes no noise. (8m 34s) Michael: I understand, has the cause of this issue been diagnosed at a Chrysler Jeep Dodge RAM dealership as of yet? (9m 58s) Visitor: No, I don't have a lot of funds and through google it seems this is a common problem for this vehicle resulting in over a thousand dollars in repairs at the dealership. I was considering purchasing an extending warranty from mopar to see if it would be covered for the repair. (10m 35s) Michael: I do apologize I would not be able to advise if this issue would be covered under the terms of warranty prior to a dealership diagnosis. I would need to refer you to Mopar Vehicle Protection at 1 800 521-9922 regarding any extended coverage inquiries (11m 34s) Visitor: Ok. Thanks for your time. (11m 35s) Michael: Thank you for contacting Jeep Customer Assistance! Have a great day!

Live Chats

Date

Date	
04/04/2019	Chat Started: Thursday, April 04, 2019, 14:14:30 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Michael (22s) Michael: Hi, my name is Michael with FCA Customer Care, How may I help you? (1m 12s) Visitor: Hello Michael, I wanted to see if a repair would be covered under warranty for my vehicle (1m 29s) Michael: I can certainly appreciate your frustration [redacted] would be more than happy to look into this for you, in order to obtain further information regarding your particular vehicle may I verify the last 8 characters of the your vehicles VIN, the approximate mileage currently, your Address, ZIP code, preferred Phone number as well as the best email address to communicate with you? (4m 44s) Visitor: VIN: [redacted] 56000 miles. Address: [redacted] Las vegas, NV, ZIP: [redacted] (5m 0s) Michael: Thank you very much [redacted] what kind of issue are you experiencing with your vehicle? (8m 17s) Visitor: the rear passenger sliding door on my 2016 dodge grand caravan is stuck closed. I cannot unlock it via manually or through any button operation. I also cannot open it via manually or though any button operation. when i lock or unlock the vehicle through a button it makes no noise. (8m 34s) Michael: I understand, has the cause of this issue been diagnosed at a Chrysler Jeep Dodge RAM dealership as of yet? (9m 58s) Visitor: No, I don't have a lot of funds and through google it seems this is a common problem for this vehicle resulting in over a thousand dollars in repairs at the dealership. I was considering purchasing an extending warranty from mopar to see if it would be covered for the repair. (10m 35s) Michael: I do apologize [redacted] I would not be able to advise if this issue would be covered under the terms of warranty prior to a dealership diagnosis. I would need to refer you to Mopar Vehicle Protection at 1 800 521-9922 regarding any extended coverage inquiries (11m 34s) Visitor: Ok. Thanks for your time. (11m 35s) Michael: Thank you for contacting Jeep Customer Assistance! Have a great day!

Date	
04/04/2019	

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/08/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/09/2019	**Origin**	Brand Site	**Reason**	assistance
Mileage	67,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	zanesville	**Caller Country**		**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	ZANESVILLE		OH	[redacted]	
Dealer	44684	ANTIOCH CHRYSLER JEEP DODGE INC		**Dealer Phone**	9257789700
Dealer Address	1810 AUTO CENTER DR				
	ANTIOCH		CA	94509 1353	USA
Dealer Zone	California	**Sales District**		**Service District**	L
Subject	car doors and trim				
Synopsis	close				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/08/2019 02:46 PM	New
04/08/2019 11:20 PM	Open
04/09/2019 08:02 PM	Closed

Initial Description

i am not only one when slider doords break they are stuck in locked postion can not manually doit they said 1000 to fix who has a100 my other one is making same noise before it broke going to callsafsty of usa if you do not take care of it it is a sfety problem to go on iternet i am not onley one i will never buy chrysler again and all trim is loose ninside around doors and outside

Email(s)

Date	04/08/2019	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	04/08/2019 14:46 PM

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

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

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

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

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

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit [redacted]

Date	04/08/2019	**Subject**	Case Acknowledgement [redacted]		
From	chryslercustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	04/08/2019 23:22 PM

Hello [redacted]:

Thank you for contacting the CHRYSLER Customer Assistance Center.

I understand this situation is disappointing; I am here to assist you.

I see from our records, you have already contacted us regarding this issue. As your request has already been addressed and to avoid any duplication, this email file will be closed.

Your patience and understanding is appreciated.

You are always welcome to call us directly with your questions at Chrysler Customer Assistance Center by calling 1-800-247-9753.

Sincerely,

Jody
Chrysler Customer Assistance Center
[redacted]

New Customer Assistance Inquiry Record (CAIR)#

VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/08/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/17/2019	**Origin**	Telephone	**Reason**	
Mileage	39,705 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	SANTA CLARA		CA		
Dealer	45358	STEVENS CREEK CHRYSLER JEEP DODGE		**Dealer Phone**	4082481800
Dealer Address	4100 STEVENS CREEK BLVD				
	SAN JOSE		CA	95129 1335	USA
Dealer Zone	California	**Sales District**		**Service District**	F
Subject	Vehicle Issues and cost assistance				
Synopsis	closed				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/08/2019 03:20 PM	Open
04/17/2019 12:44 AM	Closed

Initial Description

Customer is having issues with the slider door.

Case Comments

Date	Comment
04/08/2019	Customer was transferred to me by a MVP agent. Customer is wanting assistance with her vehicle as she is experiencing issues again with her vehicle with the sliding doors and she had taken her vehicle for this issue before. Agent advised vehicle would need to be taken to dealership for a new diagnosis to verify what the issue is with the vehicle. Agent advised last repair order was on 10/2018. Customer advised she will be taking her vehicle to the dealership to be properly diagnosed.
04/10/2019	Customer calling in stated that she was working SA Clif, SM Doyle was no longer there, vehicle diagnose result was passenger side door lock actuator issue, last time dealer fixed driver side door lock actuator issue. Customer looked for assistance in repairing vehicle issue and possibility of cost assistance. Advisor advised customer a case was created and escalated, it would be one business day following up. Customer contact
04/10/2019	CM called Customer(CM Intro eels service is trying to repair her vehicle to quickly before really examining the issue. She says Steven Creeks has a New SM and she not sure how he runs the place. CM reassure her that her vehicle repair will be repair properly. Last year her right side sliding door stop working and now the left side is making a clicking noise. Service diagnosis its the door actuator . She owns four of dodge vehicles, journey, caliber , ram and caravan. And she never had any problem with any of her Dodge vehicles. but with her Caravan. CM reassured her I will contact SM tomorrow and follow-up with her tomorrow
04/10/2019	CM called Service, SA Cliff was working with another customer. CM advised I would hold because I need to get the warranty price of the repair.. SA Cliff provide me his email address to send him a request for warranty price. CM sent email to CLiff
04/11/2019	CM sent DM notes to SA Cliff. CM called and she is very happy with my customer service. I advise I will follow up on Monday
04/17/2019	CM called customer to confirm, her vehicle is driving properly. She say her sliding door was align properly . CM advised case has will be close and she will receive a survey. She says she wants to make its noted I provided good customer service.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/08/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/08/2019	**Origin**	Telephone	**Reason**	
Mileage	62,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	BROCTON		IL	[redacted]	
Dealer	45668	DIEPHOLZ AUTO GROUP OF PARIS, INC.		**Dealer Phone**	2174657626
Dealer Address	15126 US HIGHWAY 150				
	PARIS		IL	61944 6615	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	R
Subject	Door latch system				
Synopsis	referred for diagnosis				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/08/2019 06:35 PM	Open
04/08/2019 06:42 PM	Closed

Initial Description

child was stuck in vehicle.

Case Comments

Date	Comment
04/08/2019	passenger rear door lock got stuck. door latch system needed to be released. repair was to costly for customer. driver side rear door now doing the same thing. child was stuck in vehicle. advised to have vehicle diagnosed

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**odel Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/09/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/09/2019	**Origin**	Telephone	**Reason**	
Mileage	63,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	BROCTON		IL	[redacted]	
Dealer	45668	DIEPHOLZ AUTO GROUP OF PARIS, INC.		**Dealer Phone**	2174657626
Dealer Address	15126 US HIGHWAY 150				
	PARIS		IL	61944 6615	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	R
Subject	GoodWill				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/09/2019 02:50 PM	Open
04/09/2019 02:57 PM	Closed

Initial Description

Customer seeking goodwill assistance

Case Comments

Date	Comment
04/09/2019	Customer looking for goodwill assistance on getting her vehicle doors repaired Agent contacted DLR who informed Agent that the door actuators are going bad causing the doors to experience the grinding noise Agent informed Customer that at this time we will not be assisting in the repair due to being to far outside of warranty by mileage

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/11/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/15/2019	**Origin**	Telephone	**Reason**	
Mileage	36,004 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address	[redacted]			**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	SEQUIM		WA	[redacted]	USA
Dealer	24159	WILDER CHRYSLER JEEP DODGE RAM		**Dealer Phone**	3604523888
Dealer Address	97 DEER PARK ROAD				
	PORT ANGELES		WA	98362 7484	USA
Dealer Zone	West	**Sales District**		**Service District**	N
Subject	passenger sliding door lock				
Synopsis	reimbursement check sent				
Customer Anomaly	Electronics				
	Control Systems (BCM, etc.)				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	10	Body Control Module (BCM) issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/11/2019 09:46 PM	Open
04/22/2019 08:13 PM	Closed
04/24/2019 09:22 PM	Open
05/06/2019 04:56 PM	Suspended
05/10/2019 04:04 AM	Open
05/15/2019 04:09 PM	Closed

Initial Description

Passenger sliding door lock not working, can not open door

Case Comments

Date	Comment
04/11/2019	Briefly summarize why the customer is contacting Chrysler: Rear passenger sliding door is not opening. Customer has contacted his DLR they are on vacation right now but this happened before they left and DLR could not get them in until April 20, so they are now past their warranty, at the time of the initial DLR call they were around 35000. DLR stated to call Chrysler regarding this. Issue seems to be with the lock. Briefly summarize what the customer is expecting: Cost assistance
04/11/2019	Escalate to Level 2: Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: any Latest call time: any Updates via email: Y/ [redacted] Vehicle location: [Customer] Date and Time of Appointment: [04/20/19]. Confirmed appointment with: [Wilder] Customer in rental: /N Authorized by: Rental start date: [Date]
04/15/2019	***Outbound DLR Call: SM Jerry D. Left a detailed VM. Requested a return call back, Provided call back information.
04/15/2019	*Outbound Customer Call: Left a detailed VM. Requested a return call back, Provided call back information. Attempt 1/3.
04/15/2019	***Outbound DLR Call: Left a detailed VM. Requested a return call back, Provided call back information. Confirmed details he left on VM. L2 will follow up on 4/22.
04/17/2019	*Outbound Customer Call at [redacted] Customer said last week he went online and found information on his concern. He said he had just over 35,800 miles and did not get an appointment until 4/20 and knew it would be over the mileage at the time of appointment. L2 advised will take that into consideration when gathering diagnosis details. Advised will complete research and follow up with the DLR and then the customer. Customer agreed on process and concluded call.
04/19/2019	*****CUSTOMER SNAPSHOT****** WARRANTY: Powertrain, Corrosion, Federal emissions Major emissions comp and carb high cost emission part MVP CONTRACTS: 0 MILEAGE: 36004 IN SERVICE DATE: 10/31/2016 ORIGINAL OWNER: Yes HOUSEHOLD VEHICLES: 2 DEALER LOYALTY : No - No RO's on file REPEAT ISSUE: No STAR TICKETS OPEN: 0 RECALLS: 0 PREVIOUS GW: 0
04/22/2019	Customer cam in this weekend and will need a new drivers side sliding door latch assy. The customer is out of basic warranty and has zero service history with any dealer. This would be up to FCA if they would want to cover this under any goodwill as with the limited service history it would not qualify for goodwill at the dealer level. Customer pay price would be $903.50 parts and labor.
04/22/2019	*Outbound Customer Call at [redacted] Customer was offered to pay for the repair and L2 would cover half the charges but customer declined offer. He said this is an issue that he found online and people have written to NHTSA regarding this safety concern. L2 advised the positive feed back of the snap shot but he had no RO's on file, normally the customer would be responsible for the repair that wty does not cover and why the L2 was considering reimbursement for half the repair cost. Customer said he was going to find a cheaper option and disconnected the call.

Date	Comment
04/22/2019	***Outbound DLR Call to SM Jerry: L2 advised extended offer to reimburse half the cost and customer declined. SM said he will reach out to the aftermarket SC and see if they will cover it, if not the customer will owe the diagnosis fee. SM said customer was returned the vehicle to the customer in good faith and did not have the customer pay yet. Thanked and concluded call.
04/22/2019	Customer calling stating he would like to accept the offer, please give him a callback a[redacted]
04/24/2019	Please advise if we are okay to proceed with original offer of getting half of the repair covered for this customer. I am assuming you would be sending them a check for half the cost of the repair. So we would charge him the full amount and then he could wait for a check from you for the difference.
04/24/2019	Dealer called in for customer and states that the customer would like to accept the offer that was given to him by the CM. Agent advised dealer to have customer call in to have another case opened to revisit the concern for vehicle.
04/24/2019	Customer is calling in about the offer that was offered to him. he accepts the offer please give customer a call back as soon as you can get in contact with him.
04/25/2019	What is the decision on this for this customer. Please call me[redacted]
04/26/2019	Contacted dlr and had to leave a message with CM information for callback
04/26/2019	CM spoke with customer. Customer stated he did not originally decline goodwill offer he just wanted to check the extended warranty he had to see if repair would be covered through that. The customer accepts the onetime goodwill offer for half the repair cost . CM informed an email will be sent with CM contact information and he can also attach documentation of repair to the email and I will start the process of reimbursement for half of repair once it is received
04/26/2019	Email to Jerry Davis to proceed with repair
04/29/2019	Email to customer
05/01/2019	CM contacted customer to inform part is at dlr they are waiting on him to schedule an appointment Customer will contact dlr
05/01/2019	CM contacted dlr to check on status of repair was informed they are waiting to set appointment with customer
05/06/2019	CM contacted customer who stated appointment set for Friday 5/10/19. CM informed will follow up then to see if vehicle has been repaired to satisfaction
05/13/2019	Customer stated vehicle is repaired and he will send email attachment of repair order so reimbursement process can begin. Onetime goodwill offer to cover half of repair

Email(s)

Date	04/26/2019	***Subject***	passenger sliding door lock [r[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	04/26/2019 19:56 PM

Hello[redacted]

Thank you for reaching out to us at FCA in regards to your vehicle concern. I am the case manager assigned to a case you opened with us (case numbe[redacted]
Per discussion, once your repair has been completed you can attach your documentation of out of pocket cost for repair to this email. Once documents have been received I will start the process of reimbursement. FCA will provide a onetime goodwill offer by contributing to half of your repair. If you have any questions or concerns regarding your case please feel free to contact me by replying to this email or by phone at 844-378-0597 ex. 4060792

Thank you
Dominique
[redacted]

Date	04/26/2019	***Subject***	RE: passenger sliding door loc[redacted]		
From	uscustomercare@fcagroup.com	***To***	jerry_davis@wilderauto.com	***Sent Date/Time***	04/26/2019 20:12 PM

Hello Jerry,
[redacted]

My name is Dominique I have taken over this case originally with Amber. You can proceed with the repair. I spoke with the customer he agrees to our goodwill offer. So yes, customer will be responsible for repair cost and I will follow up with customer once repair is complete to proceed with reimbursement on my end. If you read this message before checking your voicemail you do not need to call me back unless you have additional questions. I was originally calling to provide you with this information.

Thank you

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 4/26/2019 3:56 PM
To: [redacted]
Subject: passenger sliding door lock [ref[redacted]

Hello[redacted]

Thank you for reaching out to us at FCA in regards to your vehicle concern. I am the case manager assigned to a case you opened with us (case number[redacted]
Per discussion, once your repair has been completed you can attach your documentation of out of pocket cost for repair to this email. Once documents have been received I will start the process of reimbursement. FCA will provide a onetime goodwill offer by contributing to half of your repair. If you have any questions or concerns regarding your case please feel free to contact me by replying to this email or by phone at 844-378-0597 ex. 4060792

Thank you
Dominique
[redacted]

Date	04/26/2019	***Subject***	RE: passenger sliding door lock [[redacted]		
From	jerry_davis@wilderauto.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	04/26/2019 20:18 PM

We are calling the customer now and will proceed thank you for your help on this.

Jerry Davis
Service Manager
Wilder Auto Center
Phone#(360)452-9268
[redacted]

From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Friday, April 26, 2019 1:13 PM
To: Jerry Davis <jerry_davis@wilderauto.com>
Subject: RE: passenger sliding door lock [redacted]

Hello Jerry
[redacted]

My name is Dominique I have taken over this case originally with Amber. You can proceed with the repair. I spoke with the customer he agrees to our goodwill offer. So yes, customer will be responsible for repair cost and I will follow up with customer once repair is complete to proceed with reimbursement on my end. If you read this message before checking your voicemail you do not need to call me back unless you have additional questions. I was originally calling to provide you with this information.

Thank you

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>]
Sent: 4/26/2019 3:56 PM
[redacted]
Subject: passenger sliding door lock [redacted]

Hello [redacted]

Thank you for reaching out to us at FCA in regards to your vehicle concern. I am the case manager assigned to a case you opened with us (case numbe[redacted]
Per discussion, once your repair has been completed you can attach your documentation of out of pocket cost for repair to this email. Once documents have been received I will start the process of reimbursement. FCA will provide a onetime goodwill offer by contributing to half of your repair. If you have any questions or concerns regarding your case please feel free to contact me by replying to this email or by phone at 844-378-0597 ex. 4060792

Thank you
Dominique
[redacted]

Date	04/29/2019	***Subject***	RE: passenger sliding door lock [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	04/29/2019 21:37 PM

Good evening [redacted]

Just a reminder that once your repair is complete you can attach the documents of your repair to this email. If you have any additional questions or concerns you can contact me by responding to any of the emails we have sent or by phone at 844-378-0597 ex. 4060792

Thank you
Dominique

---------- Original Message ----------
From: Jerry Davis [jerry_davis@wilderauto.com]
Sent: 4/26/2019 4:18 PM
To: uscustomercare@fcagroup.com
Subject: RE: passenger sliding door lock [r[redacted]

We are calling the customer now and will proceed thank you for your help on this.

Jerry Davis
Service Manager
Wilder Auto Center
Phone#(360)452-9268
[redacted]

From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Friday, April 26, 2019 1:13 PM
To: Jerry Davis <jerry_davis@wilderauto.com>
Subject: RE: passenger sliding door lock [[redacted]

Hello Jerry
[redacted]

My name is Dominique I have taken over this case originally with Amber. You can proceed with the repair. I spoke with the customer he agrees to our goodwill offer. So yes, customer will be responsible for repair cost and I will follow up with customer once repair is complete to proceed with reimbursement on my end. If you read this message before checking your voicemail you do not need to call me back unless you have additional questions. I was originally calling to provide you with this information.

Thank you

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>]
Sent: 4/26/2019 3:56 PM
To:[redacted]
Su[redacted]

Hello [redacted]

Thank you for reaching out to us at FCA in regards to your vehicle concern. I am the case manager assigned to a case you opened with us (case numb[redacted]
Per discussion, once your repair has been completed you can attach your documentation of out of pocket cost for repair to this email. Once documents [redacted]
received I will start the process of reimbursement. FCA will provide a onetime goodwill offer by contributing to half of your repair. If you have any questions or concerns regarding your case please feel free to contact me by replying to this email or by phone at 844-378-0597 ex. 4060792

Thank you
Dominique
[redacted]

Date	05/13/2019	***Subject***	Re: passenger sliding door lock [[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	05/13/2019 18:04 PM

Please find the attached invoice for the repair.

Thanks.

On Mon, Apr 29, 2019 at 2:37 PM US Customer Care <
uscustomercare@fcagroup.com> wrote:

>
> Good evening [redacted]
>
> Just a reminder that once your repair is complete you can attach the
> documents of your repair to this email. If you have any additional
> questions or concerns you can contact me by responding to any of the emails
> we have sent or by phone at 844-378-0597 ex. 4060792
>
> Thank you
> Dominique
>
> ---------- Original Message ----------
> From: Jerry Davis [jerry_davis@wilderauto.com]
> Sent: 4/26/2019 4:18 PM
> To: uscustomercare@fcagroup.com
> Subject: RE: passenger sliding door loc[redacted]
>]
>
> We are calling the customer now and will proceed thank you for your help
> on this.
>
>
>
> Jerry Davis
> Service Manager
> Wilder Auto Center
> Phone#(360)452-9268
[redacted]
>
> From: US Customer Care <uscustomercare@fcagroup.com>
> Sent: Friday, April 26, 2019 1:13 PM
> To: Jerry Davis <jerry_davis@wilderauto.com>
> Subject: RE: passenger sliding door loc[redacted]
>]
>
> Hello Jerry
[redacted]
>
> My name is Dominique I have taken over this case originally with Amber.
> You can proceed with the repair. I spoke with the customer he agrees to our
> goodwill offer. So yes, customer will be responsible for repair cost and I
> will follow up with customer once repair is complete to proceed with
> reimbursement on my end. If you read this message before checking your
> voicemail you do not need to call me back unless you have additional
> questions. I was originally calling to provide you with this information.
>
> Thank you
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com<mailto:
> uscustomercare@fcagroup.com>]
> Sent: 4/26/2019 3:56 PM
> To: [redacted]
> Sub[redacted]
>
> Hello [redacted]
>
> Thank you for reaching out to us at FCA in regards to your vehicle
> concern. I am the case manager assigned to a case you opened with us (case
> numb[redacted]Per discussion, once your repair has been completed you
> can attach your documentation of out of pocket cost for repair to this
> email. Once documents have been received I will start the process of
> reimbursement. FCA will provide a onetime goodwill offer by contributing to
> half of your repair. If you have any questions or concerns regarding your
> case please feel free to contact me by replying to this email or by phone
> at 844-378-0597 ex. 4060792
>
> Thank you
> Dominique
[redacted]
>
>

Date	05/13/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 05/13/2019 22:23 PM

Good evening,

I have received the attachment however I am unable to view the last digit on the cost of repair. Could you please resend the attachment that way we can start the process of reimbursement?

Thank you
Dominique

---------- Original Message ----------
From: [redacted]
Sent: 5/13/2019 2:04 PM
To: uscustomercare@fcagroup.com
Subject: Re: passenger sliding door lock [redacted]

Please find the attached invoice for the repair.

Thanks.

On Mon, Apr 29, 2019 at 2:37 PM US Customer Care <
uscustomercare@fcagroup.com> wrote:

>
> Good evening [redacted],
>
> Just a reminder that once your repair is complete you can attach the
> documents of your repair to this email. If you have any additional
> questions or concerns you can contact me by responding to any of the emails
> we have sent or by phone at 844-378-0597 ex. 4060792
>
> Thank you
> Dominique
>
> ---------- Original Message ----------
> From: Jerry Davis [jerry_davis@wilderauto.com]
> Sent: 4/26/2019 4:18 PM
> To: uscustomercare@fcagroup.com
> Subject: RE: passenger sliding door lock [redacted]
>]
>
> We are calling the customer now and will proceed thank you for your help
> on this.
>
>
>
> Jerry Davis
> Service Manager
> Wilder Auto Center
> Phone#(360)452-9268
> [redacted]
>
> From: US Customer Care <uscustomercare@fcagroup.com>
> Sent: Friday, April 26, 2019 1:13 PM
> To: Jerry Davis <jerry_davis@wilderauto.com>
> Subject: RE: passenger sliding door lock [redacted]
>]
>
> Hello Jerry,
> [redacted]
>
> My name is Dominique I have taken over this case originally with Amber.
> You can proceed with the repair. I spoke with the customer he agrees to our
> goodwill offer. So yes, customer will be responsible for repair cost and I
> will follow up with customer once repair is complete to proceed with
> reimbursement on my end. If you read this message before checking your
> voicemail you do not need to call me back unless you have additional
> questions. I was originally calling to provide you with this information.
>
> Thank you
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com<mailto:
> uscustomercare@fcagroup.com>]
> Sent: 4/26/2019 3:56 PM
> [redacted]
>
> Hello [redacted],
>
> Thank you for reaching out to us at FCA in regards to your vehicle
> concern. I am the case manager assigned to a case you opened with us (case
> number [redacted]). Per discussion, once your repair has been completed you
> can attach your documentation of out of pocket cost for repair to this
> email. Once documents have been received I will start the process of
> reimbursement. FCA will provide a onetime goodwill offer by contributing to
> half of your repair. If you have any questions or concerns regarding your

> case please feel free to contact me by replying to this email or by phone
> at 844-378-0597 ex. 4060792
>
> Thank you
> Dominique
> [redacted]
>
>

Date	05/13/2019	***Subject***	Re: passenger sliding door loc[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com		5/13/2019 22:49 PM

I will resend it.

On Mon, May 13, 2019 at 3:23 PM US Customer Care <
uscustomercare@fcagroup.com> wrote:

> Good evening,
>
> I have received the attachment however I am unable to view the last digit
> on the cost of repair. Could you please resend the attachment that way we
> can start the process of reimbursement?
>
> Thank you
> Dominique
>
>
> ---------- Original Message ----------
> From: [redacted]
> Sent: 5/13/2019 2:04 PM
> To: uscustomercare@fcagroup.com
> Subject: Re: passenger sliding door lock [redacted]
>]
>
> Please find the attached invoice for the repair.
>
> Thanks.
>
> On Mon, Apr 29, 2019 at 2:37 PM US Customer Care <
> uscustomercare@fcagroup.com> wrote:
>
> >
> > Good evening [redacted]
> >
> > Just a reminder that once your repair is complete you can attach the
> > documents of your repair to this email. If you have any additional
> > questions or concerns you can contact me by responding to any of the
> emails
> > we have sent or by phone at 844-378-0597 ex. 4060792
> >
> > Thank you
> > Dominique
> >
> > ---------- Original Message ----------
> > From: Jerry Davis [jerry_davis@wilderauto.com]
> > Sent: 4/26/2019 4:18 PM
> > To: uscustomercare@fcagroup.com
> > Subject: RE: passenger sliding door lock [
> [redacted]
> >]
> >
> > We are calling the customer now and will proceed thank you for your help
> > on this.
> >
> >
> >
> > Jerry Davis
> > Service Manager
> > Wilder Auto Center
> > Phone#(360)452-9268
> > [redacted]
> >
> > From: US Customer Care <uscustomercare@fcagroup.com>
> > Sent: Friday, April 26, 2019 1:13 PM
> > To: Jerry Davis <jerry_davis@wilderauto.com>
> > Subject: RE: passenger sliding door lock [
> ref:_[redacted]
> >]
> >
> > Hello Jerry,
> [redacted]
> >
> > My name is Dominique I have taken over this case originally with Amber.
> > You can proceed with the repair. I spoke with the customer he agrees to
> our
> > goodwill offer. So yes, customer will be responsible for repair cost and
> I
> > will follow up with customer once repair is complete to proceed with
> > reimbursement on my end. If you read this message before checking your
> > voicemail you do not need to call me back unless you have additional
> > questions. I was originally calling to provide you with this information.
> >
> > Thank you
> >
> >
> > ---------- Original Message ----------
> > From: US Customer Care [uscustomercare@fcagroup.com<mailto:
> > uscustomercare@fcagroup.com>]
> > Sent: 4/26/2019 3:56 PM

> > To [redacted]
> > Su
> >
> > Hello [redacted]
> >
> > Thank you for reaching out to us at FCA in regards to your vehicle
> > concern. I am the case manager assigned to a case you opened with us
> (case
> > number 58369120). Per discussion, once your repair has been completed you
> > can attach your documentation of out of pocket cost for repair to this
> > email. Once documents have been received I will start the process of
> > reimbursement. FCA will provide a onetime goodwill offer by contributing
> to
> > half of your repair. If you have any questions or concerns regarding your
> > case please feel free to contact me by replying to this email or by phone
> > at 844-378-0597 ex. 4060792
> >
> > Thank you
> > Dominique
[redacted]
> >
>
>

Date	05/14/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 05/14/2019 14:38 PM

Good morning [redacted],

I have received the documentation. As previously discussed FCA is offering a onetime goodwill consideration that will cover half of your repair which totals $490.15. I have submitted a reimbursement request in the amount of $490.15 and I will provide you with updates on approval status. Please note that reimbursements can take 30-60 for approval. Once approved you will receive your reimbursement check within 14 days of approval date. If check is not received within 30 days of approval please contact FCA at 800-423-6343 for assistance.

Thank you
Dominique

---------- Original Message ----------
From [redacted].com]
Sent: 5/13/2019 6:49 PM
To: uscustomercare@fcagroup.com
Subject: Re: passenger sliding door lock [redacted]

I will resend it.

On Mon, May 13, 2019 at 3:23 PM US Customer Care <
uscustomercare@fcagroup.com> wrote:

> Good evening,
>
> I have received the attachment however I am unable to view the last digit
> on the cost of repair. Could you please resend the attachment that way we
> can start the process of reimbursement?
>
> Thank you
> Dominique
>
>
> ---------- Original Message ----------
> [redacted]]
> Sent: 5/13/2019 2:04 PM
> To: uscustomercare@fcagroup.com
> Subject: Re: passenger sliding door lock [redacted]
>]
>
> Please find the attached invoice for the repair.
>
> Thanks.
>
> On Mon, Apr 29, 2019 at 2:37 PM US Customer Care <
> uscustomercare@fcagroup.com> wrote:
>
> >
> > Good evening [redacted]
> >
> > Just a reminder that once your repair is complete you can attach the
> > documents of your repair to this email. If you have any additional
> > questions or concerns you can contact me by responding to any of the
> emails
> > we have sent or by phone at 844-378-0597 ex. 4060792
> >
> > Thank you
> > Dominique
> >
> > ---------- Original Message ----------
> > From: Jerry Davis [jerry_davis@wilderauto.com]
> > Sent: 4/26/2019 4:18 PM
> > To: uscustomercare@fcagroup.com
> > Subject: RE: passenger sliding door lock [
> ref:_[redacted]
> >]
> >
> > We are calling the customer now and will proceed thank you for your help
> > on this.
> >
> >
> >
> > Jerry Davis
> > Service Manager
> > Wilder Auto Center
> > Phone#(360)452-9268
> > [redacted]
> >
> > From: US Customer Care <uscustomercare@fcagroup.com>
> > Sent: Friday, April 26, 2019 1:13 PM
> > To: Jerry Davis <jerry_davis@wilderauto.com>
> > Subject: RE: passenger sliding door lock [
> [redacted]
> >]
> >
> > Hello Jerry,
> > [redacted]

> >
> > My name is Dominique I have taken over this case originally with Amber.
> > You can proceed with the repair. I spoke with the customer he agrees to
> our
> > goodwill offer. So yes, customer will be responsible for repair cost and
> I
> > will follow up with customer once repair is complete to proceed with
> > reimbursement on my end. If you read this message before checking your
> > voicemail you do not need to call me back unless you have additional
> > questions. I was originally calling to provide you with this information.
> >
> > Thank you
> >
> >
> > ---------- Original Message ----------
> > From: US Customer Care [uscustomercare@fcagroup.com<mailto:
> > uscustomercare@fcagroup.com>]
> > Sent: 4/26/2019 3:56 PM
> > [redacted]
> > [redacted]
> > [redacted]
> > Hello [redacted]
> >
> > Thank you for reaching out to us at FCA in regards to your vehicle
> > concern. I am the case manager assigned to a case you opened with us
> (case
> > number [redacted] discussion, once your repair has been completed you
> > can attach your documentation of out of pocket cost for repair to this
> > email. Once documents have been received I will start the process of
> > reimbursement. FCA will provide a onetime goodwill offer by contributing
> to
> > half of your repair. If you have any questions or concerns regarding your
> > case please feel free to contact me by replying to this email or by phone
> > at 844-378-0597 ex. 4060792
> >
> > Thank you
> > Dominique
[redacted]
> >
>
>

Date	05/14/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] /14/2019 14:42 PM

[redacted]

Please confirm this is your correct mailing address:

[redacted] SEQUIM WA USA[redacted]

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 5/14/2019 10:38 AM
To[redacted]
Subject: Re: passenger sliding door lock [redacted]

Good morning[redacted]

I have received the documentation. As previously discussed FCA is offering a onetime goodwill consideration that will cover half of your repair which totals $490.15. I have submitted a reimbursement request in the amount of $490.15 and I will provide you with updates on approval status. Please note that reimbursements can take 30-60 for approval. Once approved you will receive your reimbursement check within 14 days of approval date. If check is not received within 30 days of approval please contact FCA at 800-423-6343 for assistance.

Thank you
Dominique

---------- Original Message ----------
From:[redacted]
Sent: 5/13/2019 6:49 PM
To: uscustomercare@fcagroup.com
Subject: Re: passenger sliding door lock [redacted]

I will resend it.

On Mon, May 13, 2019 at 3:23 PM US Customer Care <
uscustomercare@fcagroup.com> wrote:

> Good evening,
>
> I have received the attachment however I am unable to view the last digit
> on the cost of repair. Could you please resend the attachment that way we
> can start the process of reimbursement?
>
> Thank you
> Dominique
>
>
> ---------- Original Message ----------
> From[redacted]]
> Sent: 5/13/2019 2:04 PM
> To: uscustomercare@fcagroup.com
> Subject: Re: passenger sliding door lock [redacted]
>]
>
> Please find the attached invoice for the repair.
>
> Thanks.
>
> On Mon, Apr 29, 2019 at 2:37 PM US Customer Care <
> uscustomercare@fcagroup.com> wrote:
>
> >
> > Good evening[redacted]
> >
> > Just a reminder that once your repair is complete you can attach the
> > documents of your repair to this email. If you have any additional
> > questions or concerns you can contact me by responding to any of the
> emails
> > we have sent or by phone at 844-378-0597 ex. 4060792
> >
> > Thank you
> > Dominique
> >
> > ---------- Original Message ----------
> > From: Jerry Davis [jerry_davis@wilderauto.com]
> > Sent: 4/26/2019 4:18 PM
> > To: uscustomercare@fcagroup.com
> > Subject: RE: passenger sliding door lock [
> ref:_[redacted]
> >]
> >
> > We are calling the customer now and will proceed thank you for your help
> > on this.
> >
> >
> >
> > Jerry Davis
> > Service Manager

> > Wilder Auto Center
> > Phone#(360)452-9268
> > [redacted]
> >
> > From: US Customer Care <uscustomercare@fcagroup.com>
> > Sent: Friday, April 26, 2019 1:13 PM
> > To: Jerry Davis <jerry_davis@wilderauto.com>
> > Subject: RE: passenger sliding door lock [
> [redacted]
> >
> > Hello Jerry
> [redacted]
>
> > My name is Dominique I have taken over this case originally with Amber.
> > You can proceed with the repair. I spoke with the customer he agrees to
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> > goodwill offer. So yes, customer will be responsible for repair cost and
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> > will follow up with customer once repair is complete to proceed with
> > reimbursement on my end. If you read this message before checking your
> > voicemail you do not need to call me back unless you have additional
> > questions. I was originally calling to provide you with this information.
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> > Thank you
> >
> >
> > ---------- Original Message ----------
> > From: US Customer Care [uscustomercare@fcagroup.com<mailto:
> > uscustomercare@fcagroup.com>]
> > Sent: 4/26/2019 3:56 PM
> > To: [redacted]
> > Subj
> >
> > Hel
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> > Thank you for reaching out to us at FCA in regards to your vehicle
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> > half of your repair. If you have any questions or concerns regarding your
> > case please feel free to contact me by replying to this email or by phone
> > at 844-378-0597 ex. 4060792
> >
> > Thank you
> > Dominique
> [redacted]
> >
> >
>
>

Date	05/14/2019	***Subject***	Re: passenger sliding door lock [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	05/14/2019 14:43 PM

Yes, that address is correct.

On Tue, May 14, 2019 at 7:42 AM US Customer Care <
uscustomercare@fcagroup.com> wrote:

[redacted],
>
> Please confirm this is your correct mailing address:
>
>[redacted] SEQUIM WA USA[redacted]
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 5/14/2019 10:38 AM
> To[redacted]
> Subject: Re: passenger sliding door lock[redacted]
>]
>
> Good morning[redacted]
>
> I have received the documentation. As previously discussed FCA is offering
> a onetime goodwill consideration that will cover half of your repair which
> totals $490.15. I have submitted a reimbursement request in the amount of
> $490.15 and I will provide you with updates on approval status. Please note
> that reimbursements can take 30-60 for approval. Once approved you will
> receive your reimbursement check within 14 days of approval date. If check
> is not received within 30 days of approval please contact FCA at
> 800-423-6343 for assistance.
>
> Thank you
> Dominique
>
>
>
> ---------- Original Message ----------
> From[redacted]
> Sent: 5/13/2019 6:49 PM
> To: uscustomercare@fcagroup.com
> Subject: Re: passenger sliding door lock[redacted]
>]
>
> I will resend it.
>
> On Mon, May 13, 2019 at 3:23 PM US Customer Care <
> uscustomercare@fcagroup.com> wrote:
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> > Good evening,
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> > I have received the attachment however I am unable to view the last digit
> > on the cost of repair. Could you please resend the attachment that way we
> > can start the process of reimbursement?
> >
> > Thank you
> > Dominique
> >
> >
> > ---------- Original Message ----------
> > From:[redacted]]
> > Sent: 5/13/2019 2:04 PM
> > To: uscustomercare@fcagroup.com
> > Subject: Re: passenger sliding door lock [
> ref:_[redacted]
> >]
> >
> > Please find the attached invoice for the repair.
> >
> > Thanks.
> >
> > On Mon, Apr 29, 2019 at 2:37 PM US Customer Care <
> > uscustomercare@fcagroup.com> wrote:
> >
> > >
> > > Good evening[redacted]
> > >
> > > Just a reminder that once your repair is complete you can attach the
> > > documents of your repair to this email. If you have any additional
> > > questions or concerns you can contact me by responding to any of the
> > emails
> > > we have sent or by phone at 844-378-0597 ex. 4060792
> > >
> > > Thank you
> > > Dominique
> > >
> > > ---------- Original Message ----------
> > > From: Jerry Davis [jerry_davis@wilderauto.com]
> > > Sent: 4/26/2019 4:18 PM

> > > To: uscustomercare@fcagroup.com
> > > Subject: RE: passenger sliding door lock [
> > [redacted]
> > >]
> > >
> > > We are calling the customer now and will proceed thank you for your
> help
> > > on this.
> > >
> > >
> > >
> > > Jerry Davis
> > > Service Manager
> > > Wilder Auto Center
> > > Phone#(360)452-9268
> > [redacted]
> > >
> > > From: US Customer Care <uscustomercare@fcagroup.com>
> > > Sent: Friday, April 26, 2019 1:13 PM
> > > To: Jerry Davis <jerry_davis@wilderauto.com>
> > > Subject: RE: passenger sliding door lock [
> [redacted]
> > >
> > > [redacted]
> > > [redacted]
> > > My name is Dominique I have taken over this case originally with Amber.
> > > You can proceed with the repair. I spoke with the customer he agrees to
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> > > goodwill offer. So yes, customer will be responsible for repair cost
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> > > will follow up with customer once repair is complete to proceed with
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> > >
> > >
> > > ---------- Original Message ----------
> > > From: US Customer Care [uscustomercare@fcagroup.com<mailto:
> > > uscustomercare@fcagroup.com>]
> > > Sent: 4/26/2019 3:56 PM
> > > To: [redacted]
> > >
> > > Subject: passenger sliding door lock [redacted]
>]
> > >
> > > Hello [redacted]
> > >
> > > Thank you for reaching out to us at FCA in regards to your vehicle
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> > > half of your repair. If you have any questions or concerns regarding
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> > > case please feel free to contact me by replying to this email or by
> phone
> > > at 844-378-0597 ex. 4060792
> > >
> > > Thank you
> > > Dominique
> [redacted]
> > >
> > >
> >
>

Date	05/15/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	05/15/2019 16:08 PM

Hello,

Thank you for your patience with us here at Dodge, I am writing to inform you that a check request was submitted in the amount of $490.15 and has been approved. Please see below for reimbursement procedure.

Please note that reimbursements can take 30-60 for approval. Once approved you will receive your reimbursement check within 14 days of approval date. If check is not received within 30 days of approval please contact FCA at 800-423-6343.

Thank you
FCA Business Center
---------- Original Message ----------
From [redacted]
Sent: 5/14/2019 10:43 AM
To: uscustomercare@fcagroup.com
Subject: Re: passenger sliding door lock [[redacted]ef]

Yes, that address is correct.

On Tue, May 14, 2019 at 7:42 AM US Customer Care <
uscustomercare@fcagroup.com> wrote:

> [redacted]
>
> Please confirm this is your correct mailing address:
>
> [redacted] SEQUIM WA USA[redacted]
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 5/14/2019 10:38 AM
> To: [redacted]
>]
>
> Good morning[redacted],
>
> I have received the documentation. As previously discussed FCA is offering
> a onetime goodwill consideration that will cover half of your repair which
> totals $490.15. I have submitted a reimbursement request in the amount of
> $490.15 and I will provide you with updates on approval status. Please note
> that reimbursements can take 30-60 for approval. Once approved you will
> receive your reimbursement check within 14 days of approval date. If check
> is not received within 30 days of approval please contact FCA at
> 800-423-6343 for assistance.
>
> Thank you
> Dominique
>
>
>
> ---------- Original Message ----------
> From: [redacted]]
> Sent: 5/13/2019 6:49 PM
> To: uscustomercare@fcagroup.com
> Subject: Re: passenger sliding door lock [redacted]
>]
>
> I will resend it.
>
> On Mon, May 13, 2019 at 3:23 PM US Customer Care <
> uscustomercare@fcagroup.com> wrote:
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> > Good evening,
> >
> > I have received the attachment however I am unable to view the last digit
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> > can start the process of reimbursement?
> >
> > Thank you
> > Dominique
> >
> >
> > ---------- Original Message ----------
> > From: [redacted]
> [redacted] Sent: 5/13/2019 2:04 PM
> > To: uscustomercare@fcagroup.com
> > Subject: Re: passenger sliding door lock [
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> >]
> >
> > Please find the attached invoice for the repair.
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> > > questions or concerns you can contact me by responding to any of the
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> > > we have sent or by phone at 844-378-0597 ex. 4060792
> > >
> > > Thank you
> > > Dominique
> > >
> > > ---------- Original Message ----------
> > > From: Jerry Davis [jerry_davis@wilderauto.com]
> > > Sent: 4/26/2019 4:18 PM
> > > To: uscustomercare@fcagroup.com
> > > Subject: RE: passenger sliding door lock [
> [redacted]
> >]
> > >
> > > We are calling the customer now and will proceed thank you for your
> help
> > > on this.
> > >
> > >
> > >
> > > Jerry Davis
> > > Service Manager
> > > Wilder Auto Center
> > > Phone#(360)452-9268
> > > [redacted]
> > >
> > > From: US Customer Care <uscustomercare@fcagroup.com>
> > > Sent: Friday, April 26, 2019 1:13 PM
> > > To: Jerry Davis <jerry_davis@wilderauto.com>
> > > Subject: RE: passenger sliding door lock [
> > [redacted]
> > >]
> > >
> > > Hello Jerry,
> > > [redacted]
> > >
> > > My name is Dominique I have taken over this case originally with Amber.
> > > You can proceed with the repair. I spoke with the customer he agrees to
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> > > Thank you
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> > > From: US Customer Care [uscustomercare@fcagroup.com<mailto:
> > > uscustomercare@fcagroup.com>]
> > > Sent: 4/26/2019 3:56 PM
> > > To: [redacted]m
> > >
> > > Subject: passenger sliding door lock [[redacted]
>]
> > >
> > > Hello[redacted],
> > >
> > > Thank you for reaching out to us at FCA in regards to your vehicle
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> > > half of your repair. If you have any questions or concerns regarding
> your
> > > case please feel free to contact me by replying to this email or by
> phone
> > > at 844-378-0597 ex. 4060792
> > >
> > > Thank you

> > > Dominique
> > > re[redacted]
> > >
> >
>[redacted]
> > >]
> > >
> > >
> >
> >
>
>

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/13/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/13/2019	**Origin**	Telephone	**Reason**	
Mileage	59,131 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	CLEMENTS		CA	[redacted]	
Dealer	26839	LODI CHRYSLER DODGE JEEP RAM		**Dealer Phone**	2092633999
Dealer Address	1255 SOUTH BECKMAN ROAD				
	LODI		CA	95240 3174	USA
Dealer Zone	California	**Sales District**		**Service District**	H
Subject	Locked sliding door				
Synopsis	unable to assist with the repair				
Customer Anomaly					
Contact Reason	C183	Vehicle Warranty Plan Coverage	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Warranty - Warranty - Coverage Information				

Case Status History

Create Date	Status
04/13/2019 01:58 AM	Open
04/13/2019 02:01 AM	Closed

Initial Description

customer wants to know if his warranties are active because one of his sliding doors is stuck and can;t open anymore

Case Comments

Date	Comment
04/13/2019	Informed customer that the door is not covered any more because their warranty has ended and that we are not able to assist with the cost of the repair anymore.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/15/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/13/2019	**Origin**	Social	**Reason**	
Mileage	60,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
Dealer	45598	CLOVIS CHRYSLER DODGE JEEP RAM		**Dealer Phone**	5593261600
Dealer Address	395 W HERNDON AVE				
	CLOVIS		CA	93612 0279	USA
Dealer Zone	California	**Sales District**		**Service District**	J
Subject	Sliding Door Not Working				
Synopsis	No current issues/				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/15/2019 02:07 PM	New
04/17/2019 01:18 PM	Open
04/17/2019 01:19 PM	Suspended
04/18/2019 03:59 AM	Open
04/24/2019 07:24 PM	Suspended
04/30/2019 04:02 AM	Open
05/13/2019 05:03 PM	Closed

Initial Description

T8017JE
As I said in my thread, both of the sliding doors on our 3 year old T&C are malfunctioning. Right after we purchased the car, in the summer of 2017, we had an issue with the passenger side door. We took it to the dealer, but here we are again. That was a negative experience (I wrote them a note to that effect), and we're honestly reluctant to go back. Anything else you can do for us?

Case Comments

Date	Comment
04/17/2019	Customer had an appointment for 4/16 at the dealership to address his concerns. He is the second owner and the vehicle information need to be changed. Requested customer provide us with title, registration, or proof of insurance to make the change.
04/18/2019	Customer seeking assistance with: Sliding Door Concerns Customer expecting: Technical assistance [redacted] escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number [redacted] Earliest call time: Anytime Latest call time: Anytime Updates via text: Y[redacted] pdates via emai[redacted] hicle location: Customer Date and Time of Appointment: April 16 Appointment confirmed by: Clovis Customer in rental: N/A
04/18/2019	[redacted]B to customer. Unable to reach, left VM.
05/01/2019	Vehicle has arrived at dealership Clovis Chrysler Dodge Jeep Ram and attended by dealer employee
05/01/2019	Ob to DLR, spoke to SM Khalid. SM informed diagnosis is for $150 each door, issues could be different, informed if its' one issue customer will be charged once, diagnosis should be done today. SA is Lindsay.
05/02/2019	OB to DLR, spoke to SA Miguel. Was informed warranty pricing is $1050.18. Informed parts are in LA. CM authorize GW, Customer pays 250.00, FCA cover $800.18. CM will let customer know of GW. Will follow up.
05/06/2019	OB to DLR, spoke to SM Khalid. Was informed repairs are driver side sliding door latch Assembly and passenger side sliding door lock actuator. SM informed SA will email new pricing for repairs.
05/06/2019	SA informed in email: replace right sliding door lock actuator is labor $161.20 parts 246.80 = $408.00 add $1050.18 so new total will be $1458.18
05/06/2019	OB to customer, informed FCA will assist with repairs with copay of $350.00. Customer agreed, CM will let DLR know and will follow up on repairs. Thanked and branded.
05/07/2019	Email from SA Miguel: yes I will order the parts should have parts here by 5.8.19 should have vehicle done by 5.9.19
05/10/2019	OB to DLR< confirmed vehicle has been repaired and picked up.

Email(s)

Date	04/18/2019	**Subject**	[redacted]		
From	chryslercustomercare@fcagroup.com	**To**	[redacted]	**ent Date/Time**	04/18/2019 22:18 PM

Hello [redacted]

Pierre with Chrysler. I received your voicemail. I wanted to touch basis to confirm the issues with the vehicle in order to proceed toward the next step. We will need to have the vehicle at dealer or have an appointment scheduled. Please fill me in with all the current concerns regarding the vehicle.

Thank you,
[redacted]

Date	04/19/2019	**Subject**	[redacted]		
From	[redacted]	**To**	chryslercustomercare@fcagroup.com	**Sent Date/Time**	04/19/2019 15:44 PM

Hi Pierre,

This is [redacted] lets use this email address.

Both sliding doors in the vehicle are out of commission.

On the passenger side, the lock will not engage electronically. Neither the key fob nor the button from the cockpit work. You have to move the lock manually in order to lock or unlock the door.

On the driver side, the door will not open at all. The lock will not engage even manually.

The passenger side problem is a nuisance, the driver side problem feels like a real safety hazard.

I had an appointment with the dealer this week, but canceled. I can reschedule. What I am wanting to understand is whether Chrysler will offer financial relief with this repair. The van is a 2016, so it is far too early for these mechanisms to give way.

Thank you,
[redacted]

[redacted]

Date	04/22/2019	**Subject**	[redacted]		
From	chryslercustomercare@fcagroup.com	**To**	[redacted]	**Date/Time**	04/22/2019 20:45 PM

[redacted]

Thank you for following up. I want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.
To move ahead with this escalation, your vehicle would need to be at an authorized dealership. If it is not at the dealer currently, it will be necessary for you to arrange an appointment and then advise us of the name of the dealership, the date and the time of the appointment.
Once diagnosis is complete, FCA will review case to assist with repairs wherever possible.

Pierre.
844-378-0575. EXT 4060124.

[redacted]

Date	04/23/2019	**Subject**	[redacted]		
From	[redacted]	**To**	chryslercustomercare@fcagroup.com	**Sent Date/Time**	04/23/2019 01:09 AM

Hey Pierre. OK, so wed need to make an appointment and pay the diagnostic and repair fees, and then youll let us know if youll cover those costs?

[redacted]

> On Apr 22, 2019, at 1:45 PM, Chrysler Customer Care <chryslercustomercare@fcagroup.com> wrote:
> [redacted]
> Thank you for following up. I want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.
> To move ahead with this escalation, your vehicle would need to be at an authorized dealership. If it is not at the dealer currently, it will be necessary for you to arrange an appointment and then advise us of the name of the dealership, the date and the time of the appointment.
> Once diagnosis is complete, FCA will review case to assist with repairs wherever possible.
>
> Pierre.
> 844-378-0575. EXT 4060124.
>

[redacted]

Date	04/23/2019	**Subject**	Re: [redacted]		
From	[redacted]	**To**	chryslercustomercare@fcagroup.com	**Sent Date/Time**	04/23/2019 14:55 PM

Hey Pierre. OK, so wed need to make an appointment and pay the diagnostic and repair fees, and then youll let us know if youll cover those costs?

[redacted]

> On Apr 22, 2019, at 1:45 PM, Chrysler Customer Care <chryslercustomercare@fcagroup.com> wrote:
>
[redacted]
>
> Thank you for following up. I want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.
> To move ahead with this escalation, your vehicle would need to be at an authorized dealership. If it is not at the dealer currently, it will be necessary for you to arrange an appointment and then advise us of the name of the dealership, the date and the time of the appointment.
> Once diagnosis is complete, FCA will review case to assist with repairs wherever possible.
>
> Pierre.
> 844-378-0575. EXT 4060124.
>
[redacted]

Date	04/23/2019	***Subject***	[redacted]		
From	chryslercustomercare@fcagroup.com	***To***	[redacted]	***t Date/Time***	04/23/2019 22:57 PM

[redacted]

I apologize for the late response. After appointment is scheduled, I will follow up on diagnosis and keep you up to date. Once diagnosis is done, I will be aware of repairs needed and the case will be reviewed for any possible assistance toward repairs if repairs are not covered under warranty. Assistance are not guarantee and you may have a copay or partial payment toward repairs. If you have any further questions, please let me know.

Pierre.
844-378-0575. EXT 4060124.
[redacted]

Date	04/24/2019	***Subject***	[redacted]		
From	[redacted]	***To***	chryslercustomercare@fcagroup.com	***Sent Date/Time***	04/24/2019 15:24 PM

Hi Pierre,

OK, just made an appointment at Clovis Chrysler for 8:30 on Wednesday, May 1.

Thanks,
[redacted]

[redacted]

> On Apr 23, 2019, at 3:57 PM, Chrysler Customer Care <chryslercustomercare@fcagroup.com> wrote:
>
>
[redacted]
>
> I apologize for the late response. After appointment is scheduled, I will follow up on diagnosis and keep you up to date. Once diagnosis is done, I will be aware of repairs needed and the case will be reviewed for any possible assistance toward repairs if repairs are not covered under warranty. Assistance are not guarantee and you may have a copay or partial payment toward repairs. If you have any further questions, please let me know.
>
> Pierre.
> 844-378-0575. EXT 4060124.
[redacted]

Date	04/24/2019	***Subject***	[redacted]		
From	chryslercustomercare@fcagroup.com	***To***	[redacted]	***Date/Time***	04/24/2019 19:23 PM

[redacted]

I have notated the date and time of the appointment. If anything chances or you have concerns, please let me know. You will hear from me on Wednesday or the day after once diagnosis is compete.

Thank you.
Pierre
844-378-0575. EXT 4060124.
[redacted]

Date	04/25/2019	***Subject***	[redacted]		
From	[redacted]	***To***	chryslercustomercare@fcagroup.com	***Sent Date/Time***	04/25/2019 04:23 AM

Sounds good. Thanks Pierre.

[redacted]

> On Apr 24, 2019, at 12:23 PM, Chrysler Customer Care <chryslercustomercare@fcagroup.com> wrote:

[redacted]

> I have notated the date and time of the appointment. If anything chances or you have concerns, please let me know. You will hear from me on Wednesday or the day after once diagnosis is compete.
>
> Thank you.
> Pierre
> 844-378-0575. EXT 4060124.
>
>

[redacted]

Date	05/01/2019	**Subject**	Re: [redacted]		
From	[redacted]	**To**	chryslercustomercare@fcagroup.com	**Sent Date/Time**	05/01/2019 16:02 PM

Hi Pierre,

I just took the van in to the dealer.

They are planning to charge $300 for the diagnostic fee ($150 x 2 because of 2 doors?). We are concerned that we are being charged this much. Can you help?

Thanks,

[redacted]

[redacted]

> On Apr 24, 2019, at 12:23 PM, Chrysler Customer Care <chryslercustomercare@fcagroup.com> wrote:

[redacted]

> I have notated the date and time of the appointment. If anything chances or you have concerns, please let me know. You will hear from me on Wednesday or the day after once diagnosis is compete.
>
> Thank you.
> Pierre
> 844-378-0575. EXT 4060124.
>
>

[redacted]

Date	05/01/2019	**Subject**	[redacted]		
From	chryslercustomercare@fcagroup.com	**To**	[redacted]	**t Date/Time**	05/01/2019 17:54 PM

Good morning [redacted]

I was just on the phone with the Service Manager. Because issues could be different with doors, diagnosis fee is separate for each. If the repairs are related, you will be only charged for once. Keep in mind, issues may not be covered under warranty so we will review for possible assistance toward repairs. Let me know if you have any other concerns.

Pierre.
844-378-0575 Ext. 4060124

[redacted]

Date	05/01/2019	**Subject**	[redacted]		
From	chrys[redacted]ercare@fcagroup.com	**To**	[redacted]	**ate/Time**	05/01/2019 17:54 PM

Good morning [redacted]

I was just on the phone with the Service Manager. Because issues could be different with doors, diagnosis fee is separate for each. If the repairs are related, you will be only charged for once. Keep in mind, issues may not be covered under warranty so we will review for possible assistance toward repairs. Let me know if you have any other concerns.

Pierre.
844-378-0575 Ext. 4060124

[redacted]

Date	05/01/2019	**Subject**	[redacted]

From	[redacted]	To	chryslercustomercare@fcagroup.com	Sent Date/Time	05/01/2019 17:56 PM

Thanks for talking with them Pierre. Keep us posted, and we will do likewise.

[redacted]

> On May 1, 2019, at 10:54 AM, Chrysler Customer Care <chryslercustomercare@fcagroup.com> wrote:
>
> Good morning [redacted]
>
> I was just on the phone with the Service Manager. Because issues could be different with doors, diagnosis fee is separate for each. If the repairs are related, you will be only charged for once. Keep in mind, issues may not be covered under warranty so we will review for possible assistance toward repairs. Let me know if you have any other concerns.
>
> Pierre.
> 844-378-0575 Ext. 4060124
>
> [redacted]

Date	05/01/2019	Subject	Re: [redacted]		
From	[redacted]	To	chryslercustomercare@fcagroup.com	Sent Date/Time	05/01/2019 23:37 PM

Hi Pierre,

After not hearing anything from the dealer today, I called just now. They are saying that the drivers side door latch is bad, and that the key fob needs to be replaced.

With parts, labor, and the diagnostic fee, its $1500 out the door. Thats a lot of money for us, and it is frustrating to think about paying that given that the van is just 3 years old.

Is there anything Chrysler can do to make this right for us?
Thank you

[redacted]

> On May 1, 2019, at 10:56 AM, [redacted] wrote:
>
> Thanks for talking with them Pierre. Keep us posted, and we will do likewise.

[redacted]

>
>
>
>> On May 1, 2019, at 10:54 AM, Chrysler Customer Care <chryslercustomercare@fcagroup.com <mailto:chryslercustomercare@fcagroup.com>> wrote:
>>
>> Good morning [redacted]
>>
>> I was just on the phone with the Service Manager. Because issues could be different with doors, diagnosis fee is separate for each. If the repairs are related, you will be only charged for once. Keep in mind, issues may not be covered under warranty so we will review for possible assistance toward repairs. Let me know if you have any other concerns.
>>
>> Pierre.
>> 844-378-0575 Ext. 4060124

[redacted]

Date	05/02/2019	Subject	[redacted]		
From	chryslercustomercare@fcagroup.com	To	[redacted]	Date/Time	05/02/2019 21:45 PM

[redacted]

I was just on the line with Miguel. The case has been reviewed for assistance and this is a one time Goodwill offer. FCA is more than happy to assist with repairs with a copay of $250.00. If you chose to agree, the copay will be made to dealer once vehicle is repaired. Let me know if you have concerns or questions.

Pierre.

[redacted]

Date	05/02/2019	Subject	[redacted]		
From	chryslercustomercare@fcagroup.com	To	[redacted]	Date/Time	05/02/2019 21:46 PM

[redacted]

I was just on the line with Miguel. The case has been reviewed for assistance and this is a one time Goodwill offer. FCA is more than happy to assist with repairs with a copay of $250.00. If you chose to agree, the copay will be made to dealer once vehicle is repaired. Let me know if you have concerns or questions.

Pierre

[redacted]

Date	05/02/2019	**Subject**	[redacted]		
From	[redacted]	**To**	chryslercustomercare@fcagroup.com	**Sent Date/Time**	05/02/2019 21:50 PM

Hi Pierre,

Thanks for checking on on this. We appreciate the offer from FCA. To clarify, FCA would cover the bulk of the bill and we would pay a $250 copay. Is that what you are saying?

Thanks again

[redacted]

> On May 2, 2019, at 2:45 PM, Chrysler Customer Care <chryslercustomercare@fcagroup.com> wrote:
>
[redacted]
>
> I was just on the line with Miguel. The case has been reviewed for assistance and this is a one time Goodwill offer. FCA is more than happy to assist with repairs with a copay of $250.00. If you chose to agree, the copay will be made to dealer once vehicle is repaired. Let me know if you have concerns or questions.
>
> Pierre.

[redacted]

Date	05/03/2019	**Subject**	Re[redacted]		
From	[redacted]	**To**	chryslercustomercare@fcagroup.com	**Sent Date/Time**	05/03/2019 17:27 PM

Hi Pierre,

Still wondering about the precise nature of FCAs offer of financial assistance, but I wanted to email again since I had a couple of conversations with Miguel this morning.

When he told me that the key fob was the issue with the passenger side door, that didnt sit well with me. After talking it over with my wife, we realized that our experience has been that when you sit in the van and unlock the doors using the button, it doesnt actually unlock the door. That can only be done manually.

So I called Miguel back, told him that, and he went out and checked. Sure enough, its not just (or only) the key fob. Hes going to get me a revised estimate.

If you can let me know what Chrysler is willing to do to help us, that would be great. Depending on the amount, we may opt to pull the van from the dealer and get it fixed elsewhere, due to cost and a (growing) lack of confidence in the dealers ability to fully fix the issue.

Thanks

[redacted]

> On May 2, 2019, at 2:45 PM, Chrysler Customer Care <chryslercustomercare@fcagroup.com> wrote:
>
[redacted]
>
> I was just on the line with Miguel. The case has been reviewed for assistance and this is a one time Goodwill offer. FCA is more than happy to assist with repairs with a copay of $250.00. If you chose to agree, the copay will be made to dealer once vehicle is repaired. Let me know if you have concerns or questions.
>
> Pierre.
>

[redacted]

Date	05/03/2019	**Subject**	[redacted]		
From	chryslercustomercare@fcagroup.com	**To**	[redacted]	**Date/Time**	05/03/2019 20:18 PM

[redacted]

Miguel is not currently in for me to confirm current pricing. I am waiting on the service manager to confirm details. I spoke with Miguel late afternoon yesterday and if all details are the same, your copay toward repair is $250.00, FCA will take care of the rest as a one time GOODWILL. Let me know what your decision is.

Thank you

Pierre

[redacted]

Date	05/03/2019	Subject	[redacted]		
From	[redacted]	To	chryslercustomercare@fcagroup.com	Sent Date/Time	05/03/2019 20:37 PM

Hi Pierre. Thats awesome. We would like to move ahead with all of the repairs as soon as the dealer is able to get to it.
Thank you,
[redacted]

Sent from my iPhone

> On May 3, 2019, at 1:18 PM, Chrysler Customer Care <chryslercustomercare@fcagroup.com> wrote:
>
[redacted]
>
> Miguel is not currently in for me to confirm current pricing. I am waiting on the service manager to confirm details. I spoke with Miguel late afternoon yesterday and if all details are the same, your copay toward repair is $250.00, FCA will take care of the rest as a one time GOODWILL. Let me know what your decision is.
>
> Thank you
> Pierre.
[redacted]

Date	05/06/2019	Subject	[redacted]		
From	[redacted]chryslercustomercare@fcagroup.com	To	[redacted]	Date/Time	05/06/2019 19:31 PM

Hey [redacted]

I was able to make contact with the dealer and I confirmed pricing has changed. I am waiting to confirm new pricing and review for assistance toward repairs. Keep in mind your copay maybe more or less. I will get back to you no later than today.

[redacted]

Date	05/07/2019	Subject	[redacted]		
From	chryslercustomercare@fcagroup.com	To	[redacted]	ate/Time	05/07/2019 15:15 PM

Good morni[redacted]

Dealer informed me the parts should be in by tomorrow and they most likely will have it done by Thursday. I will follow up on Thursday to confirm. Let me know if you need anything.

Pierre.
844-378-0575 Ext. 4060124
[redacted]

Date	05/07/2019	Subject	R[redacted]		
From	[redacted]	To	chryslercustomercare@fcagroup.com	Sent Date/Time	05/07/2019 15:36 PM

Thanks Pierre!

[redacted]

> On May 7, 2019, at 8:15 AM, Chrysler Customer Care <chryslercustomercare@fcagroup.com> wrote:
>
> Good morni[redacted]
>
> Dealer informed me the parts should be in by tomorrow and they most likely will have it done by Thursday. I will follow up on Thursday to confirm. Let me know if you need anything.
>
> Pierre.
> 844-378-0575 Ext. 4060124
[redacted]

Date	05/10/2019	Subject	[redacted]		
From	chryslercustomercare@fcagroup.com	To	[redacted]	ate/Time	05/10/2019 22:06 PM

Good afternoo[redacted]

I was able to confirm with dealer the vehicle has been repaired and picked up. I was unable to reach you, I am just following up to make sure the repairs were done successfully and there are no more issues. I would like to hear from you how the vehicle is driving so far. You can reply to this email or give me call. Contact information is 844-378-0575 Ext. 4060124

Thank you.
[redacted]

Date	05/10/2019	Subject	[redacted]		
From	chryslercustomercare@fcagroup.com	To	[redacted]	t Date/Time	05/10/2019 22:07 PM

Good afternoo[redacted]

I was able to confirm with dealer the vehicle has been repaired and picked up. I was unable to reach you, I am just following up to make sure the repairs were done successfully and there are no more issues. I would like to hear from you how the vehicle is driving so far. You can reply to this email or give me call. Contact information is 844-378-0575 Ext. 4060124

Thank you.
Pierre
[redacted]

Date	05/11/2019	***Subject***	[redacted]		
From	[redacted]	***To***	chryslercustomercare@fcagroup.com	***Sent Date/Time***	05/11/2019 04:03 AM

Hi Pierre,

Thanks for checking in. We picked up the car this morning and everything seems good to go. THANK YOU so much for your help; we really appreciate it!

Gratefully,
[redacted]

> On May 10, 2019, at 3:07 PM, Chrysler Customer Care <chryslercustomercare@fcagroup.com> wrote:
>
> Good afternoon[redacted]
>
> I was able to confirm with dealer the vehicle has been repaired and picked up. I was unable to reach you, I am just following up to make sure the repairs were done successfully and there are no more issues. I would like to hear from you how the vehicle is driving so far. You can reply to this email or give me call. Contact information is 844-378-0575 Ext. 4060124
>
> Thank you.
> Pierre.
>
>
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/15/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/16/2019	**Origin**	Telephone	**Reason**	
Mileage	50,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	BURLESON		TX	[redacted]	
Dealer	X7854	EAN HOLDINGS - ORLANDO		**Dealer Phone**	4073253783
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	passenger side door				
Synopsis					
Customer Anomaly	Battery				
	Additional details				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	102	Battery Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/15/2019 02:47 PM	Open
04/16/2019 03:30 PM	Closed

Initial Description

passenger side door

Case Comments

Date	Comment
04/15/2019	Customer called in and mentioned they'd like to find out if there are any recalls for passenger side door it is not unlocking agent mentioned they do not have recalls, customer hasn't been to the dealership, customer didn't know the mileage on the vehicle, agent gave dealership information mentioned need diagnosis on the vehicle , customer doesn't qualify for goodwill either

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/16/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/16/2019	**Origin**	Telephone	**Reason**	
Mileage	92,894 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	SOUTH MILWAUKEE		WI	[redacted]	
Dealer	45222	GANDRUD DODGE CHRYSLER JEEP		**Dealer Phone**	9204681212
Dealer Address	2300 AUTO PLAZA WAY				
	GREEN BAY		WI	54302 3704	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	I
Subject	Sliding door				
Synopsis	Caller has to Pay OOP due to being OOW				
Customer Anomaly	Body				
	Liftgate				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	170	Liftgate Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/16/2019 02:10 PM	Open
04/16/2019 02:17 PM	Closed

Initial Description

caller sliding door is locked

Case Comments

Date	Comment
04/16/2019	Caller stating her back door is locked from the inside and is not able to open. Caller wants to know if FCA will assist with the repairs. Agent reviewed the VIN and did see caller was OOW, and has not had the vehicle diagnosed by a dlr and called to speak with a SA and was told the cost would be 1400. Agent reached out to the Griffins HUB CDJR-3333 and spoke with SM and he stated they would have to look at the vehicle before giving an estimated price as well as making sure the child lock is not on. Agent informed the caller that due to her being OOW and not having a diagnosis done FCA was unable to assist with the expenses.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/16/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/16/2019	**Origin**	Telephone	**Reason**	
Mileage	59,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	Owner Contact				
Customer Address					
Dealer	X7774	HERTZ DAILY RENTALS-W PalmBeachFL		**Dealer Phone**	5616863725
Dealer Address	3175 BELVEDERE RD				
	W PALM BEACH		FL	33406 1519	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Sliding doors				
Synopsis	CALLER IS OOW				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/16/2019 04:58 PM	Open
04/16/2019 05:08 PM	Closed

Initial Description

Sliding doors to the vehicle are not working properly

Case Comments

Date	Comment
04/16/2019	*NEXT AGENT CALLER IS OOW* Caller states her sliding doors in the back of her vehicle are locking up and not able to be unlocked. Caller went to the dlr to have a diagnosis done from being informed about a recent diagnosis for further assistance from previous agent. Agent informed the caller that all vehicles must have a recent diagnosis up to at least 14 days. Caller went to the Vestival cdjr-06000 to have the vehicle diagnosed and was informed she would have to pay 900 for the repairs. Agent reached out to the dlr and spoke with SA George who stated the sliding latch seized up and a=it will not move. Agent reviewed the VIN and found there was no basic warranty and that the LLS and CS scores are little to non existent and agent informed the caller due to the issues not being recall related nor the caller having any basic warranty on the vehicle that the expense would have to be paid OOP. Caller was upset and requested to speak with someone higher upper. *NEXT AGENT CALLER IS OOW*

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/16/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/16/2019	**Origin**	Chat	**Reason**	
Mileage	55,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	BEVERLY HILLS	FL	[redacted]		
Dealer	99999	Dealer99999		**Dealer Phone**	
Dealer Address					
Dealer Zone		**Sales District**		**Service District**	
Subject	Customer Assistance				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/16/2019 09:54 PM	Open
04/16/2019 10:11 PM	Open
04/16/2019 10:24 PM	Closed

Initial Description

Chat Started: Tuesday, April 16, 2019, 17:54:46 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Maurice (39s) Maurice: Hi, my name is Maurice with FCA Customer Care, How may I help you? (4m 33s) Maurice: Hello [redacted] how can I help today? (5m 17s) Visitor: I purchased a used Dodge Caravan model year 2016 and only had it since August. The 2 side doors both within a week would not open by any means used. It is currently in the garage at Crystal Dodge in Homosassa Fl I have read many complaits on line of the happening and it is going to cost me nearly $1000.00. Is there a recall on these doors? (5m 25s) Maurice: Hello [redacted] i'm sorry to hear you are having this issue. Id love to look into this for you however today youve reached Mopar Owner Site chat for technical website support. For this I can get you over to a Dodge Advisor. Would you mind holding for the transfer to the correct department for further assistance? (6m 0s) Visitor: Thnk You (6m 2s) Maurice: Thank you for contacting Mopar Owner Site Chat, please standby for the transfer. Chat Transferred From Maurice To Amber (6m 47s) Amber: Hi, my name is Amber with FCA Customer Care, How may I help you? (7m 4s) Visitor: I purchased a used Dodge Caravan model year 2016 and only had it since August. The 2 side doors both within a week would not open by any means used. It is currently in the garage at Crystal Dodge in Homosassa Fl I have read many complaits on line of the happening and it is going to cost me nearly $1000.00. Is there a recall on these doors? (8m 52s) Amber: I am very sorry to hear you are having trouble with the doors on your vehicle [redacted] can certainly understand that this would be very frustrating, I would be happy to look into this for you to see if we have any information on this concern. Could I have the last 8 characters of your vin so I can do so? (10m 24s) Visitor: At this point I do not have the van, not sure anywhere else I could get the vin. (11m 43s) Amber: That's okay, I was able to pull up a vehicle by the phone number you provided, could you confirm the name and address we would have on so I can make sure I am looking at the correct file? (13m 7s) Visitor: Found insurance paper. Vin [redacted] Beverly Hills F[redacted] 13m 49s) Amber: Thank you (14m 12s) Amber: Do you know the approximate mileage on the vehicle right now, just a rough guess is okay? (14m 32s) Visitor: 55000 (15m 1s) Amber: Thank you, I will see what information I have on this concern for you, just one moment (22m 31s) Amber: Thank you for waiting, [redacted] I did check to see if we have had anything issued for the doors on this vehicle, and there has not been a recall or extended warranty placed on the part. I will have this documented for you, we do determine recalls by the feedback we receive from our customers and dealers. If there is a recall or warranty placed on these parts in the future you will be notified and will be able to claim reimbursement. (25m 7s) Visitor: Thank You for checking. I did want Dodge to be aware and I will also file a complaint with NHTSA as I think this is a safety concern due to the fact I haul my [redacted] around a lot. (28m 23s) Amber: I can certainly understand your concern with this, [redacted] Both Dodge and NHTSA can open a recall investigation if they receive a number of files for the same concern. I appreciate you reaching out today, we do rely on customer feed back for recalls as well as continued customer satisfaction! (28m 57s) Visitor: OK. Goodbye (29m 12s) Amber: Thank you for contacting FCA Customer Care. Please chat with us again if you need further assistance or call FCA Customer Care at 1-800-992-1997. Have a great day!

Live Chats

Date

Date	
04/16/2019	Chat Started: Tuesday, April 16, 2019, 17:54:46 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Maurice (39s) Maurice: Hi, my name is Maurice with FCA Customer Care, How may I help you? (4m 33s) Maurice: Hello [redacted] how can I help today? (5m 17s) Visitor: I purchased a used Dodge Caravan model year 2016 and only had it since August. The 2 side doors both within a week would not open by any means used. It is currently in the garage at Crystal Dodge in Homosassa Fl I have read many complaits on line of the happening and it is going to cost me nearly $1000.00. Is there a recall on these doors? (5m 25s) Maurice: Hello [redacted] i'm sorry to hear you are having this issue. Id love to look into this for you however today youve reached Mopar Owner Site chat for technical website support. For this I can get you over to a Dodge Advisor. Would you mind holding for the transfer to the correct department for further assistance? (6m 0s) Visitor: Thnk You (6m 2s) Maurice: Thank you for contacting Mopar Owner Site Chat, please standby for the transfer. Chat Transferred From Maurice To Amber (6m 47s) Amber: Hi, my name is Amber with FCA Customer Care, How may I help you? (7m 4s) Visitor: I purchased a used Dodge Caravan model year 2016 and only had it since August. The 2 side doors both within a week would not open by any means used. It is currently in the garage at Crystal Dodge in Homosassa Fl I have read many complaits on line of the happening and it is going to cost me nearly $1000.00. Is there a recall on these doors? (8m 52s) Amber: I am very sorry to hear you are having trouble with the doors on your vehicle, [redacted] can certainly understand that this would be very frustrating, I would be happy to look into this for you to see if we have any information on this concern. Could I have the last 8 characters of your vin so I can do so? (10m 24s) Visitor: At this point I do not have the van, not sure anywhere else I could get the vin. (11m 43s) Amber: That's okay, I was able to pull up a vehicle by the phone number you provided, could you confirm the name and address we would have on so I can make sure I am looking at the correct file? (13m 7s) Visitor: Found insurance paper. Vin [redacted] Beverly Hills Fl [redacted] (13m 49s) Amber: Thank you (14m 12s) Amber: Do you know the approximate mileage on the vehicle right now, just a rough guess is okay? (14m 32s) Visitor: 55000 (15m 1s) Amber: Thank you, I will see what information I have on this concern for you, just one moment (22m 31s) Amber: Thank you for waiting, [redacted] I did check to see if we have had anything issued for the doors on this vehicle, and there has not been a recall or extended warranty placed on the part. I will have this documented for you, we do determine recalls by the feedback we receive from our customers and dealers. If there is a recall or warranty placed on these parts in the future you will be notified and will be able to claim reimbursement. (25m 7s) Visitor: Thank You for checking. I did want Dodge to be aware and I will also file a complaint with NHTSA as I think this is a safety concern due to the fact I haul my [redacted] around a lot. (28m 23s) Amber: I can certainly understand your concern with this, [redacted] Both Dodge and NHTSA can open a recall investigation if they receive a number of files for the same concern. I appreciate you reaching out today, we do rely on customer feed back for recalls as well as continued customer satisfaction! (28m 57s) Visitor: OK. Goodbye (29m 12s) Amber: Thank you for contacting FCA Customer Care. Please chat with us again if you need further assistance or call FCA Customer Care at 1-800-992-1997. Have a great day!

Date
04/16/2019

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/17/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/17/2019	**Origin**	Telephone	**Reason**	
Mileage	73,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	CHICAGO		IL	[redacted]	
Dealer	X7149	EAN HOLDINGS - CHICAGO O'HARE		**Dealer Phone**	7735816312
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Vehicle concern				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/17/2019 01:51 PM	Open
04/17/2019 01:55 PM	Closed

Initial Description

buzzing noise when unlocking sliding doors

Case Comments

Date	Comment
04/17/2019	Customer called regarding hearing a buzzing noise when he goes to unlock his sliding doors. Agent advised customer to get the vehicle to a certified dealers for a diagnosis. Customer thanked Agent and Agent branded call.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/17/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/10/2019	**Origin**	Telephone	**Reason**	
Mileage	45,618 Miles	**Market**	U	**Language**	
Contact Email	[redacted]	**ontact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	
Caller City		**Caller Country**		**Caller Postal Code**	

Customer	[redacted]				
Customer Address	[redacted]				
	CRESCENT CITY		CA	[redacted]	USA
Dealer	66012	COAST AUTO CENTER INC		**Dealer Phone**	5414695321
Dealer Address	530 CHETCO AVE				
	BROOKINGS		OR	97415 8011	USA
Dealer Zone	West	**Sales District**		**Service District**	D

Subject	multiple issues				
Synopsis	Closing case due to the issue being resolved and confirmed.				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/17/2019 05:09 PM	Open
05/01/2019 11:23 PM	Suspended
05/24/2019 04:03 AM	Open
06/06/2019 07:00 PM	Suspended
06/21/2019 04:02 AM	Open
06/25/2019 11:40 PM	Suspended
07/05/2019 04:03 AM	Open
07/10/2019 02:34 AM	Closed

Initial Description

DLR has been unable to diagnose

Case Comments

Date	Comment
04/17/2019	Customer states the side door permanently locked or [redacted]on. She is buying tires yearly, has had several alignments. After the last one in 01/19, IRF advised the back axle is off from frame and asked if vehicle had been in an accident. She will take it to DLR 66012 for inspection and diagnosis.. Customer wants to know if the frame is off, what can be done. Also the transmission, and water pump have been replaced, the ac went out, heater is making noises, oil is draining, passenger seat belt light activating when no passenger in. driver light will activate when seat is buckled, back hatch opens when you push remote button for another door intermittently. Issues have been reported to DLR, unable to duplicate.
04/17/2019	Agent called DLR to schedule diagnostic appt. Scheduled an appointment with Ryan in SD.
04/25/2019	The writer called the DLR and asked for the Service department. The writer left a voicemail asking for a call back.
04/26/2019	The writer attempted to contact the customer a[redacted]t had to leave a voicemail due to the customer not answering. The writer provided their name and contact information. Attempt 2/3.
04/30/2019	The writer called the DLR and asked for the assigned SA. The SA informed they can not verify who worked with the customer as their computer is down. The SA asked for a call back tomorrow.
04/30/2019	The writer called the customer and informed them the call was being monitored or recorded for quality purposes. Change tires/ do alignments often. The customer said that they had to turn the vehicle to the right to drive straight. Rear frame was slightly off. The customer had never been an accident. The customer has tried contacting multiple dealerships (up to 3 hours away) to check the frame. The customer said that she needs a DLR to do a frame check. The back door is permanently locked. Buckle seat belt on drivers side and passenger, Sometimes the buttons to close the doors do not work. 46,000 miles on the vehicle as of yesterday. The customer is also looking for cost assistance. The customer said that the seat belt in the third row is a safety hazard.
05/01/2019	The writer called the customer and informed them the call was being monitored or recorded for quality purposes. The writer called the customer and informed that we could look into assisting with the buttons or the rear passenger door being locked. The writer informed as for the rear frame if there isn't an FCA DLR with a wide enough machine we can not look into assisting. The customer understood and said they would need an appointment around May 22nd in the afternoon between 1 and 3.
05/01/2019	The writer called the dealership and set an appointment for May 23rd at 3 PM.

Date	Comment
05/01/2019	The writer called the customer and informed them the call was being monitored or recorded for quality purposes. The writer informed of the appointment information. The customer wanted to know if they would need to pay for the diagnosis up front. The writer informed they were unable to verify but would call the dealership again and call the customer back.
05/01/2019	The writer called the DLR and was transferred to the SM's voicemail. The writer left a message.
05/01/2019	The writer called the DLR and spoke to SM Kenny. Kenny said the diagnosis fee has to be paid before the vehicle leaves. If the DLR orders parts they have to pay the fee and 35% of the cost.
05/01/2019	The writer called the customer and informed them the call was being monitored or recorded for quality purposes. The writer informed what the DLR had said. The customer now wants to know what the diagnosis fee is. The writer informed they will call the DLR.
05/01/2019	The writer called the DLR and was informed that the diagnostics fee would be $105 an hour.
05/01/2019	The writer called the customer and informed them the call was being monitored or recorded for quality purposes. The writer informed the customer of the diagnostics fee. The writer informed the case will be suspended until the 23rd and the writer will follow up 05/24.
05/22/2019	**INBOUND CONTACT** The customer called in stating she received an estimate for the repair .She stated the repair estimate is for $872 . I advised her that her CS is off today but will be back tomorrow .The customer thanked me .
05/24/2019	The writer called the DLR and spoke to the assigned SA, Joseph. The SA informed that the sliding door actuator needs to be replaced. Customer pay: Parts: $557.00 Labor: $315.00 The writer spoke to the SM Kenny who verified that the DLR would accept DM Notes. The SM writer down the writer's contact information and said they would be contacted with the warranty pricing later.
05/24/2019	The DLR WILL accept DM notes for this issue. The customer IS NOT in a loaner. The writer verified the mileage, checked webcoin for FCA loyalty and checked QNA for DLR loyalty. The customer HAS NOT received prior goodwill assistance. The customer HAS NOT prior related issues. The customer IS in the two year or 24,000 mile window. The customer DOES NOT have Service contract(s) from Mopar. The customer IS the original owner. The customer IS NOT a service & maintenance customer. The customer IS a hand raiser.
05/24/2019	The writer called the DLR and spoke to SA Joseph. Joseph put the writer on mute for 30+ minutes getting the pricing and the writer disconnected.
05/24/2019	The writer called the DLR and asked for SA Joseph. Joseph informed of the following warranty pricing: Parts: $467.60 Labor: $195.98 Total: $ 663.58 The SA said that the tech may need to replace other parts but will not know until they get the door open.
05/24/2019	The writer called the customer at [redacted] and did not get an answer. The writer was unable to leave a voicemail due to the mailbox not being set up. Attempt 1/3.
05/28/2019	Cst called in to speak with CM, please call her 707-954-1182, Thank you
05/29/2019	customer is looking for a call back ASAP . stating case manger never returned calls
05/29/2019	The writer called the customer and informed them the call was being monitored or recorded for quality purposes. The writer informed the customer of the new total being $663.58 but FCA CAC would be covering 463.58 leaving a $200 co-pay. The customer accepted the offer. The writer offered to set the appointment for her when letting the DLR know the customer is OK with the offer. The customer said they would like their appointment to be on the 22nd of June anytime between 10 AM and 2 PM.
05/29/2019	The writer called the DLR and asked for SA Joseph. The The writer informed the customer of the co-pay and the customer verified the extra labor was added in since it may take longer for the door to be opened. The writer informed they had in case it was needed. The writer set an appointment for Friday the 21st of June at 10 AM since the DLR does not work on Saturdays.
05/29/2019	The writer called the customer and informed them the call was being monitored or recorded for quality purposes. The customer informed that she can go in Monday at 12 PM. The customer informed they would call the DLR and let her know.
05/30/2019	The writer sent the following to SA Joseph: Attached are the DM notes for the repair. The customer was wondering if the appointment could be changed to 6/24th at 12 PM?
05/30/2019	The writer called the DLR and spoke to SA Joseph. The SA confirmed he was able to change the appointment date and time.
05/30/2019	The writer called the customer and informed them the call was being monitored or recorded for quality purposes. The customer said they have a trip on the 24th they forgot about. The customer said the 21st (Friday) of June would be fine since they also forgot school was done.
05/31/2019	The writer called the DLR and asked for SA Joseph. The writer was transferred to the SA's voicemail.
05/31/2019	The writer called the DLR and rescheduled the customer's appointment for June 21st at 10 AM.
05/31/2019	The writer called the customer and informed them the call was being monitored or recorded for quality purposes. The writer confirmed the appointment date. The writer informed they would follow up with the customer on June 21st (Day of the appointment.)
06/06/2019	The writer checked the case and saw no updates. The writer will check again on June 13th.
06/13/2019	The writer checked the case and saw no updates. The writer will check again on June 21st.
06/21/2019	The writer called the DLR and was informed that SA Joseph was on lunch. The writer left a voicemail.
06/21/2019	The writer called the DLR and was informed that the customer rescheduled for July 8th.
06/21/2019	The writer called the customer at [redacted] d did not get an answer. The writer was unable to leave a voicemail due to the mailbox being full. Attempt 1/3.
07/05/2019	Checked, case, no updates found, following up with the customer on the 8th of July.
07/08/2019	The writer called the DLR at 5414695321 and left a voicemail asking for an update.
07/09/2019	The writer called the customer and informed them the call was being monitored or recorded for quality purposes. The customer said that said that the DLR did not put the clamp back on The customer was told 2-3 hours but it took 7 hours. The customer was upset since they had their [redacted]year old with them and the dealership refused to reimburse them $100 on a repair they did that the vehicle did not need (for the A/C.) The writer informed that this would all be documented as a complaint. The customer confirmed that the vehicle was running fine. The writer confirmed that there were no concerns or questions and said the case will be closed. The customer was invited to call CAC about any issues/ concerns they may have in the future.

Email(s)

Date	04/19/2019	***Subject***	Fiat Chrysler Automobiles Customer Assistance Cent[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	04/19/2019 16:27 PM

Good afternoon,

You may reply to this email or call me for communication, your assigned Case Specialist for your vehicle concerns is out of the office at this time. This email is confirmation that your case, [redacted] was successfully escalated. After reviewing your case, the dealership will be contacted to request details on your diagnosis. Once the case specialist attempts to reach out to the repairing facility, they will be calling you at your preferred number [redacted] update you by email.
If your preferred telephone number mentioned above isnt correct, please reply with the correction.

Our primary focus is your satisfaction. Thank you for allowing Chrysler Customer Assistance Center an opportunity to address your concern and enjoy your day,

Fiat Chrysler Automobiles Customer Assistance Center
8443780597
[redacted]

Date	04/30/2019	***Subject***	Case[redacted]

From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	04/30/2019 00:52 AM

Hello, this is Star with Fiat Chrysler Automobiles and I have been assigned as your Case Specialist. This email is confirmation that your case, [redacted] was successfully escalated to me. My department phone number is 844-378-0597 and my extension is 4060137. I am in the office from 11:30 AM Pacific time until 7:00 PM Pacific time, Monday though Friday.

[redacted]

Date	06/25/2019	Subject	[redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]		06/25/2019 21:16 PM

Good afternoon,

This is Star with Fiat Chrysler Automobiles. I just wanted to email and confirmed that the appointment was rescheduled to July 8th. If you could call or email a reply it would be appreciated.

Thank you,
Star.
Dodge Customer Care Case Specialist.
844-378-0597 EXT 4060137.

[redacted]

Date	06/25/2019	Subject	Re: Case: [redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	06/25/2019 21:50 PM

Hi, Star. This [redacted]es, we ended up having to reschedule the appointment to July 8th. My [redacted] had to be take to a hospital [redacted] iles away from home the day before our appointment so we were unfortunately able to make it at that time. We are still at the hospital at this time and are unsure when we will be going home at this time. We scheduled for July 8th in hope that that'll give us enough time to get the care my [redacted] Sorry for any inconvenience.
Thank you,
[redacted]nt from my Verizon, Samsung Galaxy smartphone
-------- Original message --------From: US Customer Care <uscustomercare@fcagroup.com> Date: 6/25/19 2:16 PM (GMT-08:00) To: [redacted] Subject: Cas[redacted] [redacted] ood afternoon,

This is Star with Fiat Chrysler Automobiles. I just wanted to email and confirmed that the appointment was rescheduled to July 8th. If you could call or email a reply it would be appreciated.

Thank you,
Star.
Dodge Customer Care Case Specialist.

[redacted]

Date	06/25/2019	Subject	[redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]		06/25/2019 23:39 PM

Good afternoon,

Oh my, I am so sorry to hear! There was no inconvenience at all I just wanted to check in and verify I was given the correct information. I can follow up with you on July fifth to give you time if you need it.

Thank you,
Star.
Dodge Customer Care Case Specialist.
844-378-0597 EXT 4060137.

[redacted]

Date	07/08/2019	Subject	[redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]		07/08/2019 19:02 PM

Good afternoon,

I hope all is well with you and your family.

I am reaching out to you today to verify if the vehicle was taken into the dealership.

Thank you,
Star.
Dodge Customer Care Case Specialist.
844-378-0597 EXT 4060137.

[redacted]

Date	07/08/2019	Subject	Re: Case: [redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	07/08/2019 19:34 PM

Hello, yes we did take it in and we're waiting for it right now. Thank you.Sent from my Verizon, Samsung Galaxy smartphone
-------- Original message --------From: US Customer Care <uscustomercare@fcagroup.com> Date: 7/8/19 12:02 PM (GMT-08:00) To: [redacted] Subject: Case: [redacted] Good afternoon,

I hope all is well with you and your family.

I am reaching out to you today to verify if the vehicle was taken into the dealership.

Thank you,
Star.
Dodge Customer Care Case Specialist.
844-378-0597 EXT 4060137.ref: [redacted]

Date	07/08/2019	***Subject***	[redacted]	
From	uscustomercare@fcagroup.com	***To***	[redacted]	07/08/2019 21:26 PM

Good afternoon,

Awesome, I will follow up with you tomorrow to make sure that the door is working properly.

Thank you,
Star.
Dodge Customer Care Case Specialist.
844-378-0597 EXT 4060137
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/18/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/18/2019	**Origin**	Telephone	**Reason**	
Mileage	43,313 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	SAINT PETER	MN	[redacted]		
Dealer	X7612	AVIS BUDGET CAR RENTAL-Las Vegas		**Dealer Phone**	7022615604
Dealer Address	6 SYLVAN WAY				
	PARSIPPANY	NJ	07054 3826	USA	
Dealer Zone		**Sales District**		**Service District**	
Subject	Right rear door lock				
Synopsis	Customer was provided all information needed				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/18/2019 02:45 PM	Open
04/18/2019 07:51 PM	Closed

Initial Description

Right rear door wont lock and when open door when the vehicle is supposed to lock the alarm will sound.

Case Comments

Date	Comment
04/18/2019	Customer is calling about Locking mechanisms for rear right back door the door will latch but locking mechanism is not locking when they do lock vehicle and open door vehicle alarm will sound. Agent pulled up mopar.com looked over information on vehicle to check if there was any switch causing the issue checked child lock. Agent asked if there were anymore issues with there vehicle they said it was the driver side mirror was cracked. Customer is going to DLR to get door fixed.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/19/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/23/2019	**Origin**	Telephone	**Reason**	
Mileage	58,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	Bakersfield		CA	[redacted]	
Dealer	41198	HADDAD DODGE		**Dealer Phone**	6613980264
Dealer Address	3000 HARRIS RD				
	BAKERSFIELD		CA	93313 3204	USA
Dealer Zone	California	**Sales District**		**Service District**	K
Subject	recall				
Synopsis	no contact information				
Customer Anomaly					
Contact Reason	C78	Contacts & Appointment For Recall	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Recall Campaign - Recall Campaign - Contacts & Appointment				

Case Status History

Create Date	Status
04/19/2019 08:06 PM	Open
04/23/2019 10:23 PM	Closed

Initial Description

cust called to see if there were any recalls on the vehicle.

Case Comments

Date	Comment
04/19/2019	cust called in for info on recall they received in the mail. agent looked into records, and there were no recalls found at this time. cust says the doors on the vehicle will not open. cust says the doors is a liability. the custh as children and is scared of not getting the children out in the cases of a emergency. cust is seeking help

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/19/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/01/2019	**Origin**	Telephone	**Reason**	
Mileage	43,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	COLUMBUS	GA	[redacted]		
Dealer	45667	AUTONATION CHRYSLER DODGE JEEP RAM		**Dealer Phone**	7065684900
Dealer Address	3000 NORTHLAKE PARKWAY BUILDING 100				
	COLUMBUS	GA	31909 2514	USA	
Dealer Zone	Southeast	**Sales District**		**Service District**	I
Subject	driver's side rear door				
Synopsis	customer pay				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/19/2019 10:12 PM	Open
04/26/2019 08:18 PM	Closed
04/26/2019 08:39 PM	Open
05/01/2019 05:43 PM	Closed

Initial Description

door won't unlock

Case Comments

Date	Comment
04/19/2019	Driver's side back door will not unlock by hand , fob or any other way. CX states the repairs are looking like $1000, seeking a way to mitigate that cost. Good loyalty score-is there an opportunity to apply the 24/24 proposition to this case?
04/19/2019	Dealership has provided the estimate to CX that was referenced previously.
04/22/2019	***outbound call to dlr- spoke with sa jp no gw provided, cst purchased vehicle from carmax used, dlr has spoke with carmax, only time cst has been in dealer was for a battery replacement n No gw provided
04/22/2019	***outbound call to cst-no answer left vm
04/22/2019	***case notes vehicle was purchased used from carmax, dealer hasnt seen vehicle since 2017 no sc no gw offered customer pay
04/23/2019	***outbound call to cst-no answer unable to leave vm *mailbox is full
04/26/2019	**outbound call to cst-no answer unable to leave vm *mailbox is full* final attempt
04/26/2019	The customer called in to check on his case. The agent sees the CM attempted to reach the customer but has been unable to do so. The agent updated the customer's primary number: [redacted]
05/01/2019	***outbound call to cst - spoke wit[redacted] discussed vehicle door and how it just stopped working, cst feels as if door concern is a defect, cs stated that concern is defective due to it just happened after 3 years of the vehicle sold date, cs also stated that she understood that many ppl were having the concern but vehicle was previously purchased from a carmax and no previous history for vehicle concern, cs offered mailing address for customer complaint

New Customer Assistance Inquiry Record (CAIR)#

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP55	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/22/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/14/2019	**Origin**	Telephone	**Reason**	
Mileage	54,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	GASTON	OR	[redacted]		
Dealer	43233	DICK'S COUNTRY CHRYSLER JEEP DODGE		**Dealer Phone**	5036401050
Dealer Address	767 S W BASELINE				
	HILLSBORO	OR	97123 3816	USA	
Dealer Zone	West	**Sales District**		**Service District**	C
Subject	Door lock assembly issue				
Synopsis	Repairs completed.				
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/22/2019 09:22 PM	Open
05/14/2019 04:04 PM	Closed

Initial Description

[redacted]back slider door isn't unlocking on driver side. Had already replaced the one on the passenger side, but didn't realize what it was because this previous service was done via warranty. 1400 to replace lock assembly, she'd like to know why she had to lock assemblies go out on her vehicle and she'd like assistance with the aforementioned service.
54000: mileage

Case Comments

Date	Comment
04/22/2019	Doors, back slider door, wasn't unlocking on driver side. Had already replaced the one on the passenger side, but didn't realize what it was because this previous service was done via warranty. 1400 to replace lock assembly, she'd like to know why she had to lock assemblies go out on her vehicle and she'd like assistance with the aforementioned service. 54000: mileage Recent diagnosis today [she paid]$150 for diagnosis, 1279.97 for complete service, customer price. She was told to contact Customer Care via her servicing dealership.
05/01/2019	***OUTBOUND TO CUSTOMER*** CM spoke with[redacted]nd she stated that one slider door has been replaced and now the other side went out, she has been quoted $1500 to repair the vehicle. CM advised she would speak to the dlr to find out what options we have.
05/01/2019	***OUTBOUND TO DLR*** CM spoke to SM Todd and went over the necessary repairs and stated that the repairs are approximately $1279. SM agreed to assist customer with cost assistance since they gave DLR loyalty among other things. SM will have SA call CM with pricing.
05/03/2019	***OUTBOUND TO DLR*** CM spoke with SM Todd and he stated parts have been ordered and customers repair should be completed by Monday.
05/03/2019	***OUTBOUND TO CUSTOMER*** CM left voicemail for customer with an update.
05/06/2019	Vehicle has arrived at dealership Dick's Country Chrysler Jeep Dodge and attended by dealer employee
05/08/2019	***OUTBOUND TO DLR*** CM left message/voice mail for Todd for a callback
05/08/2019	***OUTBOUND TO CUSTOMER*** CM left voicemail for a callback.
05/08/2019	***OUTBOUND TO DLR*** CM and SM Todd agreed to goodwill the customers repair. CM put in DM Notes for $1100.76 to restore the customers faith within the brand. Email was sent to SM with proof of the DM Notes.
05/10/2019	***OUTBOUND TO CUSTOMER*** CM left voicemail for a callback. CM also advised since repairs have been completed she would close the case if they do not respond by end of day.
05/14/2019	***OUTBOUND TO CUSTOMER*** CM left voicemail advising CM would be closing case today.

Email(s)

Date	04/22/2019	**Subject**	[redacted]	
From	uscustomercare@fcagroup.com	**To**		04/22/2019 23:29 PM

Dear [redacted]

Thank you for allowing Chrysler Customer Care an opportunity to address your concern. Our primary focus is your satisfaction. My name is Millie and I will be your advocate to ensure all questions and issues are addressed.

Here is some information that will be helpful for you to have:
Your case number is [redacted]
The Case Management Customer Care telephone number: 844-378-0597

I will contact you shortly by telephone to discuss your case. Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!

Regards,
Millie
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/23/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/21/2019	**Origin**	Telephone	**Reason**	
Mileage	60,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	PIGEON FORGE		TN	[redacted]	USA
Dealer	45499	ROCKY TOP CHRYSLER JEEP DODGE		**Dealer Phone**	8659324144
Dealer Address	3315 WINFIELD DUNN PKWY				
	KODAK		TN	37764 1540	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	R
Subject	Door Issues				
Synopsis	no response from customer - close				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/23/2019 03:52 PM	Open
05/01/2019 05:56 PM	Suspended
05/13/2019 04:02 AM	Open
05/21/2019 01:01 PM	Closed

Initial Description

Vehicle both sliding door are Jam

Case Comments

Date	Comment
04/23/2019	Customer is looking for assistance on doors on vehicle. Customer sliding doors vehicle is having issues, they are jam and they do not open. Customer took vehicle to dlr today 4/23/19 and they stated that he does not have warranty anymore and has to pay $1300 to get the door latch replace. Customer has a handicap son and can not get him in or out of vehicle. Customer has a loyalty Score 0595, Critical Case Score 15, is original owner and has own 3 previous vehicle with FCA. Provided case number to customer.45499 Rocky Top Chrysler Jeep Dodge Phone 8659324144 Billing Address 3315 Winfield Dunn Pkwy Kodak, TN 377641540 USA
04/23/2019	CM call to DLR 8659324144 (John) --- CM call to customer -- [redacted] outlined sliding door - failure feels it is a safety concern and should not have to pay -- CM expressed components covered under warranty 3/36 -- understands the need of vehicle to family and offered Shared Cost of repair -- CM to verify with DLR of acceptance -- customer has vehicle and will need to return for installation and repairs -- CM to follow up there after for satisfaction and close 04/29 *******
04/24/2019	CM call to DLR (Dave) - accepts DM NOTES $425 --- customer to pay remaining costs to DLR for repair of side door. -- parts ordered, once at DLR customer will be notified and appointment for installation. CM call to customer at [redacted] ot available - no voice mail - email sent
04/25/2019	Follow up with customer after repairs ETA completion 04/29 -- follow up 05/01
04/30/2019	Writer contacted the customer [redacted] 2:52 PM] , couldn't leave a VM.
05/01/2019	CM call to DLR 8659324144 -- (Dave) -- 04/23 -- buzz actuators needed to be replaced - customer never returned for repairs -- CM call to customer at [redacted] customer accepted scheduled of appointment -- asked for Thursday 05/09 -- 50/50 Share cost Customer pay $425 CM call to DLR schedule appointment 05/09 -- parts to order actuator for doors email sent to customer of appointment date
05/01/2019	Appointment 05/09
05/06/2019	Appointment 05/09
05/07/2019	Appointment 05/09
05/08/2019	Appointment 05/09 -- f/u 05/10
05/09/2019	Appointment 05/09 -- f/u 05/10
05/10/2019	CM call to DLR 8659324144 -- 05/16 -- rescheduled appointment -- customer to pay half -- but needed time to get funds together Cm to follow up 05/17
05/13/2019	Cm to follow up 05/17
05/13/2019	Cm to follow up 05/17
05/13/2019	Cm to follow up 05/17
05/14/2019	Customer rescheduled -- Cm to follow up 05/17
05/15/2019	Cm to follow up 05/17
05/16/2019	Cm to follow up 05/17
05/17/2019	CM call to customer a [redacted] o answer -- CM quick follow up as customer had rescheduled last appointment to today -- f/u 05/20

Date	Comment
05/20/2019	CM call to customer at [redacted] customer picked up and phone system disconnected - Cm returned call -- customer did not pick up. email sent to customer close case

Email(s)

Date	04/24/2019	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Time***	04/24/2019 14:35 PM

Good morning
The dealer has accepted and we at FCA will be sharing the cost to repair your door concerns. Your estimated cost out of pocket will range between $425 - $450.00

The dealer has ordered the parts and once at the dealer, they will reach out and schedule you an appointment for install.
I will follow up after the repairs are completed, and anticipate that to be on May 01.

Thank you for being a loyal customer with Dodge, and I look forward to speaking with you again on May 01.
[redacted]

Date	05/01/2019	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]		05/01/2019 17:55 PM

Good afternoon
Your appointment is confirmed for May 09 -- Thursday

The parts are ordered and I will follow up after the repairs for your customer satisfaction.
Have a wonderful day !!

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 4/24/2019 10:35 AM
[redacted]

Good morning
The dealer has accepted and we at FCA will be sharing the cost to repair your door concerns. Your estimated cost out of pocket will range between $425 - $450.00

The dealer has ordered the parts and once at the dealer, they will reach out and schedule you an appointment for install.
I will follow up after the repairs are completed, and anticipate that to be on May 01.

Thank you for being a loyal customer with Dodge, and I look forward to speaking with you again on May 01.
[redacted]

Date	05/20/2019	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]		05/20/2019 12:08 PM

Good morning
This is a follow up after the repairs were performed on the door concern that you had. Please feel free to reach back to me with any additional concerns that you may have, otherwise, this case will be closed.

It was my pleasure to assist you financially on the repairs and I wish you the best enjoyment with your Dodge Grand Caravan.

Have an awesome day!!

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 5/1/2019 1:55 PM
[redacted]

Good afternoon
Your appointment is confirmed for May 09 -- Thursday

The parts are ordered and I will follow up after the repairs for your customer satisfaction.
Have a wonderful day !!

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 4/24/2019 10:35 AM
[redacted]

Good morning
The dealer has accepted and we at FCA will be sharing the cost to repair your door concerns. Your estimated cost out of pocket will range between $425 - $450.00

The dealer has ordered the parts and once at the dealer, they will reach out and schedule you an appointment for install.
I will follow up after the repairs are completed, and anticipate that to be on May 01.

Thank you for being a loyal customer with Dodge, and I look forward to speaking with you again on May 01.
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	Model Year	2016	Brand	DODGE
Body	RTKM53	Vehicle	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	04/23/2019	CAIR Type	Regular	Status	Closed
Close Date	04/23/2019	Origin	Telephone	Reason	
Mileage	60,000 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer	[redacted]				
Customer Address	[redacted]				
	HUMBOLDT		TN	[redacted]	
Dealer	X7110	EAN HOLDINGS - EVANSVILLE		Dealer Phone	
Dealer Address	600 CORPORATE PARK DR.				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		Sales District		Service District	
Subject	sliding doors will not work				
Synopsis	Customer stated that they are not able to unlock the sliding doors and have not taken it to the DLR yet. Agent reviewed AH1267 and customer does not meet GW.				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/23/2019 03:57 PM	Open
04/23/2019 04:04 PM	Closed

Initial Description

Customer is seeking Goodwill for the repair to the sliding doors not working. Customer stated that they are not able to unlock the sliding doors and have not taken it to the DLR yet. Agent reviewed AH1267 and customer does not meet GW. Agent advised customer that the repair would remain an out of pocket expense and to keep receipts if there is a recall in the future they can submit for reimbursement at that time.

Case Comments

Date	Comment
04/23/2019	Customer is seeking Goodwill for the repair to the sliding doors not working. Customer stated that they are not able to unlock the sliding doors and have not taken it to the DLR yet. Agent reviewed AH1267 and customer does not meet GW. Agent advised customer that the repair would remain an out of pocket expense and to keep receipts if there is a recall in the future they can submit for reimbursement at that time.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/23/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/27/2019	**Origin**	Telephone	**Reason**	
Mileage	25,593 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	DURHAM		NC		
Dealer	60429	SPORT DURST CHRYSLER DODGE JEEP		**Dealer Phone**	9194896531
Dealer Address	4511 DURHAM CHAPEL HILL BLVD				
	DURHAM		NC	27707 2510	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	N
Subject	Warranty				
Synopsis	Close				
Customer Anomaly					
Contact Reason	C183	Vehicle Warranty Plan Coverage	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Warranty - Warranty - Coverage Information				

Case Status History

Create Date	Status
04/23/2019 05:40 PM	Open
04/27/2019 02:04 PM	Closed

Initial Description

phone
Warranty
Right hand sliding door will not unlock.

Case Comments

Date	Comment
04/23/2019	pho Customer called inquiring about warranty. Agent advised as per VIP. Vehicle has warranty. customer states Right hand sliding door will not unlock. Agent reach out to DLR and spoke with Scheduler Kimberly who will assist with making appointment
04/25/2019	Vehicle has arrived at dealership Sport Durst Chrysler Dodge Jeep and attended by dealer employee

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/23/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/23/2019	**Origin**	Chat	**Reason**	
Mileage	0 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	HIGHLAND	IL	[redacted]		
Dealer	68149	MCGINLEY INC		**Dealer Phone**	6186544566
Dealer Address	7 SHAMROCK BLVD				
	HIGHLAND	IL	62249 1174	USA	
Dealer Zone	Midwest	**Sales District**		**Service District**	N
Subject	Warranty & Maintenance Information				
Synopsis	Customer seeking door assistance				
Customer Anomaly	Body				
	Sheet Metal				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	8	Sheet Metal Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/23/2019 05:58 PM	New
04/23/2019 06:50 PM	Open
04/23/2019 06:52 PM	Closed

Initial Description

Chat Started: Tuesday, April 23, 2019, 13:58:08 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Mitchell (4m 27s) Mitchell: Hi, my name is Mitchell with FCA Customer Care, How may I help you? (5m 24s) Mitchell: Good afternoon [redacted] (7m 25s) Visitor: we have a town& country (2016) that the driver side sliding door is stuck shut. It will not unlock, either electrically or manually. (8m 38s) Mitchell: I'm sorry to hear about the sliding door issue [redacted] I would certainly like to take a look into this with you here! This was for your 2016 CHRYSLER TOWN & COUNTRY TOURING? (8m 58s) Visitor: yes. VIN #[redacted] 12m 47s) Mitchell: Got it, I would like to get a case started up for this and see what we can do to help out. Do you happen to know the approximate mileage on the vehicle currently? I would also need to verify the home address. (13m 35s) Visitor: Mileage is somewhere in the 7x,xxx range. Home address is [redacted] Highland, IL [redacted] 17m 7s) Mitchell: Thanks for confirming this! I have the case started up here [redacted] Looking in on the vehicle information it looks like there is not a recall or extended warranty for this issue currently. I would like to check on the Technical Service Bulletins to see if the dealerships have a repair guide for this. Has the vehicle been checked out by a dealership or was this a recent development (19m 16s) Visitor: It occurred a few days ago. My wife took the van to a dealer and they stated that an actuator needed to be replaced, and that the cost would be substantial (> $500). But it seems to me that if the problem was the actuator, we would be able to manually unlock the door from the inside. (19m 53s) Visitor: Also, we've researched this issue online and this seems to be a common problem for the T&C line. (28m 21s) Mitchell: Thanks for confirming this! This was at the McGinley Inc location? I was checking in on the warranty information for this it looks like this would have been under the 3 year / 36,000 mile basic warranty for the door and locking mechanisms. I can also see a Certified Pre-owned coverage with the Mopar Vehicle Protection team, did the dealership check this for coverage as well? (29m 25s) Mitchell: I will be reporting this for the recall tracking team as well. If there is something developing for the door locks we will be sure to include your vehicle and send you a letter out in the mail. Currently it looks like there are no Tsbs or related recalls at the moment. (30m 8s) Visitor: I'm not sure what McGinley checked. (30m 43s) Mitchell: I was checking on the support options to help with this outside of warranty but I am afraid we are to far outside of the 3 year / 36,000 mile time frame to offer assistance with the costs. My best suggestion for this would be to check with the Mopar Vehicle Protection team on the plan and see if the extended warranty for being Certified may help with this. Currently they can only be reached by phone at 1-800-521-9922 (37m 45s) Visitor: I'm speaking with them now... (39m 18s) Mitchell: No problem! I'm sorry not to be more immediate assistance on this. Let me know if you have any other questions. (45m 7s) Visitor: Can you confirm that a defective actuator would prevent the door lock from being manually unlocked? (47m 12s) Mitchell: Potentially, it depends on how it is defective. If it's seized the manual override may not be able to unlock it. (47m 42s) Mitchell: I'm afraid we have more limited technical information here on the customer service side. So we may need to the dealership to look at the vehicle to confirm but it is possible. (49m 25s) Visitor: Thank you for your help. I appreciate you looking into this. (50m 25s) Mitchell: You're very welcome. Was there anything else I can check into for now? (51m 6s) Visitor: No thank you. But I will say, this situation will definitely be a factor in our next vehicle purchase. (53m 52s) Mitchell: I can certainly understand that! I will do my best to raise more attention to this issue and bring this to the recall team's attention. If anything else gets released for this i will make sure to update you as soon as possible. For now [redacted] would like to thank you for contacting Chrysler Customer Care. Please chat with us again if you need further assistance or contact Chrysler customer care at 800-247-9753. Have a great day.

Live Chats

Date

Date	
04/23/2019	Chat Started: Tuesday, April 23, 2019, 13:58:08 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Mitchell (4m 27s) Mitchell: Hi, my name is [redacted] with FCA Customer Care, How may I help you? (5m 24s) Mitchell: Good afternoon [redacted] (7m 25s) Visitor: we have a town& country (2016) that the driver side sliding door is stuck shut. It will not unlock, either electrically or manually. (8m 38s) Mitchell: I'm sorry to hear about the sliding door issue [redacted] would certainly like to take a look into this with you here! This was for your 2016 CHRYSLER TOWN & COUNTRY TOURING? (8m 58s) Visitor: yes. VIN # [redacted] (12m 47s) Mitchell: Got it, I would like to get a case started up for this and see what we can do to help out. Do you happen to know the approximate mileage on the vehicle currently? I would also need to verify the home address. (13m 35s) Visitor: Mileage is somewhere in the 7x,xxx range. Home address is [redacted] lighland, I [redacted] (17m 7s) Mitchell: Thanks for confirming this! I have the case started up here [redacted] Looking in on the vehicle information it looks like there is not a recall or extended warranty for this issue currently. I would like to check on the Technical Service Bulletins to see if the dealerships have a repair guide for this. Has the vehicle been checked out by a dealership or was this a recent development (19m 16s) Visitor: It occurred a few days ago. My wife took the van to a dealer and they stated that an actuator needed to be replaced, and that the cost would be substantial (> $500). But it seems to me that if the problem was the actuator, we would be able to manually unlock the door from the inside. (19m 53s) Visitor: Also, we've researched this issue online and this seems to be a common problem for the T&C line. (28m 21s) Mitchell: Thanks for confirming this! This was at the McGinley Inc location? I was checking in on the warranty information for this it looks like this would have been under the 3 year / 36,000 mile basic warranty for the door and locking mechanisms. I can also see a Certified Pre-owned coverage with the Mopar Vehicle Protection team, did the dealership check this for coverage as well? (29m 25s) Mitchell: I will be reporting this for the recall tracking team as well. If there is something developing for the door locks we will be sure to include your vehicle and send you a letter out in the mail. Currently it looks like there are no Tsbs or related recalls at the moment. (30m 8s) Visitor: I'm not sure what McGinley checked. (30m 43s) Mitchell: I was checking on the support options to help with this outside of warranty but I am afraid we are to far outside of the 3 year / 36,000 mile time frame to offer assistance with the costs. My best suggestion for this would be to check with the Mopar Vehicle Protection team on the plan and see if the extended warranty for being Certified may help with this. Currently they can only be reached by phone at 1-800-521-9922 (37m 45s) Visitor: I'm speaking with them now... (39m 18s) Mitchell: No problem! I'm sorry not to be more immediate assistance on this. Let me know if you have any other questions. (45m 7s) Visitor: Can you confirm that a defective actuator would prevent the door lock from being manually unlocked? (47m 12s) Mitchell: Potentially, it depends on how it is defective. If it's seized the manual override may not be able to unlock it. (47m 42s) Mitchell: I'm afraid we have more limited technical information here on the customer service side. So we may need to the dealership to look at the vehicle to confirm but it is possible. (49m 25s) Visitor: Thank you for your help. I appreciate you looking into this. (50m 25s) Mitchell: You're very welcome. Was there anything else I can check into for now? (51m 6s) Visitor: No thank you. But I will say, this situation will definitely be a factor in our next vehicle purchase. (53m 52s) Mitchell: I can certainly understand that! I will do my best to raise more attention to this issue and bring this to the recall team's attention. If anything else gets released for this i will make sure to update you as soon as possible. For now [redacted] ould like to thank you for contacting Chrysler Customer Care. Please chat with us again if you need further assistance or contact Chrysler customer care at 800-247-9753. Have a great day.

Date	
04/23/2019	

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	Model Year	2016	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	04/23/2019	CAIR Type	Regular	Status	Closed
Close Date	04/23/2019	Origin	Telephone	Reason	
Mileage	70,000 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer	[redacted]				
Customer Address					
	HIGHLAND		IL	[redacted]	
Dealer	68149	MCGINLEY INC		Dealer Phone	6186544566
Dealer Address	7 SHAMROCK BLVD				
	HIGHLAND		IL	62249 1174	USA
Dealer Zone	Midwest	Sales District		Service District	N
Subject	Warranty				
Synopsis	No warranty				
Customer Anomaly					
Contact Reason	C183	Vehicle Warranty Plan Coverage	Customer Anomaly		
Reason Code	After Sales - Complaint - Warranty - Warranty - Coverage Information				

Case Status History

Create Date	Status
04/23/2019 06:33 PM	Open
04/23/2019 06:43 PM	Closed

Initial Description

The customer stated that that the driver side sliding door will not unlock and the vehicle was taken to the DLR and want to check on warranty. Last seen in the DLR today 4/23/19 and the DLR stated that it was actuator.

Case Comments

Date	Comment
04/23/2019	Question: The customer stated that that the driver side sliding door will not unlock and the vehicle was taken to the DLR and want to check on warranty. Last seen in the DLR today 4/23/19 and the DLR stated that it was actuator. Resolution: Agent checked the warranty the issue that the customer is having falls under basic and the customer is out of the warranty. Advise the customer that the extended warranty is in regards to powertrain.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/23/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/09/2019	**Origin**	Telephone	**Reason**	
Mileage	60,317 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	MESA	AZ	[redacted]		
Dealer	60814	COURTESY CHRYSLER DODGE JEEP RAM O		**Dealer Phone**	4808308001
Dealer Address	6130 E AUTO PARK DR				
	MESA	AZ	85206 4358	USA	
Dealer Zone	West	**Sales District**		**Service District**	L
Subject	Goodwill: Door				
Synopsis	gw offered and accepted for repairs, customer satisfied				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/23/2019 09:55 PM	Open
05/09/2019 11:34 PM	Closed

Initial Description

Customer seeking goodwill with a door repair.

Case Comments

Date	Comment
04/23/2019	Customer seeking goodwill regarding a door repair, the automatic sliding door is not working. It has not been working for 2 months. The customer could not bring the vehicle in she was pregnant on bed rest and now has a newborn. Customer is seeking goodwill with this repair. Warranty expired 12-21-18 60k miles LS 456 Original Owner Customer is going to call back with an appointment to escalate the case.
04/23/2019	Customer states appointment is set for tomorrow 04/24/19 @11:30.
04/24/2019	***INBOUND DLR CONTACT*** Customer has dropped vehicle off for diagnosis, wants to know if we're going to cover repair or not. Vehicle has right sliding door lock actuator that has seized. Agent asked for warranty pricing of repair and Steve states he would try to call back within the next fifteen minutes before agent goes on lunch break. We thanked and disconnected.
04/24/2019	Labor - 336.75 Part - 148.51 ---------- $485.26 Agent was informed by SA Steve that DM notes are accepted. Agent entered DM notes for total repair cost and provided SA with DM number as well as case number for reference. We thanked and disconnected. ***OUTBOUND CUSTOMER CONTACT*** Attempt 1/2 at [redacted] agent contacting customer and introduced self. Agent verified all contact information and informed that dlr reached out to agent and provided all necessary information, and that agent decided to authorize the repair and get it taken care of for customer. Customer thanked for the assistance. Agent informed customer case would remain open until vehicle is repaired and returned to her to make sure everything is all set, and then we can discuss if any further assistance is needed. We thanked and disconnected.
04/26/2019	***OUTBOUND DLR CONTACT*** Agent attempting to reach SA Steve to check status of vehicle. Agent left VM for SA requesting a call back with update on status of vehicle. ***OUTBOUND CUSTOMER CONTACT*** Attempt 1/3 a[redacted] Agent left VM requesting a call back.
04/26/2019	SA Steve called in and confirmed that customer did pick up vehicle last night.
04/30/2019	***OUTBOUND CUSTOMER CONTACT*** Attempt 2/2 a[redacted] Agent left VM for customer requesting a call back with feedback.

Email(s)

Date	04/24/2019	**Subject**	[redacted]	
From	uscustomercare@fcagroup.com	**To**		04/24/2019 01:17 AM

Dear [redacted]

Thank you for allowing Chrysler Customer Care an opportunity to address your concern. Our primary focus is your satisfaction. My name is Schaevon and I will be your advocate to ensure all questions and issues are addressed.

Here is some information that will be helpful for you to have:
Your case number is [redacted]
The Case Management Customer Care telephone number: 844-378-0597
My direct extension: 4060581
My work hours are: 2:30 to 11:00 pm EST, Monday through Friday.

I will contact you shortly by telephone to discuss your case. Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!

Regards,
Schaevon
[redacted]

Date	05/02/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 05/02/2019 21:38 PM

Good Afternoon [redacted]

I have tried to reach out via phone a few times, but just wanted to see if you had any feedback on how the vehicle was operating? I saw that you had picked it up on the 25th. If you could please respond via email or give me a call at 844-378-0597 ext. 4060581, that would be great.

Thanks!
Schaevon

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 4/23/2019 9:17 PM
To: [redacted]
Sub[redacted]

Dea[redacted]

Thank you for allowing Chrysler Customer Care an opportunity to address your concern. Our primary focus is your satisfaction. My name is Schaevon and I will be your advocate to ensure all questions and issues are addressed.

Here is some information that will be helpful for you to have:
Your case number is [redacted]
The Case Management Customer Care telephone number: 844-378-0597
My direct extension: 4060581
My work hours are: 2:30 to 11:00 pm EST, Monday through Friday.

I will contact you shortly by telephone to discuss your case. Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!

Regards,
Schaevon
[redacted]

Date	05/03/2019	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	05/03/2019 21:24 PM

My van door is back to working order! Very happy with the service I recieved and the staff was extremely helpful

[redacted]

On Thu, May 2, 2019, 2:38 PM US Customer Care <uscustomercare@fcagroup.com> wrote:

> Good Afternoon [redacted]
>
> I have tried to reach out via phone a few times, but just wanted to see if
> you had any feedback on how the vehicle was operating? I saw that you had
> picked it up on the 25th. If you could please respond via email or give me
> a call at 844-378-0597 ext. 4060581, that would be great.
>
> Thanks!
> Schaevon
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 4/23/2019 9:17 PM
> To[redacted]
> Su
>
> De
>
> Thank you for allowing Chrysler Customer Care an opportunity to address
> your concern. Our primary focus is your satisfaction. My name is Schaevon
> and I will be your advocate to ensure all questions and issues are
> addressed.
>
> Here is some inform[redacted]e helpful for you to have:
> Your case number is
> The Case Management Customer Care telephone number: 844-378-0597
> My direct extension: 4060581
> My work hours are: 2:30 to 11:00 pm EST, Monday through Friday.
>
> I will contact you shortly by telephone to discuss your case. Please don't
> hesitate to make contact if you have any questions or concerns. Thank you
> for your patience and co-operation!
>
> Regards,
>
>
>
>

Date	05/07/2019	***Subject***	[redacted]	
From	uscustomercare@fcagroup.com	***To***		05/07/2019 21:31 PM

[redacted]

I'm glad to hear it! We at FCA are very happy that we were able to assist you with this. Is there anything else I could do for you, any questions, any other assistance I could provide? Let me know!

Thanks,
Schaevon

---------- Original Message ----------
From: [redacted]
Sent: 5/3/2019 5:24 PM
To: uscustomercare@fcagroup.com
Subject: Re: Case [redacted]

My van door is back to working order! Very happy with the service I
recieved and the staff was extremely helpful
[redacted]

On Thu, May 2, 2019, 2:38 PM US Customer Care <uscustomercare@fcagroup.com>
wrote:

> Good Afternoon [redacted],
>
> I have tried to reach out via phone a few times, but just wanted to see if
> you had any feedback on how the vehicle was operating? I saw that you had
> picked it up on the 25th. If you could please respond via email or give me
> a call at 844-378-0597 ext. 4060581, that would be great.
>
> Thanks!
> Schaevon
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 4/23/2019 9:17 PM
> To: [redacted]
> Subject: Case [redacted]]
>
> Dear [redacted],
>
> Thank you for allowing Chrysler Customer Care an opportunity to address
> your concern. Our primary focus is your satisfaction. My name is Schaevon
> and I will be your advocate to ensure all questions and issues are
> addressed.
>
> Here is some information that will be helpful for you to have:
> Your case number is[redacted]
> The Case Management Customer Care telephone number: 844-378-0597
> My direct extension: 4060581
> My work hours are: 2:30 to 11:00 pm EST, Monday through Friday.
>
> I will contact you shortly by telephone to discuss your case. Please don't
> hesitate to make contact if you have any questions or concerns. Thank you
> for your patience and co-operation!
>
> Regards,
> Schaevon
> [redacted]
>
>

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/24/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/29/2019	**Origin**	Telephone	**Reason**	
Mileage	76,497 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	saint cloud	**Caller Country**	usa	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	SAINT CLOUD		FL	[redacted]	
Dealer	60524	POSNER PARK CHRYSLER DODGE JEEP RA		**Dealer Phone**	8634383333
Dealer Address	42650 HIGHWAY 27				
	DAVENPORT		FL	33837 6850	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	C
Subject	seeking cost assistance for door repair				
Synopsis					
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/24/2019 08:01 PM	Open
04/24/2019 08:21 PM	Closed
04/29/2019 04:01 PM	Open
04/29/2019 04:31 PM	Closed

Initial Description

customer needs cost assistance for door repair

Case Comments

Date	Comment
04/24/2019	Customer stated took vehicle to dealership Posner in January/19 for door issue and stated they could not duplicate the issue at that time. Agent further stated took the vehicle back to the dealership on 3/26/19 with the same issue and now they are stating it is out of warranty.
04/24/2019	Agent contacted dealership and spoke to the SM Savannah who stated that there is no record of diagnosis being done back in January. Agent advised Savannah that customer just drove there for oil and tires and asked a SA to look at this clicking issue she had but did not have an appointment so therefore it was not documented. Savannah stated they have to replace the 2 sliding door actuators and 2 appliques and she waived the 151.79 diagnostic fee for her and stated the cost will be $1608.80. customer is out of goodwill parameters to assist. Savannah will also do a 10% discount on the parts for the customer
04/24/2019	Agent advised customer of this
04/29/2019	Customer wants to know if her vehicle has a third and fourth part for her sliding door actuators. States she had a diagnosis done on 3/26/19 at Posner Park Chrysler Dodge Jeep Ram FIAT, 60524. Agent provided information thru service library for Actuator power cinch left and right, and actuator sliding door lock right and left.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/25/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/24/2019	**Origin**	Telephone	**Reason**	
Mileage	31,832 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	OWENSBORO		KY	[redacted]	
Dealer	45247	STEVE JONES CHRYSLER, DODGE, JEEP		**Dealer Phone**	2706859000
Dealer Address	322 W 4TH ST				
	OWENSBORO		KY	42301 0709	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	Q
Subject	vehicle concern				
Synopsis	Customer called in for assistance agent advised. repairs completed				
Customer Anomaly	Drivability				
	Product Handling (Poor Ride)				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	120	Poor Handling or Rough Ride
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/25/2019 05:46 PM	Open
05/24/2019 02:25 PM	Closed

Initial Description

customer calling issue with vehicle shut down when driving customer does not feel safe

Case Comments

Date	Comment
04/25/2019	Briefly summarize why the customer is contacting Chrysler: customer calling issue with vehicle stalling when driven vehicle customer was at the dealer not sure when the dealer not able to diagnose vehicle concern agent advise customer need to go back to the dealer have it look at . Agent call dealer spoke to Nate SA and customer book another appointment he has no history on concern. Customer book appointment for 05-3-2019 Friday Account Name Steve Jones Chrysler Dodge Jeep Phone 2706859000 Billing Address 322 W 4th St Owensboro, KY 423010709 USA Briefly summarize what the customer was informed book appointment at the dealer Escalate to Level 2: Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number:[redacted] Earliest call time:anytime Latest call time:anytime Updates via email: yes Vehicle location: [Customer bring to the dealer 05-3-2019BC-Dealer code 45247 Account Name Steve Jones Chrysler Dodge Jeep Phone 2706859000 Billing Address 322 W 4th St Owensboro, KY 423010709 USA Date and Time of Appointment: 05-03-2019 Confirmed appointment with: nate Customer in rental: no Rental start date: none Authorized by:n/a
04/25/2019	**********technical support ++
04/25/2019	*****GOODWILL QUALIFIER***** ISD: 2/5/2016 Mileage: 31,832 Original Owner: yes Household: 1 new, 1 used Related concern/repeat repair: no MVP: no Open recalls: no Loyalty Score: 0585 Critical Case Score: 0 Other: no history on the vehicle other than original prep.
04/25/2019	*****OUTBOUND DEALERSHIP CONTACT***** Steve Jones Chrysler Dodge Jeep | 45247 | 2706859000 | SM Corey - Specialist reached out to the dealership to review the customer's file. SM Corey stated he has no history on the customer's vehicle. They didn't even go in for the first oil change. He was informed we will not be providing cost assistance. Technical only. Customer has a 3rd party contract through All-State with a $100 deductible. Diagnosis is a $99 fee. Customer has an appointment for May 3rd. SM Corey was thanked for his time and the call was disconnected.
04/26/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] 2016 DODGE GRAND CARAVAN SXT - Specialist reached out to the customer to review their file. Phone kept ringing. No voicemail available.
04/26/2019	not able to send DLR tasks
04/30/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] 016 DODGE GRAND CARAVAN SXT - Specialist reached out to the customer to review their file. Customer not available. Unable to leave a voicemail.
04/30/2019	Unable to assign dealer tasks
05/02/2019	Vehicle has arrived at dealership Steve Jones Chrysler Dodge Jeep and attended by dealer employee
05/03/2019	*****OUTBOUND DEALERSHIP CONTACT***** Steve Jones Chrysler Dodge Jeep | 45247 | 2706859000 | SM Corey - Reached out to review diagnosis. SM Corey was unavailable. SA Nate stated diagnosis should be completed by the end of day. Left message to have SM Corey reach out with diagnosis once completed.
05/03/2019	*****OUTBOUND DEALERSHIP CONTACT***** Steve Jones Chrysler Dodge Jeep | 45247 | 2706859000 | SM Corey - SM Corey stated diagnosis is still in process. So far, no codes, no duplication. Asked for another contact later on.
05/03/2019	*****OUTBOUND DEALERSHIP CONTACT***** Steve Jones Chrysler Dodge Jeep | 45247 | 2706859000 | SM Corey - Reached out to see if diagnosis has been completed. SM Corey unavailable. Will try again.

Date	Comment
05/07/2019	*****INBOUND CUSTOMER CONTACT**** [redacted] 2016 DODGE GRAND CARAVAN SXT - Customer called in to review file. Her concern is where the vehicle will shut down completely while driving. No warning lights come on. She had to put the vehicle back into park. Turn the key off and then restart the vehicle. She had to take back her vehicle from the dealership because she needs transportation. Specialist will look into rental options. Customer's phone number is [redacted] Customer was thanked for calling in so that we can assist with a potential resolution for her, then disconnected.
05/07/2019	EMAIL sent to SM Corey regarding rental.
05/09/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] 2016 DODGE GRAND CARAVAN SXT - Reached out to return vm from customer. Customer agreed to bring vehicle back to the dealership on Monday and was informed we've authorized rental for 4 days in hopes that the dealership will be able to duplicate the concern. Customer was informed that it's important they are able to duplicate as they can not just replace parts if the concern isn't present. Customer understood. She stated she will have to bring it on her lunch as she starts work at 7. Specialist will update dealership and then customer when more information is available.
05/09/2019	EMAIL sent to SM Corey with update from customer.
05/13/2019	Vehicle has arrived at dealership Steve Jones Chrysler Dodge Jeep and attended by dealer employee
05/13/2019	EMAIL sent to SM Corey regarding customer's email.
05/15/2019	*****OUTBOUND DEALERSHIP CONTACT***** Steve Jones Chrysler Dodge Jeep | 45247 | 2706859000 | SM Corey - Reached out for status of diagnosis. SA Sarah stated they found a loose battery cable. It's been tightened, test driven and will be test driven once more before customer is contacted. She was thanked for her time.
05/15/2019	*****OUTBOUND CUSTOMER CONTACT**** [redacted] 2016 DODGE GRAND CARAVAN SXT - Reached out to provide update. Customer asked if the door locks were mentioned. They make a noise that bother's her. She will ask the dealership when they contact her. Customer was on lunch. Call disconnected.
05/17/2019	*****OUTBOUND DEALERSHIP CONTACT***** Steve Jones Chrysler Dodge Jeep | 45247 | 2706859000 | SM Corey - Reached out for status of vehicle. SA Nate stated the customer will be picking the vehicle up today. They were aware of the noise in the door. It was the door latch. It was ordered and arrived this morning. They already completed the repair. Issue no longer present. It was covered under her service contract.
05/17/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] DODGE GRAND CARAVAN SXT - Reached out to review update with the customer. Customer confirmed they will be picking the vehicle up later today. Specialist will follow up Tuesday to see how the vehicle is doing. Customer inquired about future potential concerns and was advised to reach out if they occur. Call branded and disconnected.
05/21/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] 2016 DODGE GRAND CARAVAN SXT - Reached out to see if concern has been addressed. Customer not available. Left branded vm asking for a contact back.
05/23/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] 2016 DODGE GRAND CARAVAN SXT - Reached out to see if concern has been resolved. Customer not available. Left branded vm asking for a contact back.

Email(s)

Date	05/03/2019	***Subject***	[redacted]	
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	05/03/2019 20:58 PM

[redacted]
I've tried to get in touch with you a few times now but haven't been able to get through.
My name is Linda and I have been assigned as your Case Specialist.
If you could contact me back so that we can review your file, I'd appreciate it.

-
Here is some information that will be helpful for you to have:
Your case number is [redacted]
-
The FCA Case Management telephone number is: 1-844-827-2003
My direct extension for leaving a Voice Mail is: 3020162
(best way to reach me is to speak to any Case Manager
and have them locate me for the call)
-
FCA Case Managements hours are: 8:00 am8:00 pm EST
(7:00 am7:00 pm CST), Monday - Friday
-
My work hours are: 8:30 am-5:00 pm EST
(7:30 am 4:00 pm CST), Monday - Friday.
-
Please don't hesitate to contact me by either responding to this email
or by phone and leave a voicemail if you have any questions
or concerns and I'll do my best to respond.

Thank you for your time,

Linda | Senior MW BC Specialist
844-827-2003 Ext. 3020162
[redacted]

Date	05/09/2019	***Subject***	[redacted]	
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	5/09/2019 12:31 PM

Morning [redacted]
I hope all is well.
If you could contact me today to discuss an option regarding your concerns, I'd appreciate it.
I'll be in the office from 8:30 -5:00 EST.
Have a great day!

Thank you for your time,

Linda | Senior MW BC Specialist
[redacted]

Date	05/09/2019	**Subject**	[redacted]
From	dodgecustomercare@fcagroup.com	**To**	[redacted] 5/09/2019 13:42 PM

HI [redacted]
I let the dealership know about you dropping the vehicle off on your lunch.
They stated that it would be fine and a rental will be ready for you.
Have a great weekend!

Thank you for your time,

Linda | Senior MW BC Specialist
844-827-2003 | ext. 3020162
[redacted]

Date	05/13/2019	**Subject**	[redacted]
From	dodgecustomercare@fcagroup.com	**To**	[redacted] 05/13/2019 13:58 PM

Morning [redacted]
I hope your weekend went well.
I just wanted to touch base and see if you will still be bringing your vehicle in to the dealership.
If you could let me know, I'd appreciate it.
I'll follow up again on Wednesday to see if any progress has been made.
Have a great day!

Thank you for your time,

Linda | Senior MW BC Specialist
844-827-2003 | ext. 3020162
[redacted]

Date	05/13/2019	**Subject**	[redacted]		
From	[redacted]	**To**	dodgecustomercare@fcagroup.com	**Sent Date/Time**	05/13/2019 14:27 PM

Good Morning, Linda,
I just wanted to give you an update on my van. On Saturday, May 11th, I pulled up to my [redacted] put the van in park, and turned it off. I went to put my children in it not even 10 mins later to grab a bit to eat and the van would not turn on. There was no power at all, no clicking, nothing. I couldn't even lock it. It took 2 hours for it to finally start up but the engine was still hot. This is the first time it has occurred. My father said it may have something to do with the circuit breaker for the battery? Every time the van shuts off then the radio is deprogrammed and the time sets back to 12:00 so that whole portion restarts. I'm hopeful that we can get this resolved as I fear for my children's life while we are in it. I feel like it is a death trap. I know it's not your fault but it's just a little frustrating when I bought this brand new and I still owe $19,000 on it. I'll be dropping it off to Steve Jones on my lunch at noon. Thanks for taking the time to help me and being compassionate and understanding.

Sent from my iPhone

> On May 9, 2019, at 8:42 AM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> HI [redacted]
> I let the dealership know about you dropping the vehicle off on your lunch.
> They stated that it would be fine and a rental will be ready for you.
> Have a great weekend!
>
> Thank you for your time,
>
> Linda | Senior MW BC Specialist
> 844-827-2003 | ext. 3020162
>
[redacted]

Date	05/13/2019	**Subject**	[redacted]
From	dodgecustomercare@fcagroup.com	**To**	[redacted] 05/13/2019 18:11 PM

Hi [redacted]
Thank you for the email.
I see that your vehicle is now at the dealership as well.
I definitely understand the concern with the issues.
I've documented the issues as well (that you added in the email).
Hopefully the dealership will be able to address them so you can feel safe in your vehicle once more.
I will still follow up on Wednesday unless I hear back before hand.
If you have any other questions, let me know. I'll look into them for you.

Thank you for your time,

Linda | Senior MW BC Specialist
844-827-2003 | ext. 3020162
[redacted]

Date	05/24/2019	***Subject***	[redacted]	
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	05/24/2019 14:23 PM

Hell[redacted]
I hope all is well.
I am sending you this email regarding the closure of your case with FCA Case Management.
I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number i[redacted]
The FCA Case Management Telephone Number is: 1-844-827-2003
My Direct Extension is: 3020162

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern. If your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back.
I wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; ergo, you may receive an email or telephone survey. If you could please take the time to complete the survey so I'll know how I'm doing doing and what improvements can be made to enhance the customer experience, I'd appreciate it.

Thank you for working with me, wishing you all the best-

Linda | Senior BC Specialist
844-827-2003 | ext. 3020162
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/25/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/25/2019	**Origin**	Telephone	**Reason**	
Mileage	60,000 Kms	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address	[redacted]			**Source**	Customer
Caller City	KINGMAN	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	KINGMAN		AZ	[redacted]	
Dealer	26709	TALLAHASSEE DODGE CHRYSLER JEEP RA		**Dealer Phone**	8505764111
Dealer Address	3987 W TENNESSEE ST				
	TALLAHASSEE		FL	32304 1015	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	G
Subject	vehicle concern				
Synopsis	warm transferred to US CAC				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/25/2019 07:29 PM	Open
04/25/2019 07:29 PM	Closed

Initial Description

INQUIRY/CONCERN: Customer states the passenger sliding door will not open and there is 60000 miles is this covered under warranty
RESOURCES REFERENCED: Compass and phone list
RESPONSE/ACTION PROVIDED: Agent provided customer with 800-992-1997 before warm transferring to US CAC.
TRANSFERRED TO: Debbie

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/26/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/31/2019	**Origin**	Telephone	**Reason**	
Mileage	48,555 Miles	**Market**	U	**Language**	English
Contact Emai	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
Dealer	60435	PUTNAM CHRYSLER JEEP DODGE		**Dealer Phone**	6503474800
Dealer Address	3 CALIFORNIA DR				
	BURLINGAME		CA	94010 4410	USA
Dealer Zone	California	**Sales District**		**Service District**	F
Subject	Service/Goodwill assistance requested..The vehicle is in the for a number of electrical related issues. There are a number of codes that the vehicle shows but the shop didn't provide. The parts listed are a sliding door harness and a door latch. The total				
Synopsis	customer was seeing reimbursement for repairs				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/26/2019 07:57 PM	Open
04/30/2019 05:46 PM	Suspended
05/07/2019 04:05 AM	Open
05/09/2019 11:34 PM	Suspended
05/16/2019 04:02 AM	Open
05/31/2019 05:39 PM	Closed

Initial Description

Service/Goodwill assistance requested..The vehicle is in the for a number of electrical related issues. There are a number of codes that the vehicle shows but the shop didn't provide. The parts listed are a sliding door harness and a door latch. The total on the repair at this time is $2087. Per Chrysler rep Jeff Levin, said to submit this claim for goodwill assistance.

Case Comments

Date	Comment
04/26/2019	Service/Goodwill assistance requested..The vehicle is in the for a number of electrical related issues. There are a number of codes that the vehicle shows but the shop didn't provide. The parts listed are a sliding door harness and a door latch. The total on the repair at this time is $2087. Per Chrysler rep Jeff Levin, said to submit this claim for goodwill assistance.
04/30/2019	RSM emailed and response received
04/30/2019	Is the vehicle at your dealership? yes Has an SA or SM been assigned to the vehicle? SA Peter Has the vehicle been diagnosed? yes What is the diagnostic? -vehicle is repaired Is this warrantable? no- electrical components expired by mileage. Is the customer in a rental/loaner? If so, who is paying, how many days? no Is the concern a result of misuse/abuse/lack of maintenance? n/a Could the customer have caused/prevented concern? no Is the concern related to the age and/or mileage? unclear -awaiting RO Has the vehicle been properly maintained? not service component Is maintenance completed at the dealership? n/a Have there been any previous related repairs? no Have there been any previous out-of-pocket repairs? What is the repair cost at customer price? 2136.88 What is the breakdown for warranty pricing, parts and labor? N/A When could repairs be completed? Repairs are complete Has the customer authorized repairs? yes, repairs were completed. Do you feel this customer should receive assistance and why? N/A Has this customer been provided assistance previously? N/A Would you be willing to provide assistance?N/A
05/22/2019	***OUTBOUND DEALER CALL*** 60435 Putnam Chrysler Jeep Dodge 6505585656 Agent reached out to SA David who advised this ticket was closed and provided RO 467834
05/22/2019	PER SERVICE NET INVOICE parts 487.00 labor 1597.80 = 2084.80
05/24/2019	follow-up scheduled for 05/28
05/28/2019	EMAIL RECEIVED FROM WARRANTY AND CUSTOMER SUPPORT MANAGER recommended course of action is to separate the wiring repair from the totals and factor in 12% discount from Service net

Email(s)

Date	04/30/2019	Subject	[redacted]
From	uscustomercare@fcagroup.com	To	[redacted]

Good afternoon [redacted]

I apologize for he delay regarding this case, Peter has advised me the repairs were already completed and he will get me a copy of the documentation as soon as the additional oil change is completed. I would like to review this and see what I can do, but as repairs have been completed I will need to treat this as a reimbursement, do you know how soon payment will go through? I will need to collect documentation.

Jevon | FCA Fleet Case Manager
Phone 1-800-999-3533 Option 3 Ext. 3020165
[redacted]

Date	04/30/2019	Subject	RE: [EXT] Regarding VIN [redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	04/30/2019 16:43 PM

This is going through Service Net so it make take a while to be billed. I can get you the service net invoice once it's generated

From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Tuesday, April 30, 2019 12:36 PM
To: [redacted]
Su[redacted]

Good afternoo[redacted]

I apologize for he delay regarding this case [redacted] has advised me the repairs were already completed and he will get me a copy of the documentation as soon as the additional oil change is completed. I would like to review this and see what I can do, but as repairs have been completed I will need to treat this as a reimbursement, do you know how soon payment will go through? I will need to collect documentation.

Jevon | FCA Fleet Case Manager
Phone 1-800-999-3533 Option 3 Ext. 3020165 [redacted]
[redacted]

_____
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Date	04/30/2019	Subject	[redacted]
From	uscustomercare@fcagroup.com	To	[redacted]

Thank you[redacted]

I'll put this on hold for a week, please let me know if you expect it will take longer and I can follow-up accordingly.

Jevon | FCA Fleet Case Manager
Phone 1-800-999-3533 Option 3 Ext. 3020165
[redacted]

Date	04/30/2019	Subject	[redacted]
From	uscustomercare@fcagroup.com	To	[redacted]

Thank you[redacted]

I'll put this on hold for a week, please let me know if you expect it will take longer and I can follow-up accordingly.

Jevon | FCA Fleet Case Manager
Phone 1-800-999-3533 Option 3 Ext. 3020165
[redacted]

Date	05/08/2019	Subject	[redacted]
From	uscustomercare@fcagroup.com	To	[redacted]

Good evening[redacted]

Regarding VIN [redacted] has the payment gone through for me to review billing, or should I put this case back on hold?

Jevon | FCA Fleet Case Manager
Phone 1-800-999-3533 Option 3 Ext. 3020165
[redacted]

Date	05/09/2019	Subject	RE: [EXT] Regarding VIN [redacted]		
From	mjohnson@elementcorp.com	To	uscustomercare@fcagroup.com	Sent Date/Time	05/09/2019 10:02 AM

We are waiting for the Service Net invoice to be generated.

From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Wednesday, May 8, 2019 6:54 PM
To: Johnson, Mark R. <MJohnson@elementcorp.com>
Subject: RE: [EXT] Regarding VI[redacted]

Good evening Mark,

Regarding VIN [redacted] has the payment gone through for me to review billing, or should I put this case back on hold?

Jevon | FCA Fleet Case Manager
Phone 1-800-999-3533 Option 3 Ext. 3020165[redacted]

[redacted]

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Date	05/09/2019	**Subject**	RE: [EXT] Regarding VIN[redacted]		
From	uscustomercare@fcagroup.com	**To**	mjohnson@elementcorp.com	**Sent Date/Time**	05/09/2019 23:33 PM

Good evening Mark,

Regarding VIN [redacted] hank you for letting me know, I'll put this back on hold until next week, but you'll still be able to forward it to me through this email while it is on hold.

Jevon | FCA Fleet Case Manager
Phone 1-800-999-3533 Option 3 Ext. 3020165
[redacted]

Date	05/09/2019	**Subject**	RE: [EXT] Regarding V[redacted]		
From	uscustomercare@fcagroup.com	**To**	mjohnson@elementcorp.com	**Sent Date/Time**	05/09/2019 23:33 PM

Good evening Mark,

Regarding VIN [redacted] hank you for letting me know, I'll put this back on hold until next week, but you'll still be able to forward it to me through this email while it is on hold.

Jevon | FCA Fleet Case Manager
Phone 1-800-999-3533 Option 3 Ext. 3020165
[redacted]

Date	05/16/2019	**Subject**	RE: [EXT] Regarding VIN[redacted]		
From	uscustomercare@fcagroup.com	**To**	mjohnson@elementcorp.com	**Sent Date/Time**	05/16/2019 22:55 PM

Good evening Mark,

Regarding VIN [redacted] do you have documents to submit?

Jevon | FCA Fleet Case Manager
Phone 1-800-999-3533 Option 3 Ext. 3020165
[redacted]

Date	05/17/2019	**Subject**	RE: [EXT] Regarding VIN[redacted]		
From	mjohnson@elementcorp.com	**To**	uscustomercare@fcagroup.com	**Sent Date/Time**	05/17/2019 10:20 AM

Good Morning Jevon,
We are still waiting for the invoice to be processed through Service Net.
Thanks..Mark

From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Thursday, May 16, 2019 6:56 PM
To: Johnson, Mark R. <MJohnson@elementcorp.com>
Subject: RE: [EXT] Regarding VIN [redacted]

Good evening Mark,

Regarding VIN [redacted] do you have documents to submit?

Jevon | FCA Fleet Case Manager
Phone 1-800-999-3533 Option 3 Ext. 3020165[http://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000cRtqu]

[redacted]

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Date	05/20/2019	***Subject***	RE: [EXT] Regarding VIN [redacted]		
From	uscustomercare@fcagroup.com	***To***	mjohnson@elementcorp.com	***Sent Date/Time***	05/20/2019 20:16 PM

Good afternoon Mark,

I notified the dealership and asked why this has not been processed yet.

Jevon | FCA Fleet Case Manager
[redacted]020165
[redacted]

Date	05/20/2019	***Subject***	RE: [EXT] Regarding VIN [redacted]		
From	uscustomercare@fcagroup.com	***To***	mjohnson@elementcorp.com	***Sent Date/Time***	05/20/2019 20:16 PM

Good afternoon Mark,

I notified the dealership and asked why this has not been processed yet.

Jevon | FCA Fleet Case Manager
Phone 1-800-999-3533 Option 3 Ext. 3020165
[redacted]

Date	05/22/2019	***Subject***	RE: [EXT] Regarding VIN [redacted]		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	05/22/2019 23:40 PM

Good afternoon Mark,

regarding VIN [redacted] I see the service net claim was processed. I am reviewing.
Please respond as Element would have the check made out.

Jevon | FCA Fleet Case Manager
Phone 1-800-999-3533 Option 3 Ext. 3020165
[redacted]

Date	05/22/2019	***Subject***	RE: [EXT] Regarding VIN [redacted]		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	05/22/2019 23:40 PM

Good afternoon Mark,

regarding VIN [redacted] see the service net claim was processed. I am reviewing.
Please respond as Element would have the check made out.

Jevon | FCA Fleet Case Manager
Phone 1-800-999-3533 Option 3 Ext. 3020165
[redacted]

Date	05/23/2019	***Subject***	RE: [EXT] Regarding VIN [redacted]		
From	mjohnson@elementcorp.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	05/23/2019 10:28 AM

Good Morning Jevon,
We haven't received the Service Net invoice on our end. What is the invoice date you are seeing?
Mark

From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Wednesday, May 22, 2019 7:40 PM
To: uscustomercare@fcagroup.com
Cc: Johnson, Mark R. <MJohnson@elementcorp.com>
Subject: RE: [EXT] Regarding VIN [redacted]

Good afternoon Mark,

regarding VIN [redacted] see the service net claim was processed. I am reviewing.
Please respond as Element would have the check made out.

Jevon | FCA Fleet Case Manager
Phone 1-800-999-3533 Option 3 Ext. 3020165
[redacted]

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Date	05/23/2019	**Subject**	RE: [EXT] Regarding VIN [redacted]		
From	uscustomercare@fcagroup.com	**To**	mjohnson@elementcorp.com	**Sent Date/Time**	05/23/2019 13:36 PM

Good morning Mark,

this is the invoice I see on our end for VIN [redacted] showing "Paid" on the dealer's side. Element didn't pay this?

Jevon | FCA Fleet Case Manager
Phone 1-800-999-3533 Option 3 Ext. 3020165
[redacted]

Date	05/23/2019	**Subject**	RE: [EXT] Regarding VIN [redacted]		
From	uscustomercare@fcagroup.com	**To**	mjohnson@elementcorp.com	**Sent Date/Time**	05/23/2019 13:36 PM

Good morning Mark,

this is the invoice I see on our end for VIN [redacted] showing "Paid" on the dealer's side. Element didn't pay this?

Jevon | FCA Fleet Case Manager
Phone 1-800-999-3533 Option 3 Ext. 3020165
[redacted]

Date	05/23/2019	**Subject**	FW: [EXT] Regarding VIN [redacted]		
From	mjohnson@elementcorp.com	**To**	jevon.kimmerlysmith@fcagroup.com	**Sent Date/Time**	05/23/2019 15:31 PM

Good Morning Jevon,
Our total is different. See attached. Either Chrysler hasn't sent these or our billing department hasn't processed the invoice yet. So the claim should be ran for $1918.84.
Please let me know if you have any questions.
Thanks..Mark

From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Thursday, May 23, 2019 9:37 AM
To: Johnson, Mark R. <MJohnson@elementcorp.com>
Cc: uscustomercare@fcagroup.com
Subject: RE: [EXT] Regarding VIN [redacted]

Good morning Mark,

this is the invoice I see on our end for VIN [redacted] showing "Paid" on the dealer's side. Element didn't pay this?

Jevon | FCA Fleet Case Manager
Phone 1-800-999-3533 Option 3 Ext. 302016[redacted]
[redacted]

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Date	05/28/2019	**Subject**	RE: FW: [EXT] Regarding VIN [redacted]		
From	uscustomercare@fcagroup.com	**To**	mjohnson@elementcorp.com	**Sent Date/Time**	05/28/2019 21:49 PM

Good afternoon Mark,

I'll use the total for the wiring harness, the latch, and the clip and the associated labor, and the associated labor, after applying the 12% discount to that total that Element receives through Service net.

Jevon | FCA Fleet Case Manager
Phone 1-800-999-3533 Option 3 Ext. 3020165
[redacted]

Date	05/28/2019	**Subject**	RE: FW: [EXT] Regardin[redacted]		
From	uscustomercare@fcagroup.com	**To**	mjohnson@elementcorp.com	**Sent Date/Time**	05/28/2019 21:59 PM

Mark,

my file with the mailing address for Element Checks was deleted, can you please email the address again?

Jevon | FCA Fleet Case Manager
Phone 1-800-999-3533 Option 3 Ext. 3020165
ref:_00Dj01qsDF._5003ZpMUhR:ref

Date	05/29/2019	**Subject**	RE: FW: [EXT] Regarding V[redacted]		
From	mjohnson@elementcorp.com	**To**	uscustomercare@fcagroup.com	**Sent Date/Time**	05/29/2019 09:30 AM

Good Morning Jevon,
Thanks for the assistance. Could you please provide the exact amounts so we know what is being covered monetary wise. How will we receive those funds?
Thanks..Mark

From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Tuesday, May 28, 2019 5:49 PM
To: Johnson, Mark R. <MJohnson@elementcorp.com>
Cc: jevon.kimmerlysmith@fcagroup.com
Subject: RE: FW: [EXT] Regarding VIN[redacted]

Good afternoon Mark,

I'll use the total for the wiring harness, the latch, and the clip and the associated labor, and the associated labor, after applying the 12% discount to that total that Element receives through Service net.

Jevon | FCA Fleet Case Manager
Phone 1-800-999-3533 Option 3 Ext. 3020165[h[redacted]

[redacted]

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Date	05/29/2019	**Subject**	RE: FW: [EXT] Regarding VIN[redacted]		
From	mjohnson@elementcorp.com	**To**	uscustomercare@fcagroup.com	**Sent Date/Time**	05/29/2019 09:34 AM

Hi Jevon,
You can use the address below to send the checks to. Please make the check payable to Element Fleet Management. Please mark them to my attention. Please let me know if you have any questions.

Thanks..Mark

Mark Johnson, Warranty Manager
Element Fleet Management
940 Ridgebrook Rd, Sparks, MD 21152-9390
T. 410-771-2875
F. 410-773-8844
E. mjohnson@elementcorp.com<mailto:mjohnson@elementcorp.com>
[redacted]

From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Tuesday, May 28, 2019 6:00 PM
To: Johnson, Mark R. <MJohnson@elementcorp.com>
Cc: jevon.kimmerlysmith@fcagroup.com
Subject: RE: FW: [EXT] Regarding VIN [redacted]

Mark,

my file with the mailing address for Element Checks was deleted, can you please email the address again?

Jevon | FCA Fleet Case Manager
Phone 1-800-999-3533 Option 3 Ext. 3020165[http
[redacted]

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New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/29/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/30/2019	**Origin**	Brand Site	**Reason**	recall
Mileage	38,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	Chattanooga	**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	KENNESAW		GA		
Dealer	68337	KING COTTON MOTOR CO OF COVINGTON		**Dealer Phone**	9014756080
Dealer Address	959 HIGHWAY 51 NORTH				
	COVINGTON		TN	38019 1523	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	Q
Subject	Door wont open				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/29/2019 01:56 PM	New
04/30/2019 10:27 AM	Open
04/30/2019 11:01 AM	Closed

Initial Description

I recently purchased a 2016 T&C. I have only owned it for a few months. Its great! I am due to have a this year. I bought this minivan specifically for the stow and go seating and the sliding doors. I've installed my carseat for the new baby which blocks the exit to one side of the van. I need the other door to operate. All of a sudden out of not where the door no longer opens. I have read on the internet about this happening to a lot of other people. Whats the point of having a van and the doors not working? This shouldn't happen. There should be a recall if so many other people have the same problem.

Email(s)

Date	04/29/2019	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**		**Sent Date/Time**	04/29/2019 13:56 PM

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

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

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

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

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

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit

h

Date	04/30/2019	**Subject**		
From	uscustomercare@fcagroup.com	**To**		04/30/2019 10:32 AM

Hello [redacted]
Thank you for contacting Chrysler Customer Care.
Congratulations on your new Chrysler Town & Country!

We are disappointed to learn of your concern with the sliding door not opening on your Chrysler Town & Country and I would like to assure you that I will do everything I can to assist you.

Based on the information that you have provided, the best plan of action would be for you to see one of our authorized dealerships for a diagnosis if you have not had one yet. Once there, if you have any further concerns, you are welcome to contact us again. For your convenience, I have provided contact information for 2 dealerships in your area below:
Crown Chrysler Dodge Jeep Ram Fiat
2120 Chapman Rd
Chattanooga, TN 37421-1689
423-591-6868

Moss Motor Company Inc
1005 S Cedar Ave
S Pittsburg, TN 37380-1415
423-837-7114

Also I see we aren't showing you as the owner of this vehicle currently, I will send a second email for you to attach a photo of the registration or bill of sale. Once we have the photo we will be able to update the information for you.
Please do not hesitate to contact us if you need any further assistance by calling us at (800) 247-9753.
Thank you again for your emai[redacted], Have a great day!
Best wishes,
Cara
Chrysler Customer Care
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/29/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/29/2019	**Origin**	Telephone	**Reason**	
Mileage	59,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Addres					
	PEORIA		IL	[redacted]	
Dealer	39136	ROANOKE MOTOR CO INC		**Dealer Phone**	3099237171
Dealer Address	1313 W FRONT STREET				
	ROANOKE		IL	61561 7432	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	G
Subject	Passenger door on driver's side lock				
Synopsis	unable to offer goodwill				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/29/2019 05:22 PM	Open
04/29/2019 05:31 PM	Closed

Initial Description

Passenger door on drivers side does not lock or unlock

Case Comments

Date	Comment
04/29/2019	Briefly summarize why the customer is contacting Chrysler: Drivers side passenger door, locked shut. Customer states will not unlock open. DLR thinks she may have to get the lock actuator fixed. This happened early summer of last year. Customer is on a [redacted] and cannot afford repairs and is concerned if the other door goes. DLR last summer told her around $600.00 for repairs Briefly summarize what the customer is expecting: Cost assistance
04/29/2019	Agent reviewed warranties, recalls, SC and we are not able to further assist.

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	Model Year	2015	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	04/29/2019	CAIR Type	Regular	Status	Closed
Close Date	05/08/2019	Origin	Telephone	Reason	
Mileage	35,000 Miles	Market	U	Language	English
Contact Email	[redacted]				
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer	[redacted]				
Customer Address	[redacted]				
	Montebello		CA	[redacted]	
Dealer	45359	CHAMPION CHRYSLER JEEP DODGE RAM F		Dealer Phone	5628623993
Dealer Address	9655 FIRESTONE BLVD				
	DOWNEY		CA	90241 5562	USA
Dealer Zone	California	Sales District		Service District	M
Subject	Rear sliding door issue				
Synopsis	close				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/29/2019 05:40 PM	Open
05/08/2019 04:37 PM	Closed

Initial Description

[redacted] would like assistance with his rear sliding door. He's saying that it's locked closed or something.

Case Comments

Date	Comment
04/29/2019	Reassigning this case for GWA. [redacted] would like someone to reach out to him regarding this concern asap.
05/02/2019	Dialed customer's number at [redacted] 3 times and received busy signal. Unable to reach customer.
05/06/2019	Dialed customer's number at [redacted] 3 times and received busy signal each time. Unable to reach customer.
05/08/2019	Dialed customer's number at [redacted] 3 times and received busy signal each time. Unable to reach customer.
05/08/2019	ATTEMPTED TO REACH CUSTOMER 3+ TIMES. CLOSING CASE.

Email(s)

Date	05/01/2019	Subject	[redacted]
From	uscustomercare@fcagroup.com	To	[redacted] 5/01/2019 00:03 AM

Hello,

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

My name is Jube and I have been assigned as your Case Manager. This email is confirmation that your cas[redacted]s successfully escalated to me. After I review the details of your case, I will be calling you at your preferred number, [redacted] within 1-2 business days.

My office hours are from 8:00 AM to 4:30 PM PST Monday through Friday.

My contact information is 844-888-0601 Ext. 4060098.

If your preferred telephone number mentioned above isnt correct, please reply with the correction.

Thank you,
Jube
Fiat Chrysler Automobiles Customer Care Specialist
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[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/29/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/15/2019	**Origin**	Telephone	**Reason**	
Mileage	20,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	SAN JOSE		CA		
Dealer	08564	NORMANDIN CHRYSLER DODGE JEEP RAM		**Dealer Phone**	4082669500
Dealer Address	900 CAPITOL EXPRESSWAY AUTO MALL				
	SAN JOSE		CA	95136 1102	USA
Dealer Zone	California	**Sales District**		**Service District**	F
Subject	Vehicle Concern				
Synopsis	advised cm of info from the dealer				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/29/2019 05:43 PM	Open
05/15/2019 06:21 PM	Closed

Initial Description

Customer called with a vehicle concern.

Case Comments

Date	Comment
04/29/2019	Customer called because the passenger, driver and tailgate will not lock/unlock or open. Customer brought the vehicle to the dlr and they had it for a week x2. The dlr replaced parts and said the issue was fixed, the customer is upset and seeking technical assistance with this issue.
04/30/2019	-O2C* CM contacted customer and was advised that she is having issues with the locks where it takes her 2 or 3 times to click the button before it works. Customer is declining to take her vehicle to another dealer because she feels like it should have been fixed under warranty. CM advised customer that CM cn provide cost assistance. Customer declined. Customer stated that the dealer stated that they dont know how to fix it. CM then made the recommendation again that the vehicle should get a second opinion from another dealer. Customer declined and stated that she would like someone above CM for this concern. CM advised customer that CM will put in supervisor request and branded and disconnected call.
05/01/2019	customer called in regarding her case and just wanted to speak with someone regarding this concern
05/01/2019	Vehicle has arrived at dealership Normandin Chrysler Dodge Jeep Ram FIAT and attended by dealer employee
05/03/2019	-O2D* CM contacted dealer and was sent to Steve Rogers VM. CM left VM for a return call.
05/07/2019	-O2D* Steve Rogers stated that the field tech is already involved and also they are waiting on the TIPM and it should be in on Thursday.
05/15/2019	customer calling to speak with cm
05/15/2019	-Inbound from Customer* Customer stated that the vehicle is not fixed and the dealer advised her that she cant wrap her hand around the door handle and push the button at the same time. CM advised customer that CM cant do anything to change the concern and apologized. Customer thanked CM.

Email(s)

Date	05/03/2019	**Subject**		
From	uscustomercare@fcagroup.com	**To**		05/03/2019 23:21 PM

Hello It's Lakeisha with Chrysler Case Management ,

I wanted to advise you that I am waiting to speak to Steve Rogers regarding next steps. Thank you for your patience.

Lakeisha

Date	05/13/2019	**Subject**		
From	uscustomercare@fcagroup.com	**To**		05/13/2019 20:21 PM

Hello has your vehicle been repaired yet ?

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 5/3/2019 7:21 PM
To: [redacted]
Subject: [redacted]

Hello It's Lakeisha with Chrysler Case Management ,

I wanted to advise you that I am waiting to speak to Steve Rogers regarding next steps. Thank you for your patience.

Lakeisha
[redacted]

Date	05/15/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 05/15/2019 15:35 PM

Hello it's Lakeisha from Chrysler Case Management has your vehicle been repaired yet ?

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 5/13/2019 4:21 PM
To: [redacted]
Subject: [redacted]

Hello has your vehicle been repaired yet ?

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 5/3/2019 7:21 PM
To: [redacted]
Subject: [redacted]

Hello It's Lakeisha with Chrysler Case Management ,

I wanted to advise you that I am waiting to speak to Steve Rogers regarding next steps. Thank you for your patience.

Lakeisha
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/01/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/01/2019	**Origin**	Telephone	**Reason**	
Mileage	62,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	GRAND JUNCTION		CO	[redacted]	
Dealer	67860	GRAND JUNCTION CHY-JEEP-DOD INC		**Dealer Phone**	9702453100
Dealer Address	2578 HWY 6 & 50				
	GRAND JUNCTION		CO	81501 5705	USA
Dealer Zone	Denver	**Sales District**		**Service District**	F
Subject	door is no loocking				
Synopsis	No diagnosis and some warranty left				
Customer Anomaly	Glass				
	Side Mirrors				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	58	Side mirror issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/01/2019 04:08 PM	Open
05/01/2019 04:23 PM	Closed

Initial Description

Customer is calling seeking for assistance for door.

Case Comments

Date	Comment
05/01/2019	Customer is calling because her passenger slide door is no locking, agent informed that basic and powertrain warranties are expired, customer mention that she paid for extended warranty $5,000 at DLR if this issue will covered under that extended warranty, agent informed that she has a services contract agent called MVP consumer to check on it and was told by them that only essential care (oil changes) customer insisted that she bought a extended warranty through the DLR agent informed that third party warranty we are not able to see it advised customer to contact DLR to see if issue is cover under the warranty they sold to custoemr.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/01/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/01/2019	**Origin**	Telephone	**Reason**	
Mileage	57,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	KINGMAN		AZ	[redacted]	
Dealer	26709	TALLAHASSEE DODGE CHRYSLER JEEP RA		**Dealer Phone**	8505764111
Dealer Address	3987 W TENNESSEE ST				
	TALLAHASSEE		FL	32304 1015	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	G
Subject	Door not opening				
Synopsis	Advised customer to have a diagnosis done of the vehicle and customer disconnected the call before I could complete the call.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/01/2019 08:27 PM	Open
05/01/2019 08:32 PM	Closed

Initial Description

customer states the door wont open on their vehicle

Case Comments

Date	Comment
05/01/2019	Customer's wife called in then put the customer on the phone. Customer stated that his door will not open on the vehicle and the dealer is advising him to have a diagnosis done however he doesn't understand why a diagnosis needs to be done. Advised that a diagnosis needs to be done at the dealership to determine the cause of the door not opening. Customer stated he did not know why that would effect the warranty. Advised that the basic warranty is expired, the powertrain and corrosion warranties are good. However, a diagnosis would need to be done to determine if the issue would fall under a warranty. Customer disconnected the line before I could complete the call.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/02/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/17/2019	**Origin**	Telephone	**Reason**	
Mileage	33,454 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	NORTH CANTON		OH	[redacted]	
Dealer	26453	FRED MARTIN SUPERSTORE		**Dealer Phone**	3307534444
Dealer Address	3195 BARBER RD				
	NORTON		OH	44203 1011	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	E
Subject	Sliding Door Lock Issues				
Synopsis	Confirmed repair completion and satisfaction. No further contact required.				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/02/2019 08:42 PM	Open
05/17/2019 04:02 PM	Closed

Initial Description

Customer seeking GW cost assistance for repairs on the sliding door lock actuator.

Case Comments

Date	Comment
05/02/2019	Customer states he purchased his vehicle with 21,000 miles on it and he had it for a year. but now he has an issue with the sliding door lock actuator. Its making a buzzing noise. The noise last for a second but its loud enough for him to hear it. Customer had the vehicle diagnosed at the dealership today and the dealer told the customer that he needs to replace the right rear sliding door actuator. Repair quote $ 868.30. Customer seeking GW cost assistance. Customers SA: Taylor. LS: 524. Vehicles: 3 Customers Basic Warranty expired April 9,2019. Customer falls under the 2/24,000. Customer was informed that his case will go to CM for further review. Process takes 1-2 business days.
05/02/2019	*****GOODWILL QUALIFIER***** ISD: 4/9/2016 Original Owner: 2nd owner Mileage: 33,454 Vehicle Purchase Loyalty: 1 original, 1 current, 1 previous Multiple Repairs/Previous related repairs: no MVP Plans: no Other: no incomplete recalls
05/02/2019	*****OUTBOUND CUSTOMER CONTACT*** [redacted] Customer is looking for cost assistance as this is the second time hes had to replace an actuator on this vehicle and the warranty only ran out a month ago. CM advised we can certainly look into cost assistance for him, CM will not be in the office tomorrow however I will follow up with the dealer on Monday. Customer thanked CM and is fine with waiting until Monday. Appreciated the prompt follow-up.
05/06/2019	*****OUTBOUND DEALER CONTACT***** FRED MARTIN SUPERSTORE | 26453 | 330-753-4444 SA Taylor Black Contacted dealer to advise that we are looking into cost assistance for this customers repair as he is only a month out of warranty and the concern is not customer caused. Requested warranty pricing: Parts & Labor: $803.40 CM advised we will likely offer a $100 co-pay. If customer accepts, we will have him call and set up appointment so part can be ordered.
05/06/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] LVM with customer requesting he call back as we do have an offer for him.
05/06/2019	Customer called in wanting to speak wit CM . Call was transferred.
05/06/2019	*****INBOUND CUSTOMER CONTACT***** [redacted] Customer called back. CM advised of co-pay offer. Customer accepts offer and thanks CM for helping. Customer will call SA and set up appointment so they can order part. CM will follow up on Wednesday to confirm appointment.
05/08/2019	*****OUTBOUND CUSTOMER CONTACT*** [redacted] Customer contacted dealer to advise he has accepted co-pay so they can order part. SA Taylor has ordered and will let customer know when it has arrived. Customer said he will call CM once Taylor contacts him in the next day or two.
05/10/2019	Customer lvm @ 3:22pm Customer advised he would call when he made an appointment with Fred Martin, part is finally in SA Taylor called set app May 15th @ 10:15am
05/14/2019	*****OUTBOUND CUSTOMER CONTACT*** [redacted] ouched base with customer to confirm tomorrow's appointment. Customer appreciated the follow up. Confirmed it is a go. Advised if he needs anything, he will call but he doesn't need to be contacted tomorrow.
05/16/2019	*****OUTBOUND DEALER CONTACT***** FRED MARTIN SUPERSTORE | 26453 | 330-753-4444 SA Taylor Black Customer brought the vehicle in yesterday, loaner was provided, repairs are now complete and customer will be picking his vehicle up this afternoon. CM requested that SA tell customer I will follow up with him tomorrow. SA confirmed. CM confirmed adding DM notes in the amount of $703.40.

Date	Comment
05/16/2019	CM input DM notes in the amount of $703.40. Customer co-pay of $100
05/17/2019	*****OUTBOUND CUSTOMER CONTACT***** G [redacted] contacted customer to confirm vehicle satisfaction. Customer says it's all working well now, no further concerns. Appreciates CM's and SA Taylor's attention to detail and follow up. Confirmed case closure.

Email(s)

Date	05/02/2019	**Subject**	[redacted]
From	chryslercustomercare@fcagroup.com	**To**	[redacted] PM

Hello [redacted]

My name is Jeanette and I am a Specialist with FCA Case Management. Here is some information that will be helpful for you to have.

Your case number is: [redacted]

The FCA Case Management phone number is: 1-844-827-1999.
My direct extension is: 302-0861

FCA Case Managements hours are: 8am to 8pm EST, Mon to Fri.
My current work hours are: 9am to 5:30pm EST, Mon to Fri.

I will touch base with the dealer on Monday to obtain a parts/labor price quote and then let you know what we can help with.

In the meantime, please dont hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation.

Jeanette
Chrysler Case Manager
1-844-827-1999 ex. 302-0861
[redacted]

Date	05/03/2019	**Subject**	Re: Chrysler Case Management - Case [redacted]		
From	[redacted]	**To**	chryslercustomercare@fcagroup.com	**Sent Date/Time**	05/03/2019 15:20 PM

Jeanette: Thank you for the information, [redacted]. I will await your response on Monday, May 6, 2019.

On Thu, May 2, 2019 at 5:36 PM Chrysler Customer Care <
chryslercustomercare@fcagroup.com> wrote:

> Hello [redacted]
>
> My name is Jeanette and I am a Specialist with FCA Case Management. Here
> is some information that will be helpful for you to have.
>
> Your case number is: [redacted]
>
> The FCA Case Management phone number is: 1-844-827-1999.
> My direct extension is: 302-0861
>
> FCA Case Managements hours are: 8am to 8pm EST, Mon to Fri.
> My current work hours are: 9am to 5:30pm EST, Mon to Fri.
>
> I will touch base with the dealer on Monday to obtain a parts/labor price
> quote and then let you know what we can help with.
>
> In the meantime, please dont hesitate to make contact if you have any
> questions or concerns. Thank you for your patience and co-operation.
>
> Jeanette
> Chrysler Case Manager
> 1-844-827-1999 ex. 302-0861
>
>
[redacted]

Date	05/10/2019	**Subje**	[redacted]
From	chryslercustomercare@fcagroup.com	**To**	[redacted]

Hi [redacted] ot your voicemail. Confirming your appointment for May 15th at 10:15am. I will certainly be contacting the dealer to make sure everything is good to go. If you like I can call you on Tuesday just to make sure everything is good to go.
- Jeanette
[redacted]

Date	05/17/2019	**Subject**	[redacted]
From	chryslercustomercare@fcagroup.com	**To**	[redacted] 2019 15:58 PM

Hell[redacted]

I am sending you this email regarding the closure of your Case with Case Management. I would like to provide you with my contact information again should you have any questions or concerns in the future.

Your case number:[redacted]

FCA Case Management Phone Number: 1-844-827-1999

My direct extension: 302-0861

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case.

We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore you could potentially receive an email or a telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience.

Thank you for your time and participation and for being an FCA customer.

It has been a pleasure working with you, all the best!

Jeanette
Chrysler Case Manager
1-844-827-1999 ex. 302-0861
[redacted]

Date	05/17/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted]

De[redacted]
Thank you for contacting Chrysler Cust[redacted]
Our records indicate that case number [redacted] closed.
If you require further assistance please contact us at (800) 247-9753 and we would be happy to assist.
Thank you and have a great day.
Chrysler Customer Care

[redacted]

Date	05/17/2019	***Subject***	Re: Notice of Case Closure [redacted]		
From	[redacted]	***To***	chryslercustomercare@fcagroup.com	***Sent Date/Time***	05/17/2019 17:22 PM

Jeanette: We appreciate what you , Taylor and Chrysler Customer Care did for us . Thank you very much. [redacted]

On Fri, May 17, 2019 at 11:58 AM Chrysler Customer Care < chryslercustomercare@fcagroup.com> wrote:

> Hello [redacted]
>
> I am sending you this email regarding the closure of your Case with Case
> Management. I would like to provide you with my contact information again
> should you have any questions or concerns in the future.
>
> Your case number: [redacted]
>
> FCA Case Management Phone Number: 1-844-827-1999
>
> My direct extension: 302-0861
>
> Thank you for allowing FIAT Chrysler Automobiles Customer Care the
> opportunity to address your concern and as stated in our conversation, if
> your vehicle experiences any further issues and you are able to get it
> diagnosed certainly give us a call back so we may re-open your case.
>
> We wanted to let you know that we attempt to conduct a satisfaction survey
> upon the close of a case; therefore you could potentially receive an email
> or a telephone survey. Wed ask that you take the time to complete the
> survey so well know how were doing and what improvements we can make to
> enhance the customer experience.
>
> Thank you for your time and participation and for being an FCA customer.
>
> It has been a pleasure working with you, all the best!
>
> Jeanette
> Chrysler Case Manager
> 1-844-827-1999 ex. 302-0861
>
> [redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/02/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/06/2019	**Origin**	Telephone	**Reason**	
Mileage	30,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	LYNBROOK	NY	[redacted]		
Dealer	60710	South Shore Chrysler Dodge Jeep Ra		**Dealer Phone**	5163711500
Dealer Address	550 BURNSIDE AVE				
	INWOOD	NY	11096 1237	USA	
Dealer Zone	Northeast	**Sales District**		**Service District**	G
Subject	Keyless entry issue/ No start				
Synopsis	No Diagnosis.				
Customer Anomaly	Electronics				
	Key Fob / Remote				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	21	Key fob/remote problems
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/02/2019 11:54 PM	Open
05/06/2019 03:31 PM	Closed

Initial Description

Keyless entry issue/ No start

Case Comments

Date	Comment
05/03/2019	Customer [redacted] calling in as her vehicle will not start. Vehicle is having electrical concerns. Doors will not lock and no start. Customer said that she thinks the mileage is 30,000 miles Agent found the closest DLR for the customer DLR#60710 South Shore Chrysler Dodge Jeep Ram 4.44 miles away 550 Burnside Ave Inwood, NY 11096 (516) 371-1500 Customer will call the dealer and call us back when she has an appointment and we can review to send to a CM. Customer is loyal. ***Next agent If customer calls back with an appointment please send to case manager.***

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	Model Year	2016	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	05/06/2019	CAIR Type	Regular	Status	Closed
Close Date	06/04/2019	Origin	Letter	Reason	
Mileage	12,708 Miles	Market	U	Language	English
Contact Email	[redacted]				
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer	[redacted]				
Customer Address					
	Glenside		PA	[redacted]	USA
Dealer	60496	REEDMAN TOLL CHRYSLER DODGE JEEP R		Dealer Phone	2156903770
Dealer Address	140 OLD YORK RD				
	JENKINTOWN		PA	19046 3644	USA
Dealer Zone	Mid Atlantic	Sales District		Service District	A
Subject	Possible reimbursement				
Synopsis	Closing case				
Customer Anomaly					
Contact Reason	C183	Vehicle Warranty Plan Coverage	Customer Anomaly		
Reason Code	After Sales - Complaint - Warranty - Warranty - Coverage Information				

Case Status History

Create Date	Status
05/06/2019 06:07 PM	Open
05/09/2019 05:31 PM	Suspended
05/13/2019 04:07 AM	Open
06/04/2019 06:59 PM	Closed

Initial Description

Customer seeking possible reimbursement.

Case Comments

Date	Comment
05/06/2019	Customer stated the door was off the hinges after the lock was repaired so she had to keep the rental car for longer than expected. Customer stated the first rental for the lock repair was covered it was the extra rental while waiting for the door to be fixed that she is being charged for. Customer stated she was under the impression that the rental would be covered due to the repairs being covered under manufacturer warranty. Agent advised customer rental was not guaranteed under warranty but it can be reviewed further to see if we are able to assist. Customer thanked agent and call ended.
05/07/2019	reviewed documents and found: Customer submitted : Awaiting document of proof of payment from customer Agent Customer seeking reimbursement for __ repair to vehicle door/lock Customer had vehicle repaired at Reedman Toll Chrysler Dodge Total reimbursement seeking $ Customer (does/does not) qualify for reimbursement. Awaiting documents for determination
05/08/2019	Customer called in for fax. Agent supplied fax and case number
05/15/2019	CM contacted customer to discuss reimbursement and request additional documentation. Proof of payment is needed (credit card statement). Customer agreed to send it in. CM emailed customer so she can attach the statement.
05/16/2019	CM contacted and spoke with customer to give status on the reimbursement. Customer is not merit to goodwill for car rental extension. The vehicle was in service with Reedman Toll Chrysler Nov. 30, 2018 for sliding door latch repair. Chrysler paid for car rental the first 3 days and the vehicle issues were not resolved after repair. Therefore customer kept the rental 3 more days until second repair was complete. Customer no longer owns the vehicle and it was the only Chrysler owned by customer. There was no active service contract. Customer does not merit goodwill. Customer stated they will seek an attorney if not approved and requested a Supervisor call back.
06/04/2019	**********Supervisor Call back****** Explain to customer that we wouldn't be able to cover the rental cost. Customer very upset during the conversation and the call disconnected.

Email(s)

Date	05/06/2019	Subject	[redacted]	
From	uscustomercare@fcagroup.com	To	[redacted]	05/06/2019 18:13 PM

Hello [redacted]

Please send in the rental agreement and the proof of payment so we can review the documents further for your reimbursement request.

Dylon, Chrysler Customer Assistance Center.

[redacted]

Date	05/15/2019	Subject	[redacted]	
From	uscustomercare@fcagroup.com	To	[redacted]	5/2019 15:03 PM

My names is Tamiko your reimbursement case manager. Proof of payment is needed to further process your case. Please attach document to this email at your earliest convenience.

Thank you ,
Tamiko
Chrysler Customer Care
800-992-1997
---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 5/6/2019 2:13 PM
To [redacted]
Su
He

Please send in the rental agreement and the proof of payment so we can review the documents further for your reimbursement request.

Dylon, Chrysler Customer Assistance Center.
[redacted]

Date	05/16/2019	***Subject***	Re: Reimbursement requ [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	05/16/2019 16:42 PM

Capital one bill

On Wed, May 15, 2019 at 11:03 AM US Customer Care <
uscustomercare@fcagroup.com> wrote:

>
> My names is Tamiko your reimbursement case manager. Proof of payment is
> needed to further process your case. Please attach document to this email
> at your earliest convenience.
>
>
> Thank you ,
> Tamiko
> Chrysler Customer Care
> 800-992-1997
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 5/6/2019 2:13 PM
> To [redacted]
> S
>
> H
>
> Please send in the rental agreement and the proof of payment so we can
> review the documents further for your reimbursement request.
>
> Dylon, Chrysler Customer Assistance Center.
> [redacted]
>

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/06/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/09/2019	**Origin**	Chat	**Reason**	
Mileage	0 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	SOUTH LYON		MI	[redacted]	
Dealer	99999	Dealer99999		**Dealer Phone**	
Dealer Address					
Dealer Zone		**Sales District**		**Service District**	
Subject	Others				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/06/2019 07:20 PM	New
05/06/2019 07:52 PM	Open
05/09/2019 07:12 PM	Closed

Initial Description

Chat Started: Monday, May 06, 2019, 15:20:39 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Amber (14s) Amber: Hi, my name is Amber with FCA Customer Care, How may I help you? (3m 2s) Visitor: Hello. My wife leases a 2016 Town & Country and is having an issue with the sliding doors. The door appears to be stuck in the lock position. The vehicle is currently out of warrant and the dealer wants $100 just to look at it. I have taken it to multiple repair shops in my area and they have not had any success in opening the door. Is there something Chrysler can do or is there someone who can walk me through getting the door open so I can get it repaired. (3m 54s) Visitor: I have read multiple forums and this does not appear to be an isolated issue. Is there a recall on the doors or a part in the doors? (5m 2s) Amber: I am very sorry to hear you are having trouble with the van doors [redacted] can certainly understand how this would be frustrating, I would be happy to look into this for you to see if there is a recall or extended warranty placed on the concern. Could I get the last 8 characters of the vin so I can do so? (5m 39s) Visitor [redacted] (5m 52s) Amber: Thank you, Before proceed I would need to verify the contact information we have on file to ensure I have the right file. Can you please confirm your mailing address, phone number, email address and current estimated mileage? (7m 58s) Visitor: It is my wifes car [redacted] South Lyon Michigan [redacted] I am not sure if the mileage, I can text her and ask if it is necessary. (9m 19s) Amber: Thank you, I do not need an exact mileage, do you know if it is over 60,000 miles? (9m 57s) Visitor: I do not believe so. (10m 50s) Amber: Thank you, that is all I need. I will just be one moment (17m 35s) Amber: Thank you for waiting, [redacted] do not see that there is a recall or extended warranty on the door, our dealers are out technical resources so I apologize I would not be able to offer any mechanical advise for this issue. That being said we can certainly look into providing cost assistance for this repair if you can have a Chrysler dealer look at it for you or even set an appointment with a Chrysler dealer. If you are able to set an appointment and reach out to us with the time, place and mileage we can have this escalated for you. (20m 34s) Visitor: What does cost assistance mean? This should not have happened to the vehicle and is a serious safety risk! The door will not open and can not be unlocked. (23m 0s) Visitor: I dont think it is reasonable to do expect someone to pay $100 to look at the vehicle and then pay more to fix it when it appears to be a vehicle malfunction. (24m 10s) Amber: I can certainly understand your concern with this [redacted] However after the vehicle is out of warranty these concerns do become the owners responsibility to have repaired. There is a period outside of the warranty that we can look into helping with the cost of the repair, but we need to have a dealer look at it to do so. If you would like us to look into providing assistance we can certainly do so you will just have to have an appointment with a dealer set. (25m 9s) Visitor: When I set an appointment who do I contact to make them aware? (26m 38s) Amber: You can reach back out to us here through chat or you can call us at 1-800-992-1997 and reference the case numbe [redacted] Any agent you speak with will escalate the case for you and then the case manager will contact you and the dealer in 1-2 business days and take over the case. (29m 24s) Amber: Was there anything else I could look into for you today, [redacted] (30m 56s) Amber: Thank you for contacting FCA Customer Care. Please chat with us again if you need further assistance or call FCA Customer Care at 1-800-992-1997. Have a great day!

Live Chats

Date

Date	
05/06/2019	Chat Started: Monday, May 06, 2019, 15:20:39 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Amber (14s) Amber: Hi, my name is Amber with FCA Customer Care, How may I help you? (3m 2s) Visitor: Hello. My wife leases a 2016 Town & Country and is having an issue with the sliding doors. The door appears to be stuck in the lock position. The vehicle is currently out of warrant and the dealer wants $100 just to look at it. I have taken it to multiple repair shops in my area and they have not had any success in opening the door. Is there something Chrysler can do or is there someone who can walk me through getting the door open so I can get it repaired. (3m 54s) Visitor: I have read multiple forums and this does not appear to be an isolated issue. Is there a recall on the doors or a part in the doors? (5m 2s) Amber: I am very sorry to hear you are having trouble with the van doors [redacted] can certainly understand how this would be frustrating, I would be happy to look into this for you to see if there is a recall or extended warranty placed on the concern. Could I get the last 8 characters of the vin so I can do so? (5m 39s) Visitor [redacted] (5m 52s) Amber: Thank you, Before proceed I would need to verify the contact information we have on file to ensure I have the right file. Can you please confirm your mailing address, phone number, email address and current estimated mileage? (7m 58s) Visitor: It is my wifes car. [redacted] South Lyon Michigan [redacted] I am not sure if the mileage, I can text her and ask if it is necessary. (9m 19s) Amber: Thank you, I do not need an exact mileage, do you know if it is over 60,000 miles? (9m 57s) Visitor: I do not believe so. (10m 50s) Amber: Thank you, that is all I need. I will just be one moment (17m 35s) Amber: Thank you for waiting [redacted] I do not see that there is a recall or extended warranty on the door, our dealers are out technical resources so I apologize I would not be able to offer any mechanical advise for this issue. That being said we can certainly look into providing cost assistance for this repair if you can have a Chrysler dealer look at it for you or even set an appointment with a Chrysler dealer. If you are able to set an appointment and reach out to us with the time, place and mileage we can have this escalated for you. (20m 34s) Visitor: What does cost assistance mean? This should not have happened to the vehicle and is a serious safety risk! The door will not open and can not be unlocked. (23m 0s) Visitor: I dont think it is reasonable to do expect someone to pay $100 to look at the vehicle and then pay more to fix it when it appears to be a vehicle malfunction. (24m 10s) Amber: I can certainly understand your concern with this [redacted] however after the vehicle is out of warranty these concerns do become the owners responsibility to have repaired. There is a period outside of the warranty that we can look into helping with the cost of the repair, but we need to have a dealer look at it to do so. If you would like us to look into providing assistance we can certainly do so you will just have to have an appointment with a dealer set. (25m 9s) Visitor: When I set an appointment who do I contact to make them aware? (26m 38s) Amber: You can reach back out to us here through chat or you can call us at 1-800-992-1997 and reference the case number [redacted] Any agent you speak with will escalate the case for you and then the case manager will contact you and the dealer in 1-2 business days and take over the case. (29m 24s) Amber: Was there anything else I could look into for you today, [redacted] (30m 56s) Amber: Thank you for contacting FCA Customer Care. Please chat with us again if you need further assistance or call FCA Customer Care at 1-800-992-1997. Have a great day!

Date	
05/06/2019	

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/06/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/06/2019	**Origin**	Telephone	**Reason**	
Mileage	60,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]			**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	CANAAN		ME	[redacted]	
Dealer	X7854	EAN HOLDINGS - ORLANDO		**Dealer Phone**	4073253783
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	van sling door				
Synopsis					
Customer Anomaly	Body				
	Liftgate				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	170	Liftgate Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/06/2019 07:45 PM	Open
05/06/2019 07:49 PM	Closed

Initial Description

Customer states driver side van door would not open last night in a difficult situation

Case Comments

Date	Comment
05/06/2019	Customer states driver side van door would not open last night in a difficult situation. Customer asked about his warranty and or a extended warranty. Agent advise him to talk to Mopar for the extended warranty. The van door is now working but he is being cautious about it at this time. Agent advised him if it happened again to please get it to a dealer

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/06/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/06/2019	**Origin**	Telephone	**Reason**	
Mileage	31,000 Miles	**Market**	U	**Language**	English
Contact Email	noaol@aol.com	**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	STUART	FL	[redacted]		
Dealer	X7092	EAN HOLDINGS - MIAMI		**Dealer Phone**	3058712286
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS	MO	63105 4204	USA	
Dealer Zone		**Sales District**		**Service District**	
Subject	Recall				
Synopsis					
Customer Anomaly					
Contact Reason	C81	Vehicle Open Recalls	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Recall Campaign - Recall Campaign - VIN check & Contents				

Case Status History

Create Date	Status
05/06/2019 09:45 PM	Open
05/06/2019 11:00 PM	Closed

Initial Description

Customer is calling to see if there is a recall on her back door locks.

Case Comments

Date	Comment
05/06/2019	Customer called and advised that her back doors were both stuck locked, and was wondering if there were any recalls on this. Agent advised there were no recalls. Customer did not qualify for goodwill due to ccs and ls.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/07/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/07/2019	**Origin**	Telephone	**Reason**	
Mileage	45,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	BRIGANTINE		NJ	[redacted]	
Dealer	44814	SPORT DODGE		**Dealer Phone**	6096461200
Dealer Address	6831 BLACK HORSE PIKE				
	EGG HARBOR TOWNSHIP		NJ	08234 4131	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	B
Subject	Unresolved door concern				
Synopsis	Seeking assistance with unresolved door noise and paint Referred customer to DLR for new diagnosis Not resolved				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/07/2019 04:42 PM	Open
05/07/2019 07:53 PM	Closed

Initial Description

DLR has not resolved the door noise

Case Comments

Date	Comment
05/07/2019	Briefly summarize why the customer is contacting Chrysler: Customer stated he has a complaint about the DLR. Customer stated that the rear door is broken and now it is OOW. Customer stated that it makes noise and they have repaired it before but not properly and he feels that they should not be charging him. Customer stated that he is also having an issue with the paint. Briefly summarize what the customer is expecting: Assistance with the door Agent called SA Dominic and he advised that the customer was last at the DLR in Jan 2018 but he looked at it a couple of weeks ago and customer did not want to pursue due to being OOW. Agent advised customer to have a diagnosis completed and cost assistance can be reviewed for his concerns.
05/23/2019	customer stated that he is calling about his actuator on the door having continuous issues and a paint issue. customer is seeking assistance for repair of the actuator of the door. customer stated that the service department sent images to di .

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/07/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/09/2019	**Origin**	Telephone	**Reason**	
Mileage	69,216 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	STUART		FL		
Dealer	26797	WALLACE CHRYSLER JEEP DODGE RAM		**Dealer Phone**	7722203600
Dealer Address	2755 SE FEDERAL HWY				
	STUART		FL	34994 4536	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	B
Subject	SB passenger sliding door not unlocking				
Synopsis	SB approved; closed				
Customer Anomaly	Electronics				
	Dashboard Electronics				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	15	Gage electronic issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/07/2019 08:59 PM	Open
05/09/2019 01:47 PM	Closed

Initial Description

passenger sliding door not unlocking, after vehicle went to dealership for repair for regulator i

Case Comments

Date	Comment
05/07/2019	Passenger sliding door not unlocking, after vehicle went to dealership for repair for regulator. Cx states that they called the dealership right away and SA AL told her to bring it back in and they would take care of it right away. Cx states she told AL she was going away and they just got back Sunday. Cx states now SA AL states she may have to pay another $100 deductible and she feels that she should not have to. Cx took vehicle in to dealer Jim Click for window dropped; regulator in drivers side door and had to pay $100 deductible. Cx states that after window regulator repair the Passenger sliding door started not unlocking; you could only do it manually. Cx feels this issue is result of them working on the previous repair for window regulator. ****Agent called dealership and LVM to SA AL & SM Brian advising them of customers concern. Agent asked both SA AL & SM Brian to call cx back at in regards to her concern.
05/08/2019	Send the file for the no diagnosis bypass.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/08/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/31/2019	**Origin**	Telephone	**Reason**	
Mileage	40,292 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	HUNTLEY		IL	[redacted]	USA
Dealer	27097	Kunes Country C of Woodstock, Inc.		**Dealer Phone**	8153385100
Dealer Address	1790 SOUTH EASTWOOD DR				
	WOODSTOCK		IL	60098 4657	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	A
Subject	door locks are not working				
Synopsis	.				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/08/2019 06:37 PM	Open
05/31/2019 07:12 PM	Closed

Initial Description

Took in for service yesterday and they told the customer in question. Has a problem with the door lock, had the identical problem on the opposite side. Not been able to close the door due to this problem

Case Comments

Date	Comment
05/08/2019	Took in for service yesterday and they told the customer in question. Has a problem with the door lock, had the identical problem on the opposite side. Not been able to close the door due to this problem. Customer iss looking for cost assistance and they do merritt escalation Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: anytime Latest call time: Updates via email: Vehicle location: Customer Date and Time of Appointment: customer had the vehicle for this issue on 05/07/2019, and customer just brought the vehicle home when they found out this was going to be an out of pocket expense Confirmed appointment with: Kunes Country Woodstock Customer in rental: No Authorized by: Rental start date:
05/09/2019	In-service date: 2/29/2016 Original owner: yes Mileage: 40300 Vehicle purchase loyalty: 2 original, 1 used Multiple repairs/previous related repairs: no MVP plans: no OPEN RECALLS?: no
05/09/2019	*****Outbound dealership contact *****815) 338-6756 CM contacted Kunes Country C-27097 and spoke to SM Mike who will accept DM notes if CM assists with repairs. CM was asked to call back on Monday to obtain pricing. *****DEALER FUNNEL***** Vehicle is on-site? NO What is the diagnosis? door lock actuator Is the concern a result of misuse/abuse/lack of maintenance? No. Could the customer have caused/prevented concern? No. Is the concern related to age and mileage? No. Is vehicle maintained? Yes. What is the general condition of the vehicle? Good. Have there been any previous related repairs? No. Have there been any previous out-of-pocket repairs? No. *If unable to duplicate concern, have you had an opportunity to do a test drive with the customer? No. *If unable to duplicate concern, has STAR been contacted? (If yes, obtain STAR case #) No. What is the estimated cost of the repair? $ 500 When could it be completed? Parts to be ordered Do you feel this customer should receive assistance? No Has this customer been provided assistance previously? No. Would you be willing to provide assistance? (co-pay,
05/09/2019	*****Outbound customer contact***** [redacted] CM contacted customer and advised further information is needed from the dealership. CM verified customers email address and advised that further follow up would be made on Monday 05/13.
05/13/2019	*****Outbound customer contact***** [redacted] M contacted customer to provide cost assistance information. Customer is happy with $100 copay. CM to contact the dealership now and customer will later to set up an appointment.
05/13/2019	*****Outbound dealership contact *****815) 338-6756 CM contacted Kunes Country C-27097 and spoke to SM Mike. CM advised the customer accepted GW offer with $100 copay and will be calling to set up an appointment. CM to obtain pricing at a later date.
05/15/2019	*****Outbound customer contact***** [redacted] CM left a voicemail offering continued assistance.
05/20/2019	*****Outbound customer contact***** [redacted] CM LVM for the customer to call us back CM will follow up on 05/21/2019
05/22/2019	*****Outbound dealership contact *****815) 338-6756 CM contacted Kunes Country C-27097 and spoke to SA Eddie who advised the customer does not have an appointment yet.
05/29/2019	CM Sent the customer a email looking for a follow up the CM will follow up with the customer on 05/31/2019
05/31/2019	*****Outbound customer contact***** [redacted] CM left a detailed voicemail.

Date	Comment
05/31/2019	*****Outbound dealership contact *****815) 338-6756 CM contacted Kunes Country C-27097 and spoke to SM Eddie who verified the customer had the repair done and provided pricing.
05/31/2019	*****Outbound customer contact*** [redacted] CM left a new voicemail confirming repairs and stated the case would close.

Email(s)

Date	05/09/2019	***Subject***	[redacted]	
From	uscustomercare@fcagroup.com	***To***	[redacted]	05/09/2019 21:39 PM

My name is Christen and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
• Your case number is .. [redacted] .
• The Chrysler Case Management telephone number is: 1-844-827-2003
• My direct extension: 3020152
• My work hours are: 1130-8pm Eastern Standard Time Monday-Friday).

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

Date	05/24/2019	***Subject***	[redacted]	
From	uscustomercare@fcagroup.com	***To***	[redacted]	05/24/2019 21:44 PM

Regarding Case Number [redacted]
Hello,
This is Christen from Chrysler Case Management
Do you have an appointment with the dealership?

Thank you,
Christen | Chrysler Case Specialist
[redacted]

Date	05/29/2019	***Subject***	[redacted]	
From	uscustomercare@fcagroup.com	***To***	[redacted]	05/29/2019 16:52 PM

Good afternoo[redacted]
We were just following up to find out how its going and if you made it into the dealer your Case Manager will follow up with you on 05/31/2019

Thank you

Jared Case Manger 844-827-2003 ext 3020927
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/08/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/04/2019	**Origin**	Telephone	**Reason**	
Mileage	31,132 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	LOS ANGELES		CA		USA
Dealer	27100	LOS ANGELES CHRYSLER DODGE JEEP RA		**Dealer Phone**	8338665795
Dealer Address	2025 S FIGUEROA ST				
	LOS ANGELES		CA	90007 1340	USA
Dealer Zone	California	**Sales District**		**Service District**	Y
Subject	Buy back/ lemon law CA				
Synopsis	Vehicle not made available for Diagnosis/Repair				
Customer Anomaly					
Contact Reason	C221	Dispute Resolution - Buyback/Lemon Law	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Product - Dispute Resolution - Buyback/Lemon Law Request				

Case Status History

Create Date	Status
05/08/2019 08:43 PM	Open
06/04/2019 09:39 PM	Closed

Initial Description

CST is calling wanting to claim BB/LM

Case Comments

Date	Comment
05/08/2019	CST is calling requesting a Buy back/lemon law for the vehicle, stating the vehicle has had transmission issues, Transmission was replaced in march '19 CST has had several issues since the transmission was replaced, it has stalled on the highway twice, CST will be escalated to I2R for resolution
05/09/2019	********** I2R Review ********** ********** Case Escalated to I2R ********** Reviewed Warranty History which determined this case should be escalated to I2R for case management.
05/10/2019	*** Yvonne with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please direct them to contact Yvonne directly at 214-583-2199, Hours are 9:30-6 CST; FAX is 1-866-849-3869 ATTN: Yvonne, Thank you. ***
05/10/2019	Called DLR 27100 and spoke with Elvira, who confirmed vehicle is currently there but did not have access to RO info, advised Andy is the SA, was placed on hold for a few minutes the call rang and dropped. ********** Placed initial call to customer, at phone# [redacted] and spoke with customer's wife [redacted] advised will need authorization to discuss case. Wife understood and provided customer's phone # [redacted] ********** Placed initial call to customer, at phone# [redacted] I advised this case has been escalated to me for special handling and I would like to assist with vehicle concerns. I provided case#, and my phone number 214-583-2199 for questions. Customer stated vehicle is currently at DLR 27100, as of 05/07/19. Stated he is still experiencing transmission issues, vehicle is stalling, shaking, and will not accelerate while driving, and at times will switch gears from Drive to Neutral. Customer also mentioned that when reversing, vehicle will completely turn off. Customer is not currently in a rental vehicle. Customer stated they do not feel safe in vehicle and is seeking buyback/replacement, advised customer that we will aim for best possible resolution. Customer did give consent to talk to wife [redacted] as last resort only, would prefer that we contact him directly. Advised customer that I will follow up with DLR again, and contact him by Wednesday, May 15, 2019, after following up with DLR.
05/13/2019	Called DLR 27100 and LVM, Requesting SA to send in the ROs.
05/14/2019	Called DLR 27100 and talked to Andres, who stated he is not SA/Andy, was left on hold for over 5 mins, then transferred to SA voicemail, LVM for repair status & requested callback with my phone #.
05/14/2019	Received call from SA/Andy with DLR 27100, updated RO history (RO # [redacted] tated vehicle ready for pickup and will fax RO by end of business day. ********** Placed call to customer, at phone # [redacted] advised talked to dealer, vehicle is ready for pickup. Customer expressed that he is concerned vehicle will still have issues even with repairs. Advised customer if issues persist will continue to work with them and will follow up with him after vehicle is picked up and test driven. Customer okay with this.
05/15/2019	Placed call to customer, at phone # [redacted], Confirmed Vehicle was picked up from DLR 27100. Advised customer that I will follow up with him next week, to allow time for him to test drive vehicle after repairs. Customer okay with follow up date of 05/22/19.
05/22/2019	Placed call to customer, at phone # [redacted] unable to LVM due to mailbox not setup. Sent email.
05/23/2019	Placed call to customer, at phone # [redacted] no answer, no voicemail setup. ********** Placed call to customer, at alternate phone # [redacted] spoke with wife [redacted] who stated that she is having issues with left passenger door, the door will not unlock and stated vehicle hesitates to accelerate pass 20 mph. Admits she has not taken it on the highway, out of fear that vehicle will stall. She states that overall she does not feel safe in vehicle and they would like a buyback/replacement. Advised her that I understand her concerns and asked if she is taking vehicle back in for repairs? She said yes, she will call me back to update me with appointment date and time with the same dealer.

Date	Comment
05/28/2019	Placed call to customer, at phone # [redacted] advised customer that I talked to his wife, and she advised they were still having issues with vehicle and was calling to inquire about appointment date and time. Customer did not say there was an appointment setup, but said they will take it back in by Thursday, 05/30/19. Advised I will follow up on same day to verify. Customer is okay with this.
06/03/2019	****Notes not saved due to error**** 6/3/2019 2:12:37 PM: User Comment by Tierney: Contacted customer at [redacted] and he stated they have not had time to take vehicle back to the DLR yet. I informed him ok that I would go ahead and place his case on hold and when he gets a chance to take it back to the DLR he can contact his CM and let her know and we can get the case off hold. Customer stated ok thank you. ---------- 6/3/2019 2:10:49 PM: User Comment by Tierney: Contacted DLR 27100 and spoke with Daniella and she stated the SA Andy is not there and the SM manager name is Alex Kazaryan and the customer did not bring his vehicle back in.

Email(s)

Date	05/22/2019	***Subject***	[redacted]
From	dodgecustomercare@fcagroup.com	***To***	[redacted] :44 PM

[redacted]

FCA Resolution Team

Telefono: 214-583-2199

Fax: 866-849-3869 ATTN: Yvonne

[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/09/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/09/2019	**Origin**	Telephone	**Reason**	
Mileage	72,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	FORDS		NJ		
Dealer	26778	SANSONE CHRYSLER JEEP DODGE		**Dealer Phone**	7328152600
Dealer Address	90-100 ROUTE 1				
	AVENEL		NJ	07001 1688	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	E
Subject	Warranty inquiry				
Synopsis	Transferred to dealership for diagnostic				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/09/2019 03:22 PM	Open
05/09/2019 03:36 PM	Closed

Initial Description

Warranty Inquiry

Case Comments

Date	Comment
05/09/2019	Customer is having concerns with drivers side passenger door not opening. Has not been to a dealership was inquiring about open recalls and warranty coverage. Agent advised no warranty coverage due to mileage. Warm transfer to dealership for diagnostic.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN	2C4RDGEG9GR337096	**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/09/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/10/2019	**Origin**	Chat	**Reason**	
Mileage	0 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
Dealer	27011	J STAR CHRYSLER DODGE JEEP RAM OF		**Dealer Phone**	8669060586
Dealer Address	8200 EAST CRYSTAL DRIVE				
	ANAHEIM		CA	92807 2514	USA
Dealer Zone	California	**Sales District**		**Service District**	Y
Subject	Customer Assistance				
Synopsis					
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/09/2019 05:04 PM	New
05/09/2019 05:30 PM	Open
05/10/2019 01:03 PM	Closed

Initial Description

Chat Started: Thursday, May 09, 2019, 13:04:14 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Eileen (7s) Eileen: Hi, my name is Eileen with FCA Customer Care, How may I help you? (25s) Visitor: Is this Dodge Customer Care? (1m 33s) Visitor: We had filed a complaint with Teresa in Dodge Customer Care (1m 51s) Visitor: Is this the correct place? (1m 51s) Eileen: Hello[redacted] I am sorry to hear that, is this in regards to a vehicle issue? (2m 38s) Visitor: Yes Ma'am and to how my wife was treated by the service department at Mike Toler in Morehead City NC. (2m 47s) Eileen: I am sorry to hear the issue you are having. We would like to look into this for you. At this time you have reached the Mopar Owner account website support department. Do you mind holding while I transfer you to our Dodge department to assist you further? (3m 4s) Visitor: Yes. (3m 32s) Eileen: Thank you for using Mopar Owner web chat, please hold for the transfer. (3m 59s) Visitor: Ok Chat Transferred From Eileen To Emily (4m 26s) Emily: Hi, my name is Emily with FCA Customer Care, How may I help you? (4m 42s) Visitor: Hey Emily, Are you the Dodge Rep? (5m 16s) Emily: Yes I would be a Dodge rep (6m 40s) Visitor: Ok Great! We are having issues getting anyone to help up after we initially contacted Dodge Customer Care and spoke to Teresa. She offered a solution to link us with Riverside Dodge in New Bern NC, after having a bad experience at Mike Toler Dodge in Morehead City. (8m 13s) Visitor: We had been dealing with Trudy at Riverside and she was initially very helpful and since then has not returned calls and has "lost" our invoice that we sent her via email. (9m 48s) Emily: I apologize what you are going through and I'm glad that you have let us know about the concerns that are going on. I would be happy to look into this with you. May I please have you confirm the name and address on the vehicle? (10m 55s) Visitor: The issue is our rear driver's side door will not open any more. We spent the money to get an estimate from Mike Toler, where we bought our Van and in the process my wife was spoken to rudely and was offered other services and after driving away, our DVD player stopped working, our rear heated seat stopped working and our tire pressure was low. (11m 14s) Emily: May I please have you confirm the last 8 of the VIN on the vehicle please (11m 24s) Visitor: [redacted] eaufort NC [redacted] 11m 51s) Visitor: Give me one minute to run out to my van and get the VIN. (12m 30s) Emily: Thank you (14m 44s) Visitor: [redacted] 15m 18s) Emily: Thank you, currently how many miles are on the vehicle? (15m 47s) Visitor: 60,000 miles, so I know we are out of warrenty (16m 57s) Visitor: The issue is a door latch that is common issue and costs over $1,000 to fix and is a huge safety concern. We have kids and if there was a car fire or accident, they could not use that door to get out. (18m 8s) Visitor: When we made a report to Teresa on April 8th, she offered to help us and link us up with Riverside to address the issues. We have had no success with Trudy and Riverside since then. (18m 43s) Visitor: We are very nice people and just frustrated at this point with Dodge Customer Service and our Van. (21m 26s) Emily: I can understand the concern with the matter , you currently have the van at this time ? (22m 21s) Emily: I would be happy to open a case on the matter for you but we would need to have the vehicle at the dealership to have a diagnosis completed. I understand one was sent via email from the first location. (23m 44s) Emily: Are you there ? (24m 48s) Emily: Due to the lack in response I am going to have to disconnect the chat. (28m 5s) Emily: Thank you for contacting Dodge Customer Care. Please chat with us again if you need further assistance. You can also look for updates on our website www.Dodge.com. Have a good day!

Live Chats

Date

Date	
05/09/2019	Chat Started: Thursday, May 09, 2019, 13:04:14 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Eileen (7s) Eileen: Hi, my name is Eileen with FCA Customer Care, How may I help you? (25s) Visitor: Is this Dodge Customer Care? (1m 33s) Visitor: We had filed a complaint with Teresa in Dodge Customer Care (1m 51s) Visitor: Is this the correct place? (1m 51s) Eileen: Hello [redacted] am sorry to hear that, is this in regards to a vehicle issue? (2m 38s) Visitor: Yes Ma'am and to how my wife was treated by the service department at Mike Toler in Morehead City NC. (2m 47s) Eileen: I am sorry to hear the issue you are having. We would like to look into this for you. At this time you have reached the Mopar Owner account website support department. Do you mind holding while I transfer you to our Dodge department to assist you further? (3m 4s) Visitor: Yes. (3m 32s) Eileen: Thank you for using Mopar Owner web chat, please hold for the transfer. (3m 59s) Visitor: Ok Chat Transferred From Eileen To Emily (4m 26s) Emily: Hi, my name is Emily with FCA Customer Care, How may I help you? (4m 42s) Visitor: Hey Emily, Are you the Dodge Rep? (5m 16s) Emily: Yes I would be a Dodge rep (6m 40s) Visitor: Ok Great! We are having issues getting anyone to help up after we initially contacted Dodge Customer Care and spoke to Teresa. She offered a solution to link us with Riverside Dodge in New Bern NC, after having a bad experience at Mike Toler Dodge in Morehead City. (8m 13s) Visitor: We had been dealing with Trudy at Riverside and she was initially very helpful and since then has not returned calls and has "lost" our invoice that we sent her via email. (9m 48s) Emily: I apologize what you are going through and I'm glad that you have let us know about the concerns that are going on. I would be happy to look into this with you. May I please have you confirm the name and address on the vehicle? (10m 55s) Visitor: The issue is our rear driver's side door will not open any more. We spent the money to get an estimate from Mike Toler, where we bought our Van and in the process my wife was spoken to rudely and was offered other services and after driving away, our DVD player stopped working, our rear heated seat stopped working and our tire pressure was low. (11m 14s) Emily: May I please have you confirm the last 8 of the VIN on the vehicle please (11m 24s) Visitor: [redacted] Beaufort NC [redacted] (11m 51s) Visitor: Give me one minute to run out to my van and get the VIN. (12m 30s) Emily: Thank you (14m 44s) Visitor: [redacted] (15m 18s) Emily: Thank you, currently how many miles are on the vehicle? (15m 47s) Visitor: 60,000 miles, so I know we are out of warrenty (16m 57s) Visitor: The issue is a door latch that is common issue and costs over $1,000 to fix and is a huge safety concern. We have kids and if there was a car fire or accident, they could not use that door to get out. (18m 8s) Visitor: When we made a report to Teresa on April 8th, she offered to help us and link us up with Riverside to address the issues. We have had no success with Trudy and Riverside since then. (18m 43s) Visitor: We are very nice people and just frustrated at this point with Dodge Customer Service and our Van. (21m 26s) Emily: I can understand the concern with the matter , you currently have the van at this time ? (22m 21s) Emily: I would be happy to open a case on the matter for you but we would need to have the vehicle at the dealership to have a diagnosis completed. I understand one was sent via email from the first location. (23m 44s) Emily: Are you there ? (24m 48s) Emily: Due to the lack in response I am going to have to disconnect the chat. (28m 5s) Emily: Thank you for contacting Dodge Customer Care. Please chat with us again if you need further assistance. You can also look for updates on our website www.Dodge.com. Have a good day!

Date	
05/09/2019	

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/10/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/10/2019	**Origin**	Telephone	**Reason**	
Mileage	25,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	BREVARD		NC	[redacted]	
Dealer	X7441	EAN HOLDINGS - COLLEGE PARK		**Dealer Phone**	4043051070
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Buzzing Alarm				
Synopsis	advised customer to get vehicle diagnosed				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/10/2019 06:16 PM	Open
05/10/2019 06:18 PM	Closed

Initial Description

Customer calling in because there is an buzzing alarm going off

Case Comments

Date	Comment
05/10/2019	Customer calling in because just the last week the sliding passenger door makes a buzzing alarm noise when they open any door or unlock the vehicle. Agent advised customer to contact a dealer to have the vehicle diagnosed. Customer is going to call around

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	Model Year	2016	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	05/13/2019	CAIR Type	Regular	Status	Closed
Close Date	05/14/2019	Origin	Brand Site	Reason	assistance
Mileage	82,990 Miles	Market	U	Language	English
Contact Email	[redacted]				
Caller Address	[redacted]			Source	Customer
Caller City	Litchfield Park	Caller Country		Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address	[redacted]				
	LITCHFIELD PARK	AZ	[redacted]		
Dealer	68146	SWANTY'S CHRYSLER DODGE JEEP		Dealer Phone	9287042222
Dealer Address	2494 SOUTH HWY 95				
	BULLHEAD CITY	AZ	86442 7306	USA	
Dealer Zone	West	Sales District		Service District	K
Subject	Door locking mechanism				
Synopsis					
Customer Anomaly	Electronics				
	Dashboard Electronics				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	15	Gage electronic issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/13/2019 04:13 PM	Open
05/14/2019 06:04 AM	Open
05/14/2019 06:08 AM	Closed

Initial Description

Hello,\n\nBack in November of 2018 we had to have the driver\342 s side sliding door lock fixed due to it no longer locking. It was $518 to fix which is pretty expensive just to fix a lock that shouldn\342 t break in the first place. I understand our vehicle was not under warranty. However, now the passenger sliding door lock has stopped working. Which obviously will be around the same cost to fix. It seems like a major design flaw to have both locks stop working on a 2016 vehicle already. Especially since we hardly even use the door on that side. Again, I understand it is no longer under warranty. But I see no reason why this should even be an issue. And it\342 s a safety issue to not be able to lock the door. It will not even lock if we try and do it manually. Is there anything you can do to help me with this and stand behind your product? This is definitely a safety issue not a \342 nice feature to have.\342 Looking online it seems there have been many people with this same issue with this vehicle. \n\nThank you,\[redacted]

Email(s)

Date	05/13/2019	Subject	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	05/13/2019 16:13 PM

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

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

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

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

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

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit [redacted]

Date	05/14/2019	Subject	[redacted]
From	uscustomercare@fcagroup.com	To	

Hello [redacted]
Thank you for contacting Chrysler Customer Care.
I can understand the aggravation you must be feeling in regards to the door lock failing on your vehicle, especially considering how costly repairs can be.

I have researched your request for reimbursement on the door lock, and have utilized every possible resource. Your warranty for this issue was for 3 years / 36,000 miles whichever occurs first. Furthermore, there are no service contracts, recalls or extended warranties pertaining to the door locks.

Being as I have exhausted all avenues, we would be unable to comply with your request for reimbursement.

I thank you for taking the time and effort for bringing this matter to our attention.
Please do not hesitate to contact us if you need any further assistance by calling us at (800) 247-9753.
Thank you again for your emai[redacted]. Have a great day.
Best wishes,
Jennifer
Chrysler Customer Care
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/13/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/17/2019	**Origin**	Telephone	**Reason**	
Mileage	42,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	BELLMORE		NY	[redacted]	
Dealer	41643	MERRICK DODGE CHRYSLER JEEP OF		**Dealer Phone**	5168684400
Dealer Address	3614 SUNRISE HWY				
	WANTAGH		NY	11793 4051	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	H
Subject	vehicle concern				
Synopsis	Customer decline offer. CM closing				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/13/2019 07:39 PM	Open
05/17/2019 02:02 PM	Closed

Initial Description

customer states that her vehicle sold her a lemon, customer states her door does not open and they are charging her 1200 to fix it

Case Comments

Date	Comment
05/13/2019	agent submitting for good will customer has previously owned 5 vehicles under her maiden name [redacted] Loyalty Score 895 Critical Case Scoree 30 Customer basic warranty expired due to odometer, customer is 6000 miles over warranty miles
05/13/2019	Customer contact numbe[redacted]
05/15/2019	*EMAIL RESPONSE* no repairs done, history shows customer needs right rear door lock actuator with a price of $1195+tax in system
05/16/2019	***OUTBOUND CUSTOMER CALL***[redacted] CM called and got VM. CM left VM asking him to call back and so we can makes an offer. The total cost is $1195.00+taxes. CM reviewed file and is able to assist with customer paying $195.00+taxes and CM will cover the $1,000
05/17/2019	M *********EMAIL RESPONSE********** (Question) Do you think we could do a copay of $250 and he pays taxes? Do you think that would work? (Answer) We need at lease that I would say 500.00 ded
05/17/2019	***OUTBOUND CUSTOMER CALL*****[redacted] Customer called in and CM gave made the offer and she declined. CM advised that since she has declined CM will be closing file. CM advised that we will be closing and she is fine with that. She is going to sell the vehicle

Email(s)

Date	05/17/2019	**Subject**	[redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	[redacted]	05/17/2019 13:38 PM

Good morning
My name is Vickie and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number is [redacted]
The Chrysler Case Management telephone number is: 1-844-827-2006
My direct extension: 3020211
My work hours are: 8:00-4:30 pm Eastern Standard Time Monday-Friday.
I will contact you within one business day of your appointment by telephone to review your case with you.

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

Thank you
Vickie

FCA Case Manager I 844-827-2006 Ext. 3020211
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/14/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/03/2019	**Origin**	Telephone	**Reason**	
Mileage	33,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	GARLAND		TX	[redacted]	USA
Dealer	45100	DALLAS CHRYSLER DODGE JEEP RAM		**Dealer Phone**	2143279361
Dealer Address	11550 LBJ FWY				
	DALLAS		TX	75238 5242	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	B
Subject	passenger sliding door				
Synopsis	CM confirmed with customer repairs have been completed and vehicle has been returned to customer with issue resolved.				
Customer Anomaly	Drivability				
	Product Handling (Poor Ride)				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	120	Poor Handling or Rough Ride
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/14/2019 10:09 PM	Open
05/30/2019 08:00 PM	Suspended
06/03/2019 04:02 AM	Open
06/03/2019 02:05 PM	Closed

Initial Description

passenger sliding door

Case Comments

Date	Comment
05/14/2019	Customer requesting goodwill assistance. Says that repairs were quoted at $2,000 for sliding door repair. Customer is just out of basic warranty. Called dlr# 45100 s/w Josh and he verified cost of vehicle repairs would be $2,191.41 out the door. Escalating for goodwill consideration, customer is only about 2 months out of basic warranty.
05/16/2019	WARRANTY: Yes (Powertrain) MVP CONTRACTS: No MILEAGE: 33,000 IN SERVICE DATE: 3/19/2016 ORIGINAL OWNER: Yes HOUSEHOLD VEHICLES: 2 DEALER LOYALTY : No REPEAT ISSUE: Yes STAR TICKETS OPEN: No RECALLS: No SERVICE BULLETIN: No REGULAR MAINTENANCE: No PRIOR GOODWILL: No
05/16/2019	***Outbound call to customer*** CM contacted and spoke with customer regarding their vehicle's concerns. Customer stated they had been taking the vehicle to another DLR a couple different times while vehicle was still in warranty and DLR kept advising customer there was nothing wrong with the vehicle. Customer has now taken the vehicle to another DLR which they have found a repair for the issue. Customer is seeking assistance with repair cost. CM advised customer they will contact DLR and work with SA to provide assistance.
05/17/2019	CM contacted DLR and spoke with SA Josh which confirmed customer's vehicle is at the DLR and they haven't pulled the entire door panel off to get a full diagnosis, but they have been able to loosen up the door panel to look inside which they can see where some wires, cables and door module needs to be replaced and customer is looking at about $2,191.41. Customer has not authorized DLR to pull entire door until they confirm they can get cost assistance. DLR is not willing to accept DM notes because customer didn't purchase the vehicle from that DLR and states it's the customer's first time bringing their vehicle to the DLR. CM was transferred to SM to speak with them but they were unavailable at the time. CM left detailed vm for customer to have SM call back.
05/22/2019	CM contacted DLR and spoke with SM Salvadore which confirmed they are going to assist customer with repairs after researching customer's vehicle & repair history and confirming customer has been working with their sister DLR for an ongoing issue which that DLR (Rockwall) was not able to resolve customer's issue.
05/24/2019	CM contacted DLR to get an update on customer's vehicle. CM spoke with Kyle in service which stated they are not showing customer's vehicle at the DLR. CM asked to speak with SM Salvadore which was familiar with customer's vehicle and SM was unavailable at the time. CM's contact information was provided to have SM call back.
05/29/2019	CM contacted DLR and spoke with SM Salvadore which confirmed they have reinstalled parts that were installed improperly by previous DLR and vehicle is running fine. SM confirms customer has picked up the vehicle.
06/03/2019	CM has confirmed with customer repairs have been completed on the vehicle. Customer confirms vehicle has been returned and issue has been resolved.

Email(s)

Date	05/16/2019	**Subject**	passenger sliding door	[redacted]

From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	05/16/2019 19:11 PM

Dear [redacted]

Thank you for allowing Chrysler Customer Care an opportunity to address your concern. Our primary focus is your satisfaction. My name is Terica and I will be your advocate to ensure all questions and issues are addressed.
Here is some information that will be helpful for you to have:
Your case number is [redacted]
The Southwest BC Customer Care telephone number: 1-844-378-0575
My direct extension: 4060437
My work hours are: 9:00am-5:30pm Eastern Standard Time Monday-Friday.
Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience!

Regards,
Terica-Senior Specialist
[redacted]

Date	05/19/2019	Subject	Re: passenger sliding door [redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	05/19/2019 19:14 PM

Good afternoon,
I was just touching base to see if we have come to and sort of conclusion
on my van. Please let me know.

Thank you in advance,
[redacted]

On Thu, May 16, 2019, 2:11 PM US Customer Care <uscustomercare@fcagroup.com>
wrote:

>
> Dear [redacted]
>
> Thank you for allowing Chrysler Customer Care an opportunity to address
> your concern. Our primary focus is your satisfaction. My name is Terica and
> I will be your advocate to ensure all questions and issues are addressed.
> Here is some information that will be helpful for you to have:
> Your case number is [redacted]
> The Southwest BC Customer Care telephone number: 1-844-378-0575
> My direct extension: 4060437
> My work hours are: 9:00am-5:30pm Eastern Standard Time Monday-Friday.
> Please don't hesitate to make contact if you have any questions or
> concerns. Thank you for your patience!
>
> Regards,
> Terica-Senior Specialist
>
>
[redacted]

Date	05/20/2019	Subject	[redacted]	
From	uscustomercare@fcagroup.com	To	[redacted]	5/20/2019 13:32 PM

Good Morning,

I did speak with the dealership and they are not willing to accept our goodwill authorization to assist with repairs being that the vehicle was not purchased from that dealer and it's the vehicle's first time at that dealership and there's no dealer loyalty, I do apologize. The only thing I could advise is to pay out of pocket for repairs and being reimbursed

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From [redacted]
Sent: 5/19/2019 3:14 PM
To: uscustomercare@fcagroup.com
Subject: Re: passenger sliding door [[redacted]

Good afternoon,
I was just touching base to see if we have come to and sort of conclusion
on my van. Please let me know.

Thank you in advance,
[redacted]

On Thu, May 16, 2019, 2:11 PM US Customer Care <uscustomercare@fcagroup.com>
wrote:

>
> Dear Mrs. [redacted]
>
> Thank you for allowing Chrysler Customer Care an opportunity to address
> your concern. Our primary focus is your satisfaction. My name is Terica and
> I will be your advocate to ensure all questions and issues are addressed.
> Here is some information that will be helpful for you to have:
> Your case number is [redacted]
> The Southwest BC Customer Care telephone number: 1-844-378-0575
> My direct extension: 4060437
> My work hours are: 9:00am-5:30pm Eastern Standard Time Monday-Friday.
> Please don't hesitate to make contact if you have any questions or
> concerns. Thank you for your patience!
>
> Regards,
> Terica-Senior Specialist
>
> [redacted]

Date	05/20/2019	***Subject***	Re: passenger sliding door [ref: [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	05/20/2019 14:07 PM

It may be the first time there, but I have had other vehicles there before. My dodge dart has been seen there before. Not only that but Dallas and rockwall are owned by the same people and my vehicle has been into Rockwall. I did not go back to Rockwall because they didnt fix the problem to begin with! Which is why I am now stuck with a $2200 repair... I find it to be extremely frustrating that they will not fix a problem that they didnt fix to begin with regardless of whether it was seen at Rockwall or Dallas as they are owned by the same person.
I will not have dealer loyalty for a dealership that will not properly handle issues or work with the company I bought the car from!! If they are not willing to work with yall or myself I will never step foot back into either Rockwall or Dallas! And will spread the news of their customer service! Can I ask who you spoke to?

What do you mean by pay the repairs and be reimbursed?

On Mon, May 20, 2019, 8:32 AM US Customer Care <uscustomercare@fcagroup.com> wrote:

> Good Morning,
>
> I did speak with the dealership and they are not willing to accept our
> goodwill authorization to assist with repairs being that the vehicle was
> not purchased from that dealer and it's the vehicle's first time at that
> dealership and there's no dealer loyalty, I do apologize. The only thing I
> could advise is to pay out of pocket for repairs and being reimbursed
>
>
> ---------- Original Message
> From: [redacted]
> Sent: 5/19/2019 3:14 PM
> To: uscustomercare@fcagroup.com
> Subject: Re: passenger sliding door [re[redacted]
>
> Good afternoon,
> I was just touching base to see if we have come to and sort of conclusion
> on my van. Please let me know.
>
> Thank you in advance,
> [redacted]
>
> On Thu, May 16, 2019, 2:11 PM US Customer Care <
> uscustomercare@fcagroup.com>
> wrote:
>
> >
> > Dear[redacted]
> >
> > Thank you for allowing Chrysler Customer Care an opportunity to address
> > your concern. Our primary focus is your satisfaction. My name is Terica
> and
> > I will be your advocate to ensure all questions and issues are addressed.
> > Here is some information that will be helpful for you to have:
> > Your case number i[redacted]
> > The Southwest BC Customer Care telephone number: 1-844-378-0575
> > My direct extension: 4060437
> > My work hours are: 9:00am-5:30pm Eastern Standard Time Monday-Friday.
> > Please don't hesitate to make contact if you have any questions or
> > concerns. Thank you for your patience!
> >
> > Regards,
> > Terica-Senior Specialist
> >
> > [redacted]
> >
>

Date	05/20/2019	***Subject***	Re: passenger sliding door [ref[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	05/20/2019 14:12 PM

If Dallas isnt willing to fix it then Rockwall needs to fix it without me
having to pay the $240 for Dallas to "look" at it. Dallas can give my car
to Rockwall to fix... but I will not pay either dealership $2200 for a
problem that should have been fixed before the warranty went out.....
I apologize. I know you are trying to help me but I am at a loss right
now.. i dont know what to do. I do not have $2200 to fix this vehicle and I
refuse to pay that when the car was seen by the same owner of Dallas dodge
a month and a half ago and is still having problems..

On Mon, May 20, 2019, 8:32 AM US Customer Care <uscustomercare@fcagroup.com>
wrote:

> Good Morning,
>
> I did speak with the dealership and they are not willing to accept our
> goodwill authorization to assist with repairs being that the vehicle was
> not purchased from that dealer and it's the vehicle's first time at that
> dealership and there's no dealer loyalty, I do apologize. The only thing I
> could advise is to pay out of pocket for repairs and being reimbursed
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> ---------- Original Message
> From: [redacted]
> Sent: 5/19/2019 3:14 PM
> To: uscustomercare@fcagroup.com
> Subject: Re: passenger sliding door [redacted]
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> > Terica-Senior Specialist
> >
> > [redacted]
>

Date	05/20/2019	***Subject***	Re: passenger sliding door [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	05/20/2019 14:19 PM

I guess I dont understand how they can deny Chrysler to fix it...

On Thu, May 16, 2019, 2:11 PM US Customer Care <uscustomercare@fcagroup.com>
wrote:

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>
> [redacted]

Date	05/20/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 05/20/2019 15:15 PM

I definitely understand the frustration and I do apologize for any inconvenience. I did speak with the service advisor Josh and also the service manager Salder (not sure if I spelled it correctly) which the service manager himself did also advise they are not willing to accept the authorization for goodwill repairs from case management because of their internal matrix system that they use inhouse to determine if they are willing to accept or provide goodwill gestures. When it comes to dealerships they are independently owned and we unfortunately can not enforce or make the dealerships provide goodwill, accept repair authorizations, or change their fees when it comes to diagnostics or repairs they do also have to get their technicians paid. When it comes to ownership between the two dealerships case management is not able to determine what this dealer may accept and what the other dealer may not accept, and after speaking with the service manager at Dallas Chrysler they are not willing to accept repair authorization. I do understand where you mentioned you don't have that kind of money laying around to pay for repairs, but that is the only suggestion I can provide at this time being that the dealer is not providing or accepting goodwill.

---------- Original Message ----------
From [redacted]
Sent: [redacted]
To: uscustomercare@fcagroup.com
Subject: Re: passenger sliding door [redacted]

I guess I dont understand how they can deny Chrysler to fix it...

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>
> Regards,
> Terica-Senior Specialist
>
> [redacted]

Date	05/20/2019	***Subject***	Re: passenger sliding door [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	05/20/2019 15:21 PM

So who's going go reimburse us and how do I know I'll get it?

On Mon, May 20, 2019, 10:15 AM US Customer Care <uscustomercare@fcagroup.com>
wrote:

> I definitely understand the frustration and I do apologize for any
> inconvenience. I did speak with the service advisor Josh and also the
> service manager Salder (not sure if I spelled it correctly) which the
> service manager himself did also advise they are not willing to accept the
> authorization for goodwill repairs from case management because of their
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> mentioned you don't have that kind of money laying around to pay for
> repairs, but that is the only suggestion I can provide at this time being
> that the dealer is not providing or accepting goodwill.
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>
> ---------- Original Message ----------
> From [redacted]
> Sent: 5/20/2019 10:19 AM
> To: uscustomercare@fcagroup.com
> Subject: Re: passenger sliding door [redacted]
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> > Terica-Senior Specialist
> >
> >
> [redacted]
>

Date	05/21/2019	***Subject***	Re: passenger sliding door [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	05/21/2019 17:42 PM

Good afternoon,
Just curious what the decision was? Dallas said that yall came to an
agreement and that they were to move forward with the service.

On Mon, May 20, 2019, 10:15 AM US Customer Care <uscustomercare@fcagroup.com>
wrote:

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> ---------- Original Message
> From: [redacted]
> Sent: [redacted]
> To: uscustomercare@fcagroup.com
> Subject: Re: passenger sliding door [redacted]
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> >
> [redacted]
>

Date	05/21/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 05/21/2019 17:49 PM

Good Afternoon,

As I mentioned yesterday and the last time I spoke with the dealership they were not willing to accept authorization from Chrysler to cover repairs. I also suggested to you if you wanted the vehicle repaired you would have to pay out of pocket for repairs and submit documentation for reimbursement. As stated before case manager can not force the dealer to accept repair authorizations. If they are moving forward with repairs that is not something I authorized them to do if they are not willing to accept authorization notes from case manager

---------- Original Message ----------
From [redacted]
Sent: [redacted]
To: uscustomercare@fcagroup.com
Subject: Re: passenger sliding door [redacted]

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Just curious what the decision was? Dallas said that yall came to an
agreement and that they were to move forward with the service.

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> repairs, but that is the only suggestion I can provide at this time being
> that the dealer is not providing or accepting goodwill.
>
>
> ---------- Original Message ----------
> From [redacted]
> Sent: [redacted]
> To: uscustomercare@fcagroup.com
> Subject: Re: passenger sliding door [redacted]
>
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> > Regards,
> > Terica-Senior Specialist
> >
> [redacted]
>
>

Date	05/21/2019	***Subject***	Re: passenger sliding door [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	05/21/2019 18:01 PM

They said they spoke with yall and something about Rockwall paying for it.

On Tue, May 21, 2019, 12:49 PM US Customer Care <uscustomercare@fcagroup.com>
wrote:

> Good Afternoon,
>
> As I mentioned yesterday and the last time I spoke with the dealership
> they were not willing to accept authorization from Chrysler to cover
> repairs. I also suggested to you if you wanted the vehicle repaired you
> would have to pay out of pocket for repairs and submit documentation for
> reimbursement. As stated before case manager can not force the dealer to
> accept repair authorizations. If they are moving forward with repairs that
> is not something I authorized them to do if they are not willing to accept
> authorization notes from case manager
>
>
> ---------- Original Message ----------
> From [redacted]
> Sent: 5/21/2019 1:42 PM
> To: uscustomercare@fcagroup.com
> Subject: Re: passenger sliding door [redacted]
>
> Good afternoon,
> Just curious what the decision was? Dallas said that yall came to an
> agreement and that they were to move forward with the service.
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> >
> > ---------- Original Message ----------
> > From [redacted]
> > Sent: 5/20/2019 10:19 AM
> > To: uscustomercare@fcagroup.com
> > Subject: Re: passenger sliding door [redacted]
> >
> > I guess I dont understand how they can deny Chrysler to fix it...
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> > > Terica-Senior Specialist
> > >
> > >
> > > [redacted]
> > >

> >
>
>

Date	05/21/2019	***Subject***	Re: passenger sliding doo[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	05/21/2019 18:12 PM

And yall told them to move forward with service.

On Tue, May 21, 2019, 12:49 PM US Customer Care <uscustomercare@fcagroup.com>
wrote:

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> > From: [redacted]
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> > >
> > >
> > > [redacted]
> > >

> >
>
>

Date	05/21/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 05/21/2019 18:30 PM

That is not true. I don't know who they spoke with that told them that information, but I'm the only case manager working this case and when I spoke with the service advisor Josh he advised me they do not accept goodwill authorization notes so he then transferred me to the service manager which was unavailable at the time and I left a voicemail for him and called back and I was unavailable at the time but the service manager left a voicemail stating to me they were not willing to accept authorization notes. I did not tell anyone to start a repair if it wasn't going to be covered by me (the case manager) if they contacted the dealership (Rockwall) and spoke them and they stated they would cover the repairs that's something I was not involved in or aware of. We have documented/recorded calls and I have not stated to move forward with repairs. When I was advised they would not accept authorization I reached out to you through email and advised you of that, and that was the last time I spoke with them regarding your vehicle.

---------- Original Message ----------
From: [redacted]
Sent: 5/21/2019 2:12 PM
To: uscustomercare@fcagroup.com
Subject: Re: passenger sliding door [redacted]

And yall told them to move forward with service.

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> > >
> > > Dear [redacted]
> > >
> > > Thank you for allowing Chrysler Customer Care an opportunity to address
> > > your concern. Our primary focus is your satisfaction. My name is Terica
> > and
> > > I will be your advocate to ensure all questions and issues are

> addressed.
> > > Here is some information that will be helpful for you to have:
> > > Your case number is [redacted]
> > > The Southwest BC Customer Care telephone number: 1-844-378-0575
> > > My direct extension: 4060437
> > > My work hours are: 9:00am-5:30pm Eastern Standard Time Monday-Friday.
> > > Please don't hesitate to make contact if you have any questions or
> > > concerns. Thank you for your patience!
> > >
> > > Regards,
> > > Terica-Senior Specialist
> > >
> > [redacted]
> >
>
>

Date	05/21/2019	***Subject***	Re: passenger sliding door [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	05/21/2019 18:32 PM

Hmm interesting..okay thank you...I have placed a phone call in to them but they have not returned my call but they said in a text that yall told them to move forward..

On Tue, May 21, 2019, 1:30 PM US Customer Care <uscustomercare@fcagroup.com> wrote:

> That is not true. I don't know who they spoke with that told them that
> information, but I'm the only case manager working this case and when I
> spoke with the service advisor Josh he advised me they do not accept
> goodwill authorization notes so he then transferred me to the service
> manager which was unavailable at the time and I left a voicemail for him
> and called back and I was unavailable at the time but the service manager
> left a voicemail stating to me they were not willing to accept
> authorization notes. I did not tell anyone to start a repair if it wasn't
> going to be covered by me (the case manager) if they contacted the
> dealership (Rockwall) and spoke them and they stated they would cover the
> repairs that's something I was not involved in or aware of. We have
> documented/recorded calls and I have not stated to move forward with
> repairs. When I was advised they would not accept authorization I reached
> out to you through email and advised you of that, and that was the last
> time I spoke with them regarding your vehicle.
>
>
> ---------- Original Message ----------
> From: [redacted]
> Sent: 5/21/2019 2:12 PM
> To: uscustomercare@fcagroup.com
> Subject: Re: passenger sliding door [redacted]
>
> And yall told them to move forward with service.
>
> On Tue, May 21, 2019, 12:49 PM US Customer Care <
> uscustomercare@fcagroup.com>
> wrote:
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> > Good Afternoon,
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> > As I mentioned yesterday and the last time I spoke with the dealership
> > they were not willing to accept authorization from Chrysler to cover
> > repairs. I also suggested to you if you wanted the vehicle repaired you
> > would have to pay out of pocket for repairs and submit documentation for
> > reimbursement. As stated before case manager can not force the dealer to
> > accept repair authorizations. If they are moving forward with repairs
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> > authorization notes from case manager
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> > From: [redacted]
> > Sent: 5/21/2019 1:42 PM
> > To: uscustomercare@fcagroup.com
> > Subject: Re: passenger sliding door [redacted]
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> > Just curious what the decision was? Dallas said that yall came to an
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> > > ---------- Original Message
> > > From [redacted]
> > > Sent: [redacted]
> > > To: uscustomercare@fcagroup.com
> > > Subject: Re: passenger sliding door [redacted]
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> > > wrote:
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> > >
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> >
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Date	05/21/2019	***Subject***	[redacted]	
From	uscustomercare@fcagroup.com	***To***		05/21/2019 18:51 PM

I have just reached out and spoke with the service manager Salvadore which he has confirmed they have did more research into your profile and they have found out that you have been to their other dealership (Rockwall) so they are attempting to assist with repairs. Dallas may have contacted Rockwall which I was not aware of but they are working on getting the vehicle repaired

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From: [redacted]
Sent: 5/21/2019 2:32 PM
To: uscustomercare@fcagroup.com
Subject: Re: passenger sliding door [redacted]

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> From: [redacted]
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> Subject: Re: passenger sliding door [redacted]]
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> > > ---------- Original Message ----------
> > > From [redacted]
> > > Sent: 5/20/2019 10:19 AM
> > > To: uscustomercare@fcagroup.com
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> > > > Terica-Senior Specialist
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> > > > [redacted]
> > >
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>

Date	05/21/2019	***Subject***	Re: passenger sliding door [[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	05/21/2019 18:54 PM

Okay thank you!

On Tue, May 21, 2019, 1:51 PM US Customer Care <uscustomercare@fcagroup.com>
wrote:

> I have just reached out and spoke with the service manager Salvadore which
> he has confirmed they have did more research into your profile and they
> have found out that you have been to their other dealership (Rockwall) so
> they are attempting to assist with repairs. Dallas may have contacted
> Rockwall which I was not aware of but they are working on getting the
> vehicle repaired
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> ---------- Original Message ----------
> From: [redacted]
> Sent: 5/21/2019 2:32 PM
> To: uscustomercare@fcagroup.com
> Subject: Re: passenger sliding door [redacted]
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> Hmm interesting..okay thank you...I have placed a phone call in to them but
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> > From: [redacted]
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> > Subject: Re: passenger sliding door [redacted]
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> > > From: [redacted]
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> > > To: uscustomercare@fcagroup.com
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> >
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>
>

Date	05/21/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted]5/21/2019 19:10 PM

You're welcome

---------- Original Message ----------
From [redacted]
Sent: 5/21/2019 2:54 PM
To: uscustomercare@fcagroup.com
Subject: Re: passenger sliding door [redacted]

Okay thank you!

On Tue, May 21, 2019, 1:51 PM US Customer Care <uscustomercare@fcagroup.com>
wrote:

> I have just reached out and spoke with the service manager Salvadore which
> he has confirmed they have did more research into your profile and they
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> ---------- Original Message ----------
> From [redacted]
> Sent: 5/21/2019 2:32 PM
> To: uscustomercare@fcagroup.com
> Subject: Re: passenger sliding door [redacted]
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> > > From [redacted]
> > > Sent: 5/21/2019 1:42 PM
> > > To: uscustomercare@fcagroup.com
> > > Subject: Re: passenger sliding door [redacted]
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> > > Good afternoon,
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> > > > >
> > > > > [redacted]
> > > > >
> > > > >
> > > > >

Hello [redacted],

I wanted to follow up with you and see if you have been provided with any updates from the dealer. I reached out to them to get an update and the service department was unavailable at the time.

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 5/21/2019 3:10 PM
To [redacted]
Subject: Re: passenger sliding door [redacted]

You're welcome

---------- Original Message ----------
From: [redacted]
Sent: 5/21/2019 2:54 PM
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Subject: Re: passenger sliding door [redacted]

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> > repairs. When I was advised they would not accept authorization I reached
> > out to you through email and advised you of that, and that was the last
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> > Sent: 5/21/2019 2:12 PM
> > To: uscustomercare@fcagroup.com
> > Subject: Re: passenger sliding door [redacted]
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> > > > > The Southwest BC Customer Care telephone number: 1-844-378-0575
> > > > > My direct extension: 4060437
> > > > > My work hours are: 9:00am-5:30pm Eastern Standard Time
> Monday-Friday.
> > > > > Please don't hesitate to make contact if you have any questions or
> > > > > concerns. Thank you for your patience!
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> > > > > Regards,
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> > > > >
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Date	05/24/2019	***Subject***	Re: passenger sliding doo[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	05/24/2019 20:17 PM

I have not. I tried reaching out last night and no luck.

On Fri, May 24, 2019, 3:11 PM US Customer Care <uscustomercare@fcagroup.com>
wrote:

> Hello[redacted],
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> I wanted to follow up with you and see if you have been provided with any
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> Sent: 5/21/2019 3:10 PM
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> Subject: Re: passenger sliding door [redacted]
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> You're welcome
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> To: uscustomercare@fcagroup.com
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> Okay thank you!
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Date	05/24/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 05/24/2019 20:27 PM

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> > > > > Sent: 5/21/2019 1:42 PM
> > > > > To: uscustomercare@fcagroup.com
> > > > > Subject: Re: passenger sliding door [
> > > [redacted]
> > > > >
> > > > > Good afternoon,
> > > > > Just curious what the decision was? Dallas said that yall came to
> an
> > > > > agreement and that they were to move forward with the service.
> > > > >
> > > > > On Mon, May 20, 2019, 10:15 AM US Customer Care <
> > > > > uscustomercare@fcagroup.com>
> > > > > wrote:
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> > > > > > I definitely understand the frustration and I do apologize for
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> > > > > > service manager Salder (not sure if I spelled it correctly) which
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> > > > > > service manager himself did also advise they are not willing to
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> > > > > > repairs they do also have to get their technicians paid. When it
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> > > > > > From: [redacted]
> > > > > > Sent: 5/20/2019 10:19 AM
> > > > > > To: uscustomercare@fcagroup.com
> > > > > > Subject: Re: passenger sliding door [
> > [redacted]
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> > > > > > On Thu, May 16, 2019, 2:11 PM US Customer Care <
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> > > > > > wrote:
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> > > > > > > > > > > > > Dear [redacted]
> > > > > > > > > > > > > Thank you for allowing Chrysler Customer Care an opportunity to
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> > > > > > > > > > > > > and
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> > > > > > > > > > > > > Here is some information that will be helpful for you to have:
> > > > > > > > > > > > > Your case number is [redacted]
> > > > > > > > > > > > > The Southwest BC Customer Care telephone number: 1-844-378-0575
> > > > > > > > > > > > > My direct extension: 4060437
> > > > > > > > > > > > > My work hours are: 9:00am-5:30pm Eastern Standard Time
> > > Monday-Friday.
> > > > > > > > > > > > > Please don't hesitate to make contact if you have any questions
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> > > > > > > > > > > > > Regards,
> > > > > > > > > > > > > Terica-Senior Specialist
> > > > > > > > > > > > >
> > > > > > > > > > > > > [redacted]
> > > > > > > > > > > > > [redacted]
> > > > > > > > > > > > >
> > > > > > > > > > > > >
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Hello [redacted],

I have been notified your vehicle has been picked up from the dealership and I wanted to confirm with you that the repairs have been completed on your vehicle and that the issue has been resolved.

---------- Original Message ----------
From: [redacted]
Sent: 5/24/2019 5:05 PM
To: uscustomercare@fcagroup.com
Subject: Re: passenger sliding door [redacted]]

Thank you. I will do the same.

On Fri, May 24, 2019, 3:27 PM US Customer Care <uscustomercare@fcagroup.com>
wrote:

> Okay thank you. I'll keep reaching out
>
>
> ---------- Original Message ----------
> From: [redacted]
> Sent: 5/24/2019 4:17 PM
> To: uscustomercare@fcagroup.com
> Subject: Re: passenger sliding door [redacted]]
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> I have not. I tried reaching out last night and no luck.
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> > Hello [redacted]
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> > I wanted to follow up with you and see if you have been provided with any
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> > service department was unavailable at the time.
> >
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> > From: US Customer Care [uscustomercare@fcagroup.com]
> > Sent: 5/21/2019 3:10 PM
> > To: [redacted]
> > Subject: Re: passenger sliding door [redacted]
> >
> > You're welcome
> >
> >
> > ---------- Original Message ----------
> > From [redacted]]
> > Sent: 5/21/2019 2:54 PM
> > To: uscustomercare@fcagroup.com
> > Subject: Re: passenger sliding door [redacted]]
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> > Okay thank you!
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> > On Tue, May 21, 2019, 1:51 PM US Customer Care <
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> > wrote:
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> > > I have just reached out and spoke with the service manager Salvadore
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> > > he has confirmed they have did more research into your profile and they
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> > > Sent: 5/21/2019 2:32 PM
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> > > Subject: Re: passenger sliding door [redacted]]
> > >
> > > Hmm interesting..okay thank you...I have placed a phone call in to them
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> > > > From [redacted]
> > > > Sent: 5/21/2019 2:12 PM
> > > > To: uscustomercare@fcagroup.com
> > > > Subject: Re: passenger sliding door [
> [redacted]
> > > >
> > > > And yall told them to move forward with service.
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> > > > On Tue, May 21, 2019, 12:49 PM US Customer Care <
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> > > > wrote:
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> > > > > Good Afternoon,
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> > > > > As I mentioned yesterday and the last time I spoke with the
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> > > > > Sent: 5/21/2019 1:42 PM
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> > > > > > > > > > > > [redacted]
> > > > > > > > > > > > [redacted]
> > > > > > > > > > > > [redacted]
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Sent: 5/24/2019 5:05 PM
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> > > > > > > > > > > > [redacted]f
> > > > > > > > > > > > >
> > > > > > > > > > > > >
> > > > > > > > > > > > >

Yes maam. I do have my vehicle now! Thank you! It turned out that Rockwall didnt put my van back together properly which caused the door to get jammed and break all the wiring..
What is the best way to go about reporting a dealership? My parents also had a lot of trouble with the same dealership and ended up at Dallas!

On Wed, May 29, 2019, 8:36 AM US Customer Care <uscustomercare@fcagroup.com> wrote:

> Hello [redacted],
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> > > which
> > > > he has confirmed they have did more research into your profile and
> > they
> > > > have found out that you have been to their other dealership
> > (Rockwall)
> > > so
> > > > they are attempting to assist with repairs. Dallas may have contacted
> > > > Rockwall which I was not aware of but they are working on getting the
> > > > vehicle repaired
> > > >
> > > >
> > > > ---------- Original Message ----------
> > > > From: [redacted]
> > > > Sent: 5/21/2019 2:32 PM

> > > > To: uscustomercare@fcagroup.com
> > > > Subject: Re: passenger sliding door [
> [redacted]
> > > >
> > > > Hmm interesting..okay thank you...I have placed a phone call in to
> them
> > > but
> > > > they have not returned my call but they said in a text that yall told
> > > them
> > > > to move forward..
> > > >
> > > > On Tue, May 21, 2019, 1:30 PM US Customer Care <
> > > > uscustomercare@fcagroup.com>
> > > > wrote:
> > > >
> > > > > That is not true. I don't know who they spoke with that told them
> > that
> > > > > information, but I'm the only case manager working this case and
> > when I
> > > > > spoke with the service advisor Josh he advised me they do not
> accept
> > > > > goodwill authorization notes so he then transferred me to the
> service
> > > > > manager which was unavailable at the time and I left a voicemail
> for
> > > him
> > > > > and called back and I was unavailable at the time but the service
> > > manager
> > > > > left a voicemail stating to me they were not willing to accept
> > > > > authorization notes. I did not tell anyone to start a repair if it
> > > wasn't
> > > > > going to be covered by me (the case manager) if they contacted the
> > > > > dealership (Rockwall) and spoke them and they stated they would
> cover
> > > the
> > > > > repairs that's something I was not involved in or aware of. We have
> > > > > documented/recorded calls and I have not stated to move forward
> with
> > > > > repairs. When I was advised they would not accept authorization I
> > > reached
> > > > > out to you through email and advised you of that, and that was the
> > last
> > > > > time I spoke with them regarding your vehicle.
> > > > >
> > > > >
> > > > > ---------- Original Message ----------
> > > > > From[redacted]]
> > > > > Sent: 5/21/2019 2:12 PM
> > > > > To: uscustomercare@fcagroup.com
> > > > > Subject: Re: passenger sliding door [
> > > > > >[redacted]
> > > > >
> > > > > And yall told them to move forward with service.
> > > > >
> > > > > On Tue, May 21, 2019, 12:49 PM US Customer Care <
> > > > > uscustomercare@fcagroup.com>
> > > > > wrote:
> > > > >
> > > > > > Good Afternoon,
> > > > > >
> > > > > > As I mentioned yesterday and the last time I spoke with the
> > > dealership
> > > > > > they were not willing to accept authorization from Chrysler to
> > cover
> > > > > > repairs. I also suggested to you if you wanted the vehicle
> repaired
> > > you
> > > > > > would have to pay out of pocket for repairs and submit
> > documentation
> > > for
> > > > > > reimbursement. As stated before case manager can not force the
> > dealer
> > > to
> > > > > > accept repair authorizations. If they are moving forward with
> > repairs
> > > that
> > > > > > is not something I authorized them to do if they are not willing
> to
> > > accept
> > > > > > authorization notes from case manager
> > > > > >
> > > > > >
> > > > > > ---------- Original Message ----------
> > > > > > From: [redacted]
> > > > > > Sent: 5/21/2019 1:42 PM
> > > > > > To: uscustomercare@fcagroup.com
> > > > > > Subject: Re: passenger sliding door [

> > > [redacted]
> > > > > >
> > > > > > Good afternoon,
> > > > > > Just curious what the decision was? Dallas said that yall came to
> > an
> > > > > > agreement and that they were to move forward with the service.
> > > > > > >
> > > > > > On Mon, May 20, 2019, 10:15 AM US Customer Care <
> > > > > > uscustomercare@fcagroup.com>
> > > > > > wrote:
> > > > > > >
> > > > > > > > I definitely understand the frustration and I do apologize for
> > any
> > > > > > > > inconvenience. I did speak with the service advisor Josh and
> also
> > > > the
> > > > > > > > service manager Salder (not sure if I spelled it correctly)
> which
> > > the
> > > > > > > > service manager himself did also advise they are not willing to
> > > > accept
> > > > > > > > the
> > > > > > > > authorization for goodwill repairs from case management because
> > of
> > > > > > > > their
> > > > > > > > internal matrix system that they use inhouse to determine if
> they
> > > are
> > > > > > > > willing to accept or provide goodwill gestures. When it comes
> to
> > > > > > > > dealerships they are independently owned and we unfortunately
> can
> > > not
> > > > > > > > enforce or make the dealerships provide goodwill, accept repair
> > > > > > > > authorizations, or change their fees when it comes to
> diagnostics
> > > or
> > > > > > > > repairs they do also have to get their technicians paid. When
> it
> > > > comes
> > > > > > > to
> > > > > > > > ownership between the two dealerships case management is not
> able
> > > to
> > > > > > > > determine what this dealer may accept and what the other dealer
> > may
> > > > not
> > > > > > > > accept, and after speaking with the service manager at Dallas
> > > > Chrysler
> > > > > > > > they
> > > > > > > > are not willing to accept repair authorization. I do understand
> > > where
> > > > > > > you
> > > > > > > > mentioned you don't have that kind of money laying around to
> pay
> > > for
> > > > > > > > repairs, but that is the only suggestion I can provide at this
> > time
> > > > > > being
> > > > > > > > that the dealer is not providing or accepting goodwill.
> > > > > > > >
> > > > > > > >
> > > > > > > > ---------- Original Message ----------
> > > > > > > > From: [redacted]]
> > > > > > > > Sent: 5/20/2019 10:19 AM
> > > > > > > > To: uscustomercare@fcagroup.com
> > > > > > > > Subject: Re: passenger sliding door [
> > > > > > > [redacted]
> > > > > > > >
> > > > > > > > I guess I dont understand how they can deny Chrysler to fix
> it...
> > > > > > > >
> > > > > > > > On Thu, May 16, 2019, 2:11 PM US Customer Care <
> > > > > > > > uscustomercare@fcagroup.com>
> > > > > > > > wrote:
> > > > > > > >
> > > > > > > >
> > > > > > > > > > Dear [redacted],
> > > > > > > > >
> > > > > > > > > Thank you for allowing Chrysler Customer Care an opportunity
> to
> > > > > > address
> > > > > > > > > your concern. Our primary focus is your satisfaction. My name
> > is
> > > > > > Terica
> > > > > > > > > and
> > > > > > > > > I will be your advocate to ensure all questions and issues

> are
> > > > > > addressed.
> > > > > > > > Here is some information that will be helpful for you to
> have:
> > > > > > > > Your case number is [redacted]
> > > > > > > > The Southwest BC Customer Care telephone number:
> 1-844-378-0575
> > > > > > > > My direct extension: 4060437
> > > > > > > > My work hours are: 9:00am-5:30pm Eastern Standard Time
> > > > Monday-Friday.
> > > > > > > > Please don't hesitate to make contact if you have any
> questions
> > > or
> > > > > > > > concerns. Thank you for your patience!
> > > > > > > >
> > > > > > > > Regards,
> > > > > > > > Terica-Senior Specialist
> > > > > > > >
> > > > > > > >
> > > > > > > [redacted]
> > > > > > > [redacted]
> > > > > > >
> > > > > > >
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Date	05/29/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 9/2019 16:29 PM

Glad to hear the vehicle has been returned back to you with repairs completed. If you would like for me to put in a dealer's complaint I could do so and the complaint would be documented and reviewed. Another way is I could provide you with our corporate mailing address if you wanted to write a letter and send it in on your behalf.

---------- Original Message ----------
From [redacted]
Sent: 5/29/2019 10:15 AM
To: uscustomercare@fcagroup.com
Subject: Re: passenger sliding door [redacted]]

Yes maam. I do have my vehicle now! Thank you! It turned out that Rockwall didnt put my van back together properly which caused the door to get jammed and break all the wiring..
What is the best way to go about reporting a dealership? My parents also had a lot of trouble with the same dealership and ended up at Dallas!

On Wed, May 29, 2019, 8:36 AM US Customer Care <uscustomercare@fcagroup.com> wrote:

> Hello[redacted]
>
> I have been notified your vehicle has been picked up from the dealership
> and I wanted to confirm with you that the repairs have been completed on
> your vehicle and that the issue has been resolved.
>
>
> ---------- Original Message ----------
> From: [redacted]]
> Sent: 5/24/2019 5:05 PM
> To: uscustomercare@fcagroup.com
> Subject: Re: passenger sliding door [redacted]
>
> Thank you. I will do the same.
>
> On Fri, May 24, 2019, 3:27 PM US Customer Care <
> uscustomercare@fcagroup.com>
> wrote:
>
> > Okay thank you. I'll keep reaching out
> >
> >
> > ---------- Original Message ----------
> > From [redacted]
> > Sent: 5/24/2019 4:17 PM
> > To: uscustomercare@fcagroup.com
> > Subject: Re: passenger sliding door [redacted]]
> >
> > I have not. I tried reaching out last night and no luck.
> >
> > On Fri, May 24, 2019, 3:11 PM US Customer Care <
> > uscustomercare@fcagroup.com>
> > wrote:
> >
> > > Hello[redacted],
> > >
> > > I wanted to follow up with you and see if you have been provided with
> any
> > > updates from the dealer. I reached out to them to get an update and the
> > > service department was unavailable at the time.
> > >
> > >
> > > ---------- Original Message ----------
> > > From: US Customer Care [uscustomercare@fcagroup.com]
> > > Sent: 5/21/2019 3:10 PM
> > > To: a[redacted]
> > > Subject: Re: passenger sliding door [[redacted]
> > >
> > > You're welcome
> > >
> > >
> > > ---------- Original Message ----------
> > > From [redacted]
> > > Sent: 5/21/2019 2:54 PM
> > > To: uscustomercare@fcagroup.com
> > > Subject: Re: passenger sliding door [[redacted]
> > >
> > > Okay thank you!
> > >
> > > On Tue, May 21, 2019, 1:51 PM US Customer Care <
> > > uscustomercare@fcagroup.com>
> > > wrote:
> > >
> > > > I have just reached out and spoke with the service manager Salvadore
> > > which
> > > > he has confirmed they have did more research into your profile and
> > they
> > > > have found out that you have been to their other dealership

> (Rockwall)
> > so
> > > > they are attempting to assist with repairs. Dallas may have contacted
> > > > Rockwall which I was not aware of but they are working on getting the
> > > > vehicle repaired
> > > > >
> > > > >
> > > > ---------- Original Message ----------
> > > > From[redacted]]
> > > > Sent: 5/21/2019 2:32 PM
> > > > To: uscustomercare@fcagroup.com
> > > > Subject: Re: passenger sliding door [
>[redacted]
> > > > >
> > > > Hmm interesting..okay thank you...I have placed a phone call in to
> them
> > > but
> > > > they have not returned my call but they said in a text that yall told
> > > them
> > > > to move forward..
> > > > >
> > > > On Tue, May 21, 2019, 1:30 PM US Customer Care <
> > > > uscustomercare@fcagroup.com>
> > > > wrote:
> > > > >
> > > > > That is not true. I don't know who they spoke with that told them
> > that
> > > > > information, but I'm the only case manager working this case and
> > when I
> > > > > spoke with the service advisor Josh he advised me they do not
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> > > > > goodwill authorization notes so he then transferred me to the
> service
> > > > > manager which was unavailable at the time and I left a voicemail
> for
> > > him
> > > > > and called back and I was unavailable at the time but the service
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> > > > > left a voicemail stating to me they were not willing to accept
> > > > > authorization notes. I did not tell anyone to start a repair if it
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> > > > > going to be covered by me (the case manager) if they contacted the
> > > > > dealership (Rockwall) and spoke them and they stated they would
> cover
> > > the
> > > > > repairs that's something I was not involved in or aware of. We have
> > > > > documented/recorded calls and I have not stated to move forward
> with
> > > > > repairs. When I was advised they would not accept authorization I
> > > reached
> > > > > out to you through email and advised you of that, and that was the
> > last
> > > > > time I spoke with them regarding your vehicle.
> > > > > >
> > > > > >
> > > > > ---------- Original Message ----------
> > > > > [redacted]
> > > > > Sent: 5/21/2019 2:12 PM
> > > > > To: uscustomercare@fcagroup.com
> > > > > Subject: Re: passenger sliding door [
> > > > > >[redacted]
> > > > > >
> > > > > And yall told them to move forward with service.
> > > > > >
> > > > > On Tue, May 21, 2019, 12:49 PM US Customer Care <
> > > > > uscustomercare@fcagroup.com>
> > > > > wrote:
> > > > > >
> > > > > > Good Afternoon,
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> > > > > > As I mentioned yesterday and the last time I spoke with the
> > > dealership
> > > > > > they were not willing to accept authorization from Chrysler to
> > cover
> > > > > > repairs. I also suggested to you if you wanted the vehicle
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> > > > > > authorization notes from case manager
> > > > > >
> > > > > > >
> > > > > > > ---------- Original Message ----------
> > > > > > > From: [redacted]]
> > > > > > > Sent: 5/21/2019 1:42 PM
> > > > > > > To: uscustomercare@fcagroup.com
> > > > > > > Subject: Re: passenger sliding door [
> > > [redacted]
> > > > > > >
> > > > > > > Good afternoon,
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> > > > > > > On Mon, May 20, 2019, 10:15 AM US Customer Care <
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> > > > > > > wrote:
> > > > > > >
> > > > > > > > I definitely understand the frustration and I do apologize for
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> > > > > > > > inconvenience. I did speak with the service advisor Josh and
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> > > the
> > > > > > > > service manager Salder (not sure if I spelled it correctly)
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> > > the
> > > > > > > > service manager himself did also advise they are not willing to
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> > > > > > > > the
> > > > > > > > authorization for goodwill repairs from case management because
> > of
> > > > > > > > their
> > > > > > > > internal matrix system that they use inhouse to determine if
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> > > > > > > > willing to accept or provide goodwill gestures. When it comes
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> > > > > > > > dealerships they are independently owned and we unfortunately
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> > > or
> > > > > > > > repairs they do also have to get their technicians paid. When
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> > > > > > > to
> > > > > > > > ownership between the two dealerships case management is not
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> > > > > > > > determine what this dealer may accept and what the other dealer
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> > > > Chrysler
> > > > > > > they
> > > > > > > > are not willing to accept repair authorization. I do understand
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> > > > > > > you
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> > > for
> > > > > > > > repairs, but that is the only suggestion I can provide at this
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> > > > > > being
> > > > > > > > that the dealer is not providing or accepting goodwill.
> > > > > > > >
> > > > > > > >
> > > > > > > > > ---------- Original Message ----------
> > > > > > > > > From: [redacted]
> > > > > > > > > Sent: 5/20/2019 10:19 AM
> > > > > > > > > To: uscustomercare@fcagroup.com
> > > > > > > > > Subject: Re: passenger sliding door [
> > > > [redacted]
> > > > > > > > >
> > > > > > > > > I guess I dont understand how they can deny Chrysler to fix
> it...
> > > > > > > > >
> > > > > > > > > On Thu, May 16, 2019, 2:11 PM US Customer Care <
> > > > > > > > > uscustomercare@fcagroup.com>
> > > > > > > > > wrote:
> > > > > > > > >
> > > > > > > > > >
> > > > > > > > > > >
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> > > > > > > > Dear[redacted]
> > > > > > > >
> > > > > > > > Thank you for allowing Chrysler Customer Care an opportunity
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> > > > > Terica
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> have:
> > > > > > > Your case number is [redacted]
> > > > > > > The Southwest BC Customer Care telephone number:
> 1-844-378-0575
> > > > > > > My direct extension: 4060437
> > > > > > > My work hours are: 9:00am-5:30pm Eastern Standard Time
> > > > Monday-Friday.
> > > > > > > Please don't hesitate to make contact if you have any
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> > > > > > > Regards,
> > > > > > > Terica-Senior Specialist
> > > > > > >
> > > > > > >
> > > > > > > >[redacted]
> > > > > > >
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New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/15/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/15/2019	**Origin**	Telephone	**Reason**	
Mileage	64,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	APOLLO BEACH		FL	[redacted]	
Dealer	60446	JIM BROWNE CHRYSLER JEEP DODGE RAM		**Dealer Phone**	8139354812
Dealer Address	10909 N FLORIDA AVE				
	TAMPA		FL	33612 6633	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	D
Subject	goodwill				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/15/2019 02:16 PM	Open
05/15/2019 02:25 PM	Closed

Initial Description

Sliding door will not open

Case Comments

Date	Comment
05/15/2019	Customers sliding door on the drivers side stopped working this morning. It will not open, either by using the FOB or manually. Customer is seeking GW for this repair. Writer reviewed the situation and found that it does not merit GW, and has not been diagnosed. Writer explained this to the customer.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/15/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/16/2019	**Origin**	Brand Site	**Reason**	assistance
Mileage	67,001 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	Saint Robert	**Caller Country**		**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	SAINT ROBERT		MO	[redacted]	
Dealer				**Dealer Phone**	
Dealer Address					
Dealer Zone		**Sales District**		**Service District**	
Subject	Door locks				
Synopsis	OOW no loyalty, 2nd owner				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C160	Vehicle Product Specifications	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	Sales - Information & Assistance requests - Product - Vehicle features - Product Specifications				

Case Status History

Create Date	Status
05/15/2019 02:35 PM	New
05/16/2019 05:04 AM	Open
05/16/2019 11:09 AM	Closed

Initial Description

Good morning. I am writing to contact you because I live my town and country. But back in April of 2018 I had to replace the latch on my passenger sliding door because it was malfunctioning. I had bought the extended coverage so no big deal. But now it\342 s only a few weeks after that\342 s expired and I\342 m being told I need a new latch for the driver side sliding door as well. But instead of my $100 deductible, they said it\342 ll cost $860! Is this a normal issue to have issues with both of these matches within a year of each other?? I have [redacted] so I use both doors the same amount. I have the invoices from the previous fix and the quote for the new latch from the local Lindsay Chrysler Dodge dealership here in Missouri. Thank you for your time

Email(s)

Date	05/15/2019	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	05/15/2019 14:35 PM

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

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

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

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

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

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit [redacted]

Date	05/16/2019	**Subject**	[redacted]		
From	uscustomercare@fcagroup.com	**To**		**e/Time**	05/16/2019 11:09 AM

Hello [redacted]

Thank you for contacting Chrysler Customer Care. I do apologize that you are experiencing the same issue on the driver side as you did on the passenger side of the vehicle. I can imagine how frustrated I would be.

In regards to your 2016 Chrysler Town & Country, we cannot determine how the vehicle was treated before you purchased it so I cannot comment if this is a normal concern or not. We fully appreciate your concern, particularly in view of the expense and inconvenience involved, however, we are unable to accommodate your request for out-of-warranty consideration. The vehicle has exceeded the time and/or mileage limitations of the warranty we offered on the vehicle at the time it was purchased. That warranty was valid until Feb 19, 2019 or 36,000 miles. Although we are unable to provide a more favorable reply, we appreciate the opportunity to review your request. The dealer is still more than happy to assist you in getting this repaired

Please do not hesitate to contact us if you need any further assistance by sending a new email or calling us at (800) 247-9753.

Thank you again for your email Ashley. Have a great day.

Best wishes,
Jennifer
Chrysler Customer Care
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/15/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/11/2019	**Origin**	Telephone	**Reason**	
Mileage	36,200 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	LAKEWOOD		OH	[redacted]	USA
Dealer	60482	SPITZER MOTOR CITY INC		**Dealer Phone**	2162672100
Dealer Address	13001 BROOKPARK RD				
	CLEVELAND		OH	44142 1819	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	E
Subject	SB Shuts down while driving intermittently				
Synopsis	Repairs completed, SC added, no further contact required.				
Customer Anomaly	Engine				
	OTHER				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	30	General engine issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/15/2019 03:24 PM	Open
05/17/2019 01:50 PM	Closed
05/18/2019 07:08 PM	Open
06/11/2019 08:38 PM	Closed

Initial Description

Cx states vehicle shuts down while driving intermittently

Case Comments

Date	Comment
05/15/2019	Cx states vehicle shuts down while driving intermittently. Cx feels this vehicle is unsafe. Agent advised cx that vehicle would need to be diagnosed by any Jeep dealership. Cx states she will call us back with date, time and location of appointment. Agent asked if needing further assistance, branded call. Cx thanked Agent. Cx Phone Number [redacted] Cx Email [redacted] 36200 miles Has been to dealership 4 times at dealership.
05/18/2019	customer called in stating that her vehicle is having multiple issues; customer is stating that all of the electrical components inside the vehicle does not work. such as the guages; radio, blinkers,wndshield wiper, the sliding door does not work, the trunk does not open, windows button does not work,all the lights on the came on the vehicle.dealer replaced radio component; customer stated since february vehicle has been giving multiple issues; customer stating that vehicle is a shop multiple times but no resolution. customer is stating that dealer does not know whats going on with vehicle and cannot fix it. customer is frustrated that vehicle has so many issue; customer is requesting the vehicle to be fixed and feels unsafe; if vehicle cannot be fixed then customer is requesting replacement
05/20/2019	*****GOODWILL QUALIFIER***** ISD: 6/6/2016 Original Owner: second owner Mileage: 36,200 Vehicle Purchase Loyalty: 2 used Multiple Repairs/Previous related repairs: yes MVP Plans: CPO Limited Warranty Other: no recalls
05/20/2019	*****OUTBOUND DEALER CONTACT***** SPITZER MOTOR CITY | 60482 | 216-267-2100 SA Scott They had a TA in to look at vehicle. Cant confirm issue. Had codes once but then they cleared when the vehicle was shut off. Was in a week ago Friday. SA Scott saw it happen once but not again. Customer picked up the vehicle on May 13th. Has not contacted them since.
05/20/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] 2016 CHRYSLER [redacted] LVM with customer requesting that she call back to further discuss her vehicle concerns and confirm if she has had a current appointment within the past 2 weeks.
05/20/2019	Customer seeking CM, call at [redacted] please.
05/20/2019	***INBOUND CUSTOMER VM*** [redacted] @ 3:01pm [redacted] Working with Spitzer in Cleveland SM Scott Clapham Has been in service 6 times in the past 3 months
05/20/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] 2016 CHRYSLER | [redacted] Customer states the issue with the vehicle is really random. They can go several days and nothing and then it will act up. Vehicle is back at the dealership now, it was still happening when they brought it in but stopped when it pulled into the bay. Dealership was able to provide customer with a mini-van this time which customer is thrilled with. CM will ask if tech adviser is coming to look at the vehicle again. Will follow up with customer once we have more information.
05/21/2019	*****OUTBOUND DEALER CONTACT***** SPITZER MOTOR CITY | 60482 | 216-267-2100 SA Todd SA spoke with her yesterday. She knows it may take a bit. Has customer's videos. They are in process of diagnosis. Have not duplicated it yet but the vehicle had almost 100 codes. CM will follow up later this week.
05/23/2019	*****OUTBOUND DEALER CONTACT***** SPITZER MOTOR CITY | 60482 | 216-267-2100 SA Scott Incorvia Trying to schedule the TA. Has not acted up for dealer yet.
05/23/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] 2016 CHRYSLER [redacted] LVM with customer advising dealer is still attempting to duplicate and they have also reached out to the TA to confirm a date for him to come and examine the vehicle.

Date	Comment
05/23/2019	***CUSTOMER VOICEMAIL*** [redacted] @ 2:25pm [redacted] concerns this will be 5 weeks (altogether) that van has been in service being tested. TA has already been there once before. They do not want the vehicle back unless they are 100% confident that the problem is fixed. Unless in the next week they are able to resolve, she wants to get out of the vehicle. End of next week at the latest.
05/24/2019	*****OUTBOUND DEALER CONTACT***** SPITZER MOTOR CITY | 60482 | 216-267-2100 SA Todd The TA will not get involved until the dealership can duplicate the issue and so far they have been unable to. They are still trying to do so. SA will be touching base with customer this afternoon. CM will follow up with dealership on Tuesday.
05/24/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] 2016 CHRYSLER [redacted] Advised customer that dealer is still attempting to duplicate but they cannot bring in the TA until they can. Customer asked what would be the next steps if they resolve they simply cannot duplicate? Can Chrysler buy it back? Customer purchased the vehicle in 2017 cash. CM advised speaking with the dealership about getting them into a different vehicle. We will do everything we can to resolve but getting out the vehicle would not be something CM can assist with. CM suggested taking a test drive with the tech with customer driving. Customer states she has not done that yet and would be willing to. CM advised SA Todd will be calling this afternoon and she can suggest this to him. CM will follow up on Tuesday. Customer agreed.
05/28/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] 2016 CHRYSLER [redacted] LVM with customer seeking if she had been able to set up a tandem drive with a technician as a further attempt to duplicate. Will try calling again if we do not hear back from her by Thursday.
05/30/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] 2016 CHRYSLER [redacted] LVM with customer seeking if she had been able to set up a tandem drive with a technician as a further attempt to duplicate. Second attempt.
06/03/2019	Customer states her SA Todd has not duplicated as yet and is scheduled to take a test drive to try and duplicate the issues.
06/06/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] 2016 CHRYSLER [redacted] Customer confirmed that the dealer could not duplicate after about 25 minutes of driving with her but the tech she drove with asked if they could keep it one more night so he could run some codes. So it is still at dealership. CM offered 2 years of oil changes to the customer as goodwill. Customer happily accepted. CM will follow up with dealer tomorrow.
06/06/2019	CM input request for oil change/tire rotation SC for customer satisfaction. 2 Years - 4 Oil Changes - 4 Tire Rotations - $205 - ECPSR24N
06/07/2019	*****OUTBOUND DEALER CONTACT***** SPITZER MOTOR CITY | 60482 | 216-267-2100 SA Todd They kept the vehicle one more day so the tech could trace a wire but it's a bit time consuming and their power went out this morning so they just got power back. They should be done either tonight or Monday.
06/10/2019	*****OUTBOUND DEALER CONTACT***** SPITZER MOTOR CITY | 60482 | 216-267-2100 LVM with reception requesting that SA Todd give me a call back (receptionist advised vehicle is still on site) to update if they were able to locate any further vehicle concerns.
06/11/2019	*****OUTBOUND DEALER CONTACT***** SPITZER MOTOR CITY | 60482 | 216-267-2100 SA Todd They are cleaning the car up real nice, hoping to get it out tonight or Thursday. They were not able to find any wiring issues. No maintenance needed for vehicle at this time.
06/11/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] 2016 CHRYSLER [redacted] dvised customer that once vehicle is clean, dealer will be calling her to pick it up. No further issues found. SC has been added. Customer thanked CM for the help and asked what if it happens again? CM advised if she gets it in to the dealer and needs to call us for further assistance, she certainly can. Customer agreed. Confirmed case closure.

Email(s)

Date	06/03/2019	***Subject***	Chrysler Case Management - Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	06/03/2019 16:02 PM

Hello [redacted]

I have left two previous voicemails with you as we have been seeking to confirm if you were able to set up a tandem drive with the dealership in an attempt to further duplicate your concern so we can look into continued assistance.

If I do not hear back from you in 2 business days, I will need to close your file. However if you are able to obtain a confirmed diagnosis from the dealership, please feel free to contact our customer care line so we can look into possible further assistance.

Regards,

Jeanette
Chrysler Case Manager
1-844-827-1999 ex. 302-0861
[redacted]

Date	06/03/2019	***Subject***	Re: Chrysler Case Management - Case [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com		20:28 PM

Ive spoken with Todd from Spitzer regarding Tandem Driving. Although he doesnt feel as though its promising, Im s heckling a time to go there this week.

On Mon, Jun 3, 2019 at 12:02 PM US Customer Care < uscustomercare@fcagroup.com> wrote:

> Hello [redacted]
>
> I have left two previous voicemails with you as we have been seeking to
> confirm if you were able to set up a tandem drive with the dealership in an
> attempt to further duplicate your concern so we can look into continued
> assistance.
>
> If I do not hear back from you in 2 business days, I will need to close
> your file. However if you are able to obtain a confirmed diagnosis from the
> dealership, please feel free to contact our customer care line so we can
> look into possible further assistance.
>
> Regards,
>
> Jeanette
> Chrysler Case Manager
> 1-844-827-1999 ex. 302-0861
>
[redacted]

--
In His Grip,

[redacted]

Date	06/04/2019	***Subject***	Chrysler Case Management - Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	angelaincorvia@gmail.com		13:47 PM

Thank you [redacted]

Unless the dealer can duplicate the concern, the last thing we can try to do so is a tandem drive with one of the techs or service advisers. Please let me know when you will be doing so and I will follow up with you and the dealer afterward.

Jeanette
Chrysler Case Manager
1-844-827-1999 ex. 302-0861

[redacted]

Date	06/05/2019	***Subject***	Re: Chrysler Case Management - Case [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	06/05/2019 21:11 PM

Ill be there for a tandem drive in the morning.

On Tue, Jun 4, 2019 at 9:47 AM US Customer Care <uscustomercare@fcagroup.com> wrote:

> Thank you [redacted]
>
> Unless the dealer can duplicate the concern, the last thing we can try to
> do so is a tandem drive with one of the techs or service advisers. Please
> let me know when you will be doing so and I will follow up with you and the
> dealer afterward.
>
> Jeanette
> Chrysler Case Manager
> 1-844-827-1999 ex. 302-0861
>
[redacted]

--
In His Grip,

[redacted]

Date	06/06/2019	***Subject***	Re: Chrysler Case Management - Case [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	06/06/2019 13:17 PM

Good morning. We went for a tandem drive drive this morning and were unsuccessful in duplicating the problem.

On Tue, Jun 4, 2019 at 9:47 AM US Customer Care <uscustomercare@fcagroup.com> wrote:

> Thank you [redacted]
>
> Unless the dealer can duplicate the concern, the last thing we can try to
> do so is a tandem drive with one of the techs or service advisers. Please
> let me know when you will be doing so and I will follow up with you and the
> dealer afterward.
>
> Jeanette
> Chrysler Case Manager
> 1-844-827-1999 ex. 302-0861
> [redacted]

--
In His Grip,
[redacted]

Date	06/10/2019	**Subject**	Re: Chrysler Case Management - Case [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	06/10/2019 20:22 PM

Hi [redacted]

The service contract has been added to your vehicle.

Contract numbe[redacted]

ESSENTIAL CARE PLAT SYN W/TIRE ROTATE - 2 YRS / 4 SERVICES - 2 YEARS / 4 QUANTITY

So you have 2 oil changes per year for the next 2 years plus you can have your tires rotated at the same time for free.

Jeanette
Chrysler Case Manager
1-844-827-1999 ex. 302-0861
[redacted]

Date	06/11/2019	**Subject**	[redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]		06/11/2019 20:38 PM

Hello [redacted]

I am sending you this email regarding the closure of your Case with Case Management. I would like to provide you with my contact information again should you have any questions or concerns in the future.

Your case number: [redacted]

FCA Case Management Phone Number: 1-844-827-1999

My direct extension: 302-0861

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case.

We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore you could potentially receive an email or a telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience.

Thank you for your time and participation and for being an FCA customer.

It has been a pleasure working with you, all the best!

Jeanette
Chrysler Case Manager
1-844-827-1999 ex. 302-0861
[redacted]

Date	06/12/2019	**Subject**	[redacted]
From	uscustomercare@fcagroup.com	**To**	

Dea[redacted]
Thank you for contacting Chrysler Customer Care.
Our records indicate that case number[redacted] closed.
If you require further assistance please contact us at (800) 247-9753 and we would be happy to assist.
Thank you and have a great day.
Chrysler Customer Care

[redacted]

Date	06/12/2019	***Subject***	Re: Notice of Case Closure [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	06/12/2019 15:06 PM

Thank [redacted]

On Tue, Jun 11, 2019 at 4:38 PM US Customer Care <
uscustomercare@fcagroup.com> wrote:

> Hello [redacted]
>
> I am sending you this email regarding the closure of your Case with Case
> Management. I would like to provide you with my contact information again
> should you have any questions or concerns in the future.
>
> Your case number: [redacted]
>
> FCA Case Management Phone Number: 1-844-827-1999
>
> My direct extension: 302-0861
>
> Thank you for allowing FIAT Chrysler Automobiles Customer Care the
> opportunity to address your concern and as stated in our conversation, if
> your vehicle experiences any further issues and you are able to get it
> diagnosed certainly give us a call back so we may re-open your case.
>
> We wanted to let you know that we attempt to conduct a satisfaction survey
> upon the close of a case; therefore you could potentially receive an email
> or a telephone survey. Wed ask that you take the time to complete the
> survey so well know how were doing and what improvements we can make to
> enhance the customer experience.
>
> Thank you for your time and participation and for being an FCA customer.
>
> It has been a pleasure working with you, all the best!
>
> Jeanette
> Chrysler Case Manager
> 1-844-827-1999 ex. 302-0861
>
> [redacted]

In His Grip,
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/15/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/30/2019	**Origin**	Telephone	**Reason**	
Mileage	76,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	SOUTHAVEN		MS	[redacted]	USA
Dealer	67436	Schicker Chrysler Dodge Jeep Ram o		**Dealer Phone**	6362396500
Dealer Address	5824 HIGHWAY 100				
	WASHINGTON		MO	63090 4950	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	O
Subject	Vehicle concern				
Synopsis	Customer did not allow his dealership to diagnose his vehicle.				
Customer Anomaly	Electronics				
	Dashboard Electronics				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	15	Gage electronic issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/15/2019 06:19 PM	Open
05/30/2019 04:50 PM	Closed

Initial Description

Door does not unlock, when doors finally unlock vehicle gauges do not work and all warning lights go on

Case Comments

Date	Comment
05/15/2019	Customer is calling in because he just bought vehicle on February 13,2019 and in April he took vehicle in for transmission issues as well as issues with the dash gauges lighting up, doors not unlocking, while driving all warning signals turning on. Customer took vehicle to the DLR and they determined that the tipum was bad and they replaced it. Customer kept experiencing the same issue and took the vehicle in again today 05/15/2019 at 9:45 am the tipum was then replaced again and now he is still having the issue happen. Customer is now seeking technical assistance to determine what exactly is going on with the vehicle. Customer does not want to keep getting stranded and keep paying for repairs that are not solving his vehicle concern. Vehicle was service today at Schicker Chrysler Dodge Jeep Ram of Washington DLR code 67436 and was assisted by SA Eric and SM Greg which suggested that the customer contact FCA .Agent advised that this case will be sent to a specialist who will make contact with him from 1-2 business days. Agent has sent customer report used email. Customer will send in New ownership information. Customer states best time to contact is early in the morning or after 5 pm ** customers name is [redacted] phone number is [redacted]
05/16/2019	In Service Date: 3/21/2016 Original Owner: No Mileage: 76,000 Vehicle purchase Loyalty: Unknown as ownership information needs to be updated. Multiple repairs/previous related repairs: Yes MVP plans: No
05/16/2019	*****Outbound DLR Contact****** Agent called DLR 67436 at 6362396500 and left SA Eric a voice message and requested a call back to discuss the case.
05/16/2019	Agent emailed SM Greg and SA Eric seeking information.
05/16/2019	SM Greg responded to the email and explained that the customer does not want to leave the vehicle for a few days and this would be required so that they can properly diagnose his concern. Greg suggested reaching out to the customer and advising him to bring the vehicle back to the DLR on Monday and we can get him into a loaner at no charge for 5 days so that the DLR can have time to properly diagnose and repair the vehicle.
05/16/2019	*****Outbound Customer Contact***** Agent called the customer at [redacted] nd left the customer a voice message and requested a call back to discuss the case.
05/16/2019	*****Inbound Customer Contact****** Customer called to update the case. Agent explained that we would require the vehicle to be back at the dealership and they would need to drive the vehicle for a few days to diagnose his concern. Customer stated that he has already done all this and did not agree with this as he uses his car for work and has lost work due to all of these issues. Agent reiterated that we would need to get the vehicle back to the dealer for them to diagnose the concern as they are aware that this issue is recurring and they want to isolate the issue. Customer stated that he cannot afford to do this again and demanded previous expenses to be refunded to him and became irate and demanding. Agent reiterated that we cannot change standard procedure at the DLR and we would not be able to just send him money at this point as our goal is to fix this vehicle. Customer stated that he does not want the DLR holding his vehicle to diagnose it and requested a call back from the agent's supervisor and he is going to consult an attorney in the meantime and disconnected the call.
05/20/2019	**supervisor call** TL contacted the customer and left a voicemail requesting a call back. TL provided the case number as well as the case management phone number.
05/20/2019	Customer insisted upon speaking to TL Sahra, who customer states adamantly did not call him. Agent reached out to CM line and got CM Bill on the line, who stated he would talk to the customer and ensure TL Sahra is aware of the situation.

Date	Comment
05/20/2019	CM had call transferred to him by level one who was dealing with the customer. Immediately upon being connected to CM customer started insulting anyone and everyone who works for FCA, saying that everyone he's dealt with is stupid. Customer states that he left instructions that he was only to be called first thing in the morning or in the late afternoon as he works overnight and will be sleeping during the day. CM advised that he can see that information in the beginning of the case from the first contact customer made with CAC. CM advised that the notes requesting the supervisor contact did not include the request that the call take place either first thing in the morning or late afternoon. CM advised that he would leave a note for TL Sarha to advise that the customer requests a call either first thing in the morning before 9am or later afternoon. Customer got irate and stated that TL must be stupid for not reading the entire case before contacting the customer. CM advised that the case is summed up during the request for supervisor and that there is no need for TL to read the entire case to know why they are calling the customer. Customer also insulted previous agent Melissa calling her stupid for transferring customer to CM instead of to a supervisor. CM advised that there wasn't a supervisor available however he would ensure that TL Sarha is aware of his requests. CM asked if there was anything else that CM should ensure TL Sarha is aware of when she contacts him. Customer states that he wants the DLR to stop using "cheap Chrysler parts" on his van as they continually fail immediately upon being installed. CM advised that there is likely a deeper issue in the vehicle that is causing the symptoms of the TIPM failing and that the DLR would need the vehicle for some time to duplicate the concern and diagnose the hidden issue. Customer states that we would need to pay him for missing work during the time the DLR has his vehicle. CM advised that the warranty specifically excludes lost wages and any other consequential damages caused by the failure of a component covered by the warranty. Customer states that he will not be dropping his vehicle off at the DLR unless we are paying him for the time missed at work. Customer also states that he was told by both DLR and CM Adrian that the parts we are using are faulty. CM re-iterated the possibility of a deeper issue with the vehicle causing his repeat concerns. Customer also states that he'll be contacting an attorney as he has a good case. The vehicle was sold to him in this condition. CM advised that would be a sales concern that he should address with the DLR.
05/21/2019	**supervisor call** TL contacted the customer. TL provided voicemail and instructed the customer to contact the main case management line.
05/21/2019	Customer calling back. He would not verify anything, will only speak to Supervisor Sarah.
05/25/2019	**supervisor call** TL contacted the customer within his requested times and at the requested phone number provided. Voicemail provided.

Email(s)

Date	05/16/2019	***Subject***	2016 Dodge Grand Caravan [redacted]		
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	05/16/2019 14:41 PM

Hello [redacted]

My name is Adrian from Dodge case management. I am contacting you in regards to the case we have open for your 2016 Dodge Grand Caravan and I would like to discuss this with you further.

If you can respond to this email or call us back, it would be much appreciated. The best number to reach us is 844 827 2003 and my direct extension is 302 0148.

Thank you,
Adrian
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/15/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/28/2019	**Origin**	Telephone	**Reason**	
Mileage	48,600 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	ZION	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	ZION		IL	[redacted]	USA
Dealer	65062	PALMEN MOTORS INC		**Dealer Phone**	2626973100
Dealer Address	5431-75TH STREET				
	KENOSHA		WI	53142 3601	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	I
Subject	Passenger Right Door				
Synopsis	customer called in for assistance agent advised issue resolved				
Customer Anomaly	Body				
	Sheet Metal				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	8	Sheet Metal Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/15/2019 09:04 PM	Open
05/16/2019 03:28 PM	Suspended
05/20/2019 05:10 PM	Open
05/22/2019 02:34 PM	Suspended
05/27/2019 04:02 AM	Open
05/28/2019 03:46 PM	Closed

Initial Description

Customer has issue with her vehicle door ever since she purchase the vehicle and the dealer advised her she is no longer under warranty.

Case Comments

Date	Comment
05/15/2019	Customer says her right side sliding door makes a buzzing noise and is not working properly. Customer is seeking cost assistance to pay for the repair cost to fix her passenger door. Customer says her vehicle was in the shop the last two months ago. Advised customer we will need to set an appointment with the dealership. Customer loyalty score is 737. Customer schedule appointment with Palmen Motors Inc for next Tuesday, May 21st at 1pm. Provide customer with case # and advised her she will be contacted.
05/16/2019	*****GOODWILL QUALIFIER***** ISD: 8/30/2016 Mileage: 48,600 Original Owner: yes Household: 2 new, 2 used. Related concern/repeat repair: RO#[redacted] Customer Complaint: General Concern #1 [DRIVER SIDE SKIRT KEEPS FALLING OFF. Missing clips. SOP PARTS. TAKE TO MILLHOUSE.] CUSTOMER REQUEST RENTAL VEHICLE, FIRST DAY RENTAL CARS ARE COVERED FOR 24 HOURS. IF REPAIRS ARE NOT COVERED BY WARRANTY - THEN CUSTOMERIS RESPONSIBLE FOR THE RENTAL COST. Cause: . Correction: Sublet processing allowance REPLACE ROCKER MOLDING SUBLET PROCESSING SUBLET REPAIRS CUSTOMER REQUEST RENTAL VEHICLE, FIRST DAY RENTALCARS ARE COVERED FOR 24 HOURS. IF REPAIRS ARE NOTCOVERED BY WARRANTY - THEN CUSTOMER IS RESPONSIBLE FOR THE RENTAL COST. RENTAL CUSTOMER REQUEST RENTAL VEHICLE, FIRST DAY RENTAL CARS ARE COVERED FOR 24 HOURS. IF REPAIRS ARE NOT COVERED BY WARRANTY - THEN CUSTOMER IS RESPONSIBLEFOR THE RENTAL COST. MISC. SHOP CHARGES RO#[redacted] Customer Complaint: Cause: Correction: 32218 broken side skirt tabs and clipsdisassembled side skirt and found brokenclips and tabs holding to body. ordered sideskirt and hardware RO#[redacted] Customer Complaint: General Concern #1 [RIGHT SLIDING DOOR MAKES THUMPING OR GRINDING SOUND WHEN CLOSED] General Concern #3 [OVER HEAD CONSOLE DOOR WONT STAY UP. CENTER OF VEHICLE.] Cause: . . Correction: 31245 Verified concern, found center hingeroller on passenger side siezed on hinge.Replaced center hinge and tested door, noissues found at this time. Hinge bracket w/roller, sliding cargo door - Replace Upper-Right side (0 - Low Skilled) BRACKET W/ROLLER, SLIDINGCARGO DOOR-Replace (B) 31245 Verified concern, ordered overheadconsole bin latch found missing duringinspection Bracket/retainer, console- Replace Middle Bracket - Overhead Console (0 - Low Skilled) MVP: no Open recalls: no Loyalty Score: 0737 Critical Case Score: 0 Other: no
05/16/2019	*****OUTBOUND DEALERSHIP CONTACT***** Palmen Motors Inc | 65062 | 2626973110 | SM Rigo - Reached out to review file. SM Rigo not available. Left vm asking for a contact back.
05/16/2019	*****INBOUND DEALERSHIP CONTACT***** Palmen Motors Inc | 65062 | 2626973110 | SM Rigo - SM Rigo stated if the concern is for the same as previous visits, then it will be covered under the mopar warranty. If customer caused, it will be out of pocket. He confirmed appointment for the 21st at 1pm.
05/16/2019	*****OUTBOUND CUSTOMER CONTACT** [redacted] 2016 CHRYSLER TOWN & COUNTRY TOURING - Reached out to review file. [redacted] Customer states sliding door. He was told it might be the actuator. It makes a buzzing sound when closed. Does it every time he opens the door. Became worse after cold weather. He knows he's out of warranty. Became continuous in February. He was told he was over his warranty at that time. It's an expensive part. [redacted] He would like cost assistance. Call branded and disconnected.
05/17/2019	Follow up after appointment as scheduled

Date	Comment
05/21/2019	*****OUTBOUND DEALERSHIP CONTACT***** Palmen Motors Inc | 65062 | 2626973110 | SM Rigo - Reached out to review file. SM Rigo stated with the appointment being later today, he will email the diagnosis and answer the dealer funnel.
05/21/2019	Vehicle has arrived at dealership Palmen Motors Inc and attended by dealer employee
05/21/2019	Customer called to speak to CM Linda, please call customer back ASAP.
05/21/2019	EMAIL received from SM Rigo stating [redacted] we diagnosed it and found out that the passengers side sliding door actuator had failed, quoted him $763 + tax. He paid for his diagnosis and left.
05/21/2019	*****INBOUND CUSTOMER CONTACT***** [redacted] 2016 CHRYSLER TOWN & COUNTRY TOURING - Customer called in to state that the diagnosis has been completed. He was quoted the total with tax included and wanted to know about cost assistance. He was thanked for letting us know that the diagnosis has been completed and informed that we will have to follow up with the dealership for information and will get back to him in the morning after we hear back. Customer was thanked for his time and disconnected.
05/21/2019	EMAIL sent to SM Rigo asking for warranty pricing.
05/22/2019	*****OUTBOUND DEALERSHIP CONTACT***** Palmen Motors Inc | 65062 | 2626973110 | SM Rigo - Reached out to see if SM Rigo received yesterday's email regarding warranty pricing. SM Rigo stated he did and once he has the numbers, he will email back.
05/22/2019	EMAIL received from SM Rigo stating the pricing is as follows : Part #5020678AB $150.44 Labor $ 149.46 Total - $299.90
05/22/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] 2016 CHRYSLER TOWN & COUNTRY TOURING - Reached out to offer $50 copay to customer. Customer not available. Left branded vm asking for a contact back.
05/22/2019	After reviewing more with SM Rigo, no copay needed. Customer paid for diagnosis.
05/22/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] 2016 CHRYSLER TOWN & COUNTRY TOURING - Reached out again to review offer. Due to customer's loyalty, low mileage and in the interest of customer satisfaction, the offer to pay for the repair was made. Customer accepted and agreed to inform the dealership that he accepted the offer and to set up an appointment for the repairs. Customer already paid for the diagnosis. Call was branded and disconnected.
05/22/2019	EMAIL sent to SM Rigo to inform him of the acceptance of the offer.
05/22/2019	As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows: Parts = $150.44 Labor = $149.46 Total = $299.90 Co-pay = $0 (customer already paid diagnosis fee) ########## DIRECT-TO-DEALER ########## Customer Care is sending this case because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally. ##### ##########
05/22/2019	VM left by customer stating appointment time for Friday, May 24th @ 8:30 a.m.
05/22/2019	Customer called in stating that the appointment is on Friday but instead of 8:30 a.m. it will be 11:00 p.m.
05/23/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] 2016 CHRYSLER TOWN & COUNTRY TOURING - Customer called in to confirm message with appointment time changed to 11. Specialist stated it was noted. Will follow up on Tuesday to see how repairs fared.
05/24/2019	Vehicle has arrived at dealership Palmen Motors Inc and attended by dealer employee
05/28/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] 2016 CHRYSLER TOWN & COUNTRY TOURING - Reached out to see if concern has been addressed. Customer stated the vehicle is doing well. He would like to extend his warranty with the dealership. Specialist agreed to let the dealership know. Customer agreed to close file and to keep contact information for future reference. Call branded and disconnected.

Email(s)

Date	05/16/2019	***Subject***	[redacted]		
From	chryslercustomercare@fcagroup.com	***To***	[redacted]	***Date/Time***	05/16/2019 15:25 PM

[redacted]

Thank you for taking my call.
As I mentioned, my name is Linda and I have been assigned as your Case Specialist.
-
Here is some information that will be helpful for you to have:
•Your case number i[redacted]
-
•The FCA Case Management telephone number is: 1-844-827-2003
•My direct extension for leaving a Voice Mail is: 3020162
(best way to reach me is to speak to any Case Manager
and have them locate me for the call)
-
•FCA Case Management's hours are: 8:00 am–8:00 pm EST
(7:00 am–7:00 pm CST), Monday - Friday
-
•My work hours are: 8:30 am-5:00 pm EST
(7:30 am– 4:00 pm CST), Monday - Friday.
-
Please don't hesitate to contact me by either responding to this email
or by phone and leave a voicemail if you have any questions
or concerns and I'll do my best to respond.

Thank you for your time,

Linda | Senior MW BC Specialist
844-827-2003 | ext. 3020162

Thank you for your time,

Linda | Senior MW BC Specialist
844-827-2003 | ext. 3020162
[redacted]

Date	05/22/2019	***Subject***	[redacted]		
From	chryslercustomercare@fcagroup.com	***To***	[redacted]	***e/Time***	05/22/2019 14:32 PM

Hi [redacted]
Thank you for the voicemail with the appointment time for Friday, May 24th at 8:30 a.m.
I will follow up on Monday to see how the repairs fared.
Have a great day!

Thank you for your time,

Linda | Senior MW BC Specialist
844-827-2003 Ext. 3020162
[redacted]

Date	05/28/2019	***Subject***	[redacted]		
From	chryslercustomercare@fcagroup.com	***To***	[redacted]	***Date/Time***	05/28/2019 15:45 PM

Hello [redacted]

I am sending you this email regarding the closure of your case with FCA Case Management.
I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is [redacted]
The FCA Case Management Telephone Number is: 1-844-827-2003
My Direct Extension is: 3020162

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern. If your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back.
I wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; ergo, you may receive an email or telephone survey. If you could please take the time to complete the survey so I'll know how I'm doing doing and what improvements can be made to enhance the customer experience, I'd appreciate it.

Thank you for working with me, wishing you all the best-

Linda | Senior BC Specialist
844-827-2003 Ext. 3020162
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2015	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/15/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/22/2019	**Origin**	Telephone	**Reason**	
Mileage	72,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	GRANITE CITY		IL	[redacted]	
Dealer	60605	MARTY CANCILA CHRYSLER DODGE JEEP		**Dealer Phone**	6184982143
Dealer Address	1200 S STATE ST				
	JERSEYVILLE		IL	62052 3600	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	N
Subject	VEHICLE CONCERN				
Synopsis	Customer ended up trading this vehicle in for a Ford.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/15/2019 09:45 PM	Open
05/22/2019 04:07 PM	Closed

Initial Description

REAR PASSENGER WON'T OPEN FROM INSIDE OR OUTSIDE

Case Comments

Date	Comment
05/15/2019	Rear passenger door unable to open from inside or outside. Vehicle out of warranty. Customer daughter [redacted] 2015 patriot) has jeep so loyalty pretty high. What goodwill can FCA do towards door repair issue? Vehicle has not been to dealer RO. Vehicle at customer's home currently.
05/16/2019	In Service Date: 8/28/2015 Original Owner: Yes Mileage: 72,000 Vehicle purchase Loyalty: 1 new, 1 used Multiple repairs/previous related repairs: No MVP plans: MOPARGOLD
05/16/2019	*****Outbound Customer Contact****** Agent called the customer at [redacted] nd left the customer a voice message and requested a call back to discuss the case.
05/17/2019	*****Outbound Customer Contact***** Agent called the customer at [redacted] and left the customer a voice message and recommended getting the vehicle diagnosed and advised her to call back if there are any questions. Agent then calle[redacted] and left the customer a voice message and recommended getting a diagnosis completed and advised him to call back if he had any questions.
05/20/2019	Vehicle has arrived at dealership Marty Cancila Chrysler Dodge Jeep Ram and attended by dealer employee
05/20/2019	*****Inbound Customer Contact***** [redacted] called to update the case [redacted] stated that the vehicle is at the DLR and has been diagnosed for a door latch issue and they were quoted around $1000 dollars to get this resolved [redacted] stated that she feels that this is a safety concern since you can't get in and out of this door and is hoping that the agent can assist. Agent stated that he would need to confirm information with the DLR and get back to her. Customer understood and thanked the agent.
05/20/2019	*****Outbound DLR Contact***** Agent called DLR 60605 at 6184982143 and spoke to SM Melissa and inquired about the diagnosis. Melissa stated that she goodwilled the diagnosis charge for the door issue. Melissa explained that the door latch is a common thing that needs to be changed on these vehicles and the issue was caused by wear and tear, and not a warrantable defect of the latch itself. Melissa stated that this vehicle has over 73000 miles and does not feel that we should be assisting with goodwill since this issue was caused by wear and tear and not a warrantable defect of the product. Agent thanked Melissa.
05/22/2019	*****Outbound Customer Contact****** Agent called the customer at [redacted] and left the customer a voice message and requested a call back to discuss the case. Agent then called [redacted] d left a voice message and requested a call back to discuss the case.
05/22/2019	[redacted] eft the agent a voice message at 10:53 AM and stated that they no longer own this vehicle and have traded it in for a Ford. [redacted] stated that the agent can call if he had any questions.

Email(s)

Date	05/16/2019	**Subject**	[redacted]		
From	dodgecustomercare@fcagroup.com	**To**			05/16/2019 14:46 PM

Hell[redacted]

My name is Adrian from Dodge case management. I am contacting you in regards to the case we have open for your 2015 Dodge Grand Caravan and I would like to discuss this with you further.

If you can respond to this email or call us back, it would be much appreciated. The best number to reach us is 844 827 2003 and my direct extension is 302 0148.

Thank you,
Adrian
[redacted]

Date	05/16/2019	***Subject***	Re: 2015 Dodge Grand Caravan [redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	05/16/2019 20:19 PM

Hi Adrian,
I have tried calling the number listed below several times and it is always busy. I am at work so it's hard to make time to call. My cell phone number is [redacted] it's easier for you to call me or my husbands cell is [redacted]
Thank you
[redacted]

Sent from my iPhone

> On May 16, 2019, at 9:46 AM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> Hell[redacted]
>
> My name is Adrian from Dodge case management. I am contacting you in regards to the case we have open for your 2015 Dodge Grand Caravan and I would like to discuss this with you further.
>
> If you can respond to this email or call us back, it would be much appreciated. The best number to reach us is 844 827 2003 and my direct extension is 302 0148.
>
> Thank you,
> Adrian
>
[redacted]

Date	05/17/2019	***Subject***	[redacted]		
From	dodgecustomercare@fcagroup.com	***To***	[redacted]		6:31 PM

He[redacted]

I should be available for most of the day if you'd like to give me a call. I was calling because I wanted to go over the details of this case with you. I am seeing that this is in regards to an issue with the rear passenger door. In order for us to determine assistance options, our first step would be to get this issue diagnosed by one of our dealerships. We would then review the situation with the dealership and determine if we can financially assist with the repair.

If you had any questions, please don't hesitate to reply to this email or call me back at 844 827 2003 and my direct extension is 302 0148.

Thank you,
Adrian
[redacted]

Date	05/18/2019	***Subject***	Re: 2015 Dodge Grand Caravan [redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	05/18/2019 20:11 PM

We are taking the van in for an oil change on Monday and will try to get them to look at the door to see what is wrong. Part of the problem is that they acted like since its no longer under warranty they didnt want to even look at it. We will let you know what they say Monday.
Thank you,
[redacted]

Sent from my iPhone

> On May 16, 2019, at 9:46 AM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> Hello[redacted]
>
> My name is Adrian from Dodge case management. I am contacting you in regards to the case we have open for your 2015 Dodge Grand Caravan and I would like to discuss this with you further.
>
> If you can respond to this email or call us back, it would be much appreciated. The best number to reach us is 844 827 2003 and my direct extension is 302 0148.
>
> Thank you,
> Adrian
>
>
[redacted]

Date	05/20/2019	***Subject***	[redacted]		
From	dodgecustomercare@fcagroup.com	***To***	[redacted]		19 13:57 PM

Okay sounds good to me. If you have any questions or concerns for the time being, please let me know.

Thank you,
Adrian
[redacted]

Date	05/20/2019	Subject	Re: 2015 Dodge Grand Caravan [redacted]		
From	[redacted]	To	dodgecustomercare@fcagroup.com	Sent Date/Time	05/20/2019 15:26 PM

My husband had them look at the door and they said there was a problem with the latch. They told him it would cost $1000.00 to fix.

Sent from my iPhone

> On May 20, 2019, at 8:57 AM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> Okay sounds good to me. If you have any questions or concerns for the time being, please let me know.
>
> Thank you,
> Adrian
>
> [redacted]

Date	05/20/2019	Subject	Re: 2015 Dodge Grand Caravan [redacted]		
From	[redacted]	To	dodgecustomercare@fcagroup.com	Sent Date/Time	05/20/2019 15:31 PM

Adrian, This is [redacted] about the 2015 Dodge Caravan. Marty Cancila said it was the latch and a 1000$ repair. I am totally pissed . I am thinking about trading it for a Ford or Chevrolet. If I have to pay a 1000$ to get it fixed, I will never ever buy another Chrysler. That is a Safety Issue not a Warranty Issue.

Sent from my iPhone

> On May 16, 2019, at 9:46 AM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> Hell[redacted]
>
> My name is Adrian from Dodge case management. I am contacting you in regards to the case we have open for your 2015 Dodge Grand Caravan and I would like to discuss this with you further.
>
> If you can respond to this email or call us back, it would be much appreciated. The best number to reach us is 844 827 2003 and my direct extension is 302 0148.
>
> Thank you,
> Adrian
>
> [redacted]

Date	05/22/2019	Subject	[redacted]		
From	dodgecustomercare@fcagroup.com	To			05/22/2019 16:03 PM

Hell[redacted]

I did receive your voicemail about trading in the Caravan. I did not have any additional questions and will be closing this file on my end. I just wanted to follow up with you in regards to the case. We appreciate that you gave us the chance to work with you in regards to this matter.

Thank you for allowing FCA Case Management the opportunity to address your concern. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. We'd ask you that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience.

Thank you for your time and participation and for being a FCA Customer!
Sincerely,
Adrian
[redacted]

Date	05/22/2019	Subject	[redacted]		
From	dodgecustomercare@fcagroup.com	To			16:04 PM

Hello[redacted]

I did receive your voicemail about trading in the Caravan. I did not have any additional questions and will be closing this file on my end. I just wanted to follow up with you in regards to the case. We appreciate that you gave us the chance to work with you in regards to this matter.

Thank you for allowing FCA Case Management the opportunity to address your concern. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. We'd ask you that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience.

Thank you for your time and participation and for being a FCA Customer!
Sincerely,
Adrian
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/16/2019	**CAIR Type**	Top Care	**Status**	Closed
Close Date	05/23/2019	**Origin**	Email	**Reason**	
Mileage	64,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Top Management
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	APOLLO BEACH		FL [redacted]		USA
Dealer	45399	COURTESY CHRYSLER-JEEP-DODGE		**Dealer Phone**	8136204300
Dealer Address	9207 E ADAMO DR				
	TAMPA		FL	33619 2603	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	D
Subject	Top Care Case - Passenger Sliding Door Stuck In Locked Position				
Synopsis	reimbursement processed				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/16/2019 09:30 AM	Open
05/23/2019 10:17 PM	Closed

Initial Description

Top Care Case - Passenger Sliding Door Stuck In Locked Position

Case Comments

Date	Comment
05/16/2019	Cst emailed Executive level advising that the passenger sliding door is stuck in the locked position and cannot be opened. Cst advises van has 64K miles and is out of warranty. Cst advises family travels 2x from FL to NY per year accounting for the higher mileage. Cst expresses concern that van is less than 3 years old and has safety concern as he has [redacted] His daughter has [redacted] and in the event of an emergency that side of the door could not be opened to assist her if in need by paramedics etc. Cst expressed concern that he would have to pay diagnostic fee and cost of repair estimated per hi internet research at $2K.
05/16/2019	Writer reviewed case and repair history. Cst is original owner and is out of basic (3/36) and PT (5/60) at 64K miles. Cst basic warranty would have expired 6/4/19 by time alone. No MVP contracts. Per VIP 3 RO note concern with passenger sliding door no repair/duplication. 4/5/17: Selling Dlr 60446- Jim Browne, mileage 19,029: Cst complaint of door grind on passenger side. No diagnosis/repair noted and comments indicate Cst to reschedule. 1/4/17: Dlr 60446- Jim Browne, mileage at 14,963, intermittent passenger sliding door struggles Customer Complaint: Customer states INTERMITTENTLY PASSENGER SLIDING DOOR STRUGGLES AND MAKES GRINDING NOISE (General Concern 1) Cause: TEST MULTIPLE TIMES THROUGHOUT DAY. UNABLE TO DUPLICATE CONCERN. Correction: NO PROBLEM FOUND AT THIS TIME CHANGED OIL AND FILTER COMPLETED VEHICLE TIRE ROTATED 9/8/16: Dlr 60446- Jim Browne, mileage at 6,926, Customer Complaint: Customer states ONE OF THE SIDE REAR DOORS SOUNDS LIKE ITS HAVING TROUBLE CLOSING CUSTOMER DOES NOT REMEMBER WHICH SIDE PLEASE CHECK (Body Systems Trim Concern Non-Electrical) Cause: COULD NOT HEAR ANYTHING AT THIS TIME Correction: COMPLETED CHANGED OIL AND FILTER LUBED DOOR
05/16/2019	Writer called selling Dlr 60446- Jim Browne, and spoke to SM Justin. Writer advised of last vehicle review in April 2017 for passenger door concern and Cst email to executive level. Writer requested Dlr acceptance of writers DM notes covering diagnosis as goodwill and was declined. Writer clarified Dlr was not request to provide goodwill but rather accept writers coverage through DM notes. SM declined as Cst has no loyalty to Dlr. Writer inquired if Cst to pay for diagnosis best number to call to schedule and was advised general Dlr number. Writer thanked SM for time.

Date	Comment
05/16/2019	Writer spoke to Cst to verify concern is with passenger side door stuck in closed/locked position and cannot be opened even manually. Cst advised CAC contact made and representative was nice, but declined any assistance based on vehicle mileage. Writer confirmed vehicle has not been diagnosed and estimated repairs emailed by Cst are based on Cst internet searches and not validated. Writer confirmed CAC information shared that writer basic and PT have expired by miles. Writer advised in the interest of Cst satisfaction, writer would be willing to cover diagnosis and would review for possible and partial (wit Cst copapyment) goodwill assistance of repairs. Writer advised that selling Dlr was contacted but not accepting of writers coverage of diagnosis. writer advised Cst could pay for diagnosis and submit paid RO and proof of payment to writer for reimbursement in form of check for deposit to arrive in 5-10 business days Or- Cst can selected a preferred Dlr to complete diagnosis that may accept writers authorization for diagnosis or again could be paid by Cst and reimbursed by writer. Cst advised he has not been to selling Dlr as they are further from his home. Cst asked to work with Courtesy CDJR at 9207 E Adamo Dr in Tampa. Writer provided Cst with Dlr number- 813-620-4300 and asked Cst to schedule a service appt for diagnosis. Writer advised she would reach out to Dlr SM to request acceptance of writers authorization for out of warranty diagnosis as a goodwill gesture. If Dlr declines, Cst can pay for diagnosis and submit receipts to writer for reimbursement. Once diagnosis Dlr can provide writer and Cst estimate and writer will review for possible partial goodwill coverage and advise Cst who can either accept or decline repairs with Dlr. Cst thanked writer for assistance. .
05/16/2019	Cst left writer a message advising that he was able to make and appt with Dlr 45399 Courtesy for tomorrow 5/17/19. He will drop vehicle off in the morning and Dlr expects to review vehicle at 9am.
05/16/2019	Writer contacted Dlr 45399 Courtesy at 813-620-4300 and was on hold in service for over 20 min with no opportunity to leave message.
05/17/2019	Vehicle has arrived at dealership Courtesy Chrysler-Jeep-Dodge and attended by dealer employee
05/17/2019	Writer spoke called Dlr 45399 Courtesy and requested to speak with SM Angie Fletcher. Call terminated in transfer. Writer called back and was advised SM was not available. Writer requested to speak with SA. . Writer spoke to SA Jeff who advised vehicle was diagnoses as requiring a new latch assembly and latch was replaced. Writer advised of Cst contact to Executive level yesterday and three previous RO at different Dlr noting concern with passenger side door that could not be duplicated. Writer advised of attempt to reach Dlr with line ringing unanswered. Writer inquired if Dlr would accepts DM notes at warranty rate (Cst is outside of warranty) or direct check for coverage. SA advised Dlr would accept direct check and provided cost break down: Total diagnostic and repair total $1.106.11. (1 hr diag, 2 hr repair= labor 427.44, Parts- 557.00.Misc $35.00, Tax $86.67). Writer provided email and fax to receive copy of RO to submit direct check to Dlr to cover repairs as out of warranty goodwill based on Cst satisfaction and previous noted door concerns not duplicated/repaired. Writer provided direct number, verified Dlr address and obtained SA email as jdavies1@courtesycars.com. SA faxed RO totaling $1,106.11.
05/17/2019	Writer received message from Sam Jeff Davies. Writer returned call. SA advised Sm Angie informed Dlr cannot accept FCA direct check for repair and requested Cst be reimbursed. Writer advised she would contact Cst to confirm acceptance.
05/17/2019	Writer spoke to Cs[redacted] and advised of repairs completed and writers offer to cover repairs as a one time out of warranty goodwill gesture. Writer advised Dlr is not able to accept writers authorization or payment and Cst would need to pay for repair and submit paid receipt to writer for reimbursement in form of a direct check for deposit to be received in 5-10 business days. Cst thanked writer for goodwill and advised he would pay and submit receipts to writer via email. Writer verified Cst address Writer obtained Cst email as [redacted] Writer to email for Cst to respond with paid receipts.
05/17/2019	Writer called SA Jeff at Dlr 45399 to advise Cst will pay and writer will reimburse Cst directly as one time goodwill gesture. SA advised he spoke to Cst and Cst will pick up vehicle today. Writer thanked SA for assistance.
05/17/2019	Request for receipt of paid repairs to Courtesy Chrysler_2016 Chrysler Pacifica (VIN GR306439) Jennifer Phillips <jennifer.phillips@fcagroup.com> 2:15 PM to tomnelsonjr72 Good afternoor[redacted]. Thank you for your email and your time to speak with me about your 2016 Chrysler Pacifica (VIN[redacted]. Per our conversation, as a one time, out of warranty, goodwill gesture, I have offered to reimburse you for repairs paid to Courtesy Chrysler to repair to your passenger side sliding door. Please please provide me with a copy of the paid repair order and your proof of payment by replying to this email or by sending to the fax number noted below. I will then submit the reimbursement request for the paid amount ($1,106.11) to be sent to your address of[redacted], Apollo Beach, FL [redacted] in the form of a direct check for deposit for arrival in 5-10 business days. Thank you for your ongoing support of FCA! Best wishes, Jenny -- Jenny Phillips Executive Referrals Manager FIAT Chrysler Automobiles Office: (586) 274-8184 Fax: (586) 497-1294 Email: Jennifer.phillips@fcagroup.com
05/17/2019	Cst emailed copy of paid RO and receipt showing payment of 1106.11
05/17/2019	Re: Request for receipt of paid repairs to Courtesy Chrysler_2016 Chrysler Pacifica (VIN[redacted]) Jennifer Phillips <jennifer.phillips@fcagroup.com> 4:57 PM to Tom Thank you[redacted]. I have submitted the request for reimbursement of $1,106.11. The check for deposit will be sent to your address and should be expected in 5-10 business days. Please advise of any questions. Thank you. Jenny

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/16/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/31/2019	**Origin**	Telephone	**Reason**	
Mileage	62,527 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	MEMPHIS		NY	[redacted]	USA
Dealer	57696	LONGLEY BROS INC		**Dealer Phone**	3155982135
Dealer Address	1698 COUNTY ROUTE 57				
	FULTON		NY	13069 4509	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	T
Subject	cost assistance/door locking mechanism				
Synopsis	Customer confirmed repairs complete.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/16/2019 03:03 PM	Open
05/23/2019 01:00 PM	Suspended
05/29/2019 04:02 AM	Open
05/31/2019 03:20 PM	Closed

Initial Description

cost assistance/door locking mechanism

Case Comments

Date	Comment
05/16/2019	Customer called in requesting cost/repair assistance with the locking mechanism. Customer states that this has been a repeat concern for the customer and that they would like for FCA to assist where they can. customer went on to state that they have been quoted 400 dollars for the repair by DLR.
05/16/2019	Wife called to create a case for cost assistance for the driver side rear lock. Advised husband already called in and created a case. Will leave this case open. Customer also stated her passenger side rear lock broke before and she had to get it fixed.
05/16/2019	Customer is availible for callback whenever and has stated that if they cannot answer, the customer's wife can be contacted [redacted] as well
05/17/2019	In-Service Date: 9/30/16 Original Owner: yes Mileage: 62,000 Vehicle purchase loyalty: 4 new -2016 (2), 2015, 2013 Multiple Repairs/ Previous related repairs: traction control light (2), CEL, 6/4/18 GW for right sliding door-36,383 MVP plans: no Other:
05/17/2019	***OUTBOUND CUSTOMER CONTACT*** [redacted] -2016 DODGE CARAVAN CM reached the customer and asked about his concern. He said the sliding door on the drivers side is locked and the dealer said it is the lock. Customer said last year they replaced the passengers side and customer is frustrated with the number of times this vehicle has had to go into the shop. CM asked if they set up an appointment for the repair and he said no they were waiting to hear from me. CM said I will reach out to the dealer and then I will get back to him. CM confirmed his email address and said I would send him my contact information.
05/17/2019	***OUTBOUND DEALER CONTACT*** LONGLEY BROS -#57696 315-598-2135 CM spoke to SA-Sarah and asked about the customers visit. SA said the customer came in yesterday with 62,527 and expected the repair to be covered. She said last year the right side sliding door lock had to be fixed but they covered it because she was a couple of hundred miles over warranty. She said the dealer only comes for warranty work and its hard to say why the door lock broke. CM asked if I could get warranty pricing because I would like to offer GW with $100.00 copay. She said she will look it up, CM said I would make the offer to the customer and asked them to call to say they accept. CM said I would call back Monday for warranty pricing.
05/17/2019	***OUTBOUND CUSTOMER CONTACT*** [redacted] 2016 DODGE CARAVAN CM reached the customer and explained the repair needed is considered a basic warranty item but I would like to help with $100.00 copay. Customer was happy with the offer and CM explained he would have to call the dealer to confirm they accepted the offer. CM asked if he could email me the date of the appointment for the repair and he said he would.
05/22/2019	***OUTBOUND DEALER CONTACT*** LONGLEY BROS -#57696 315-598-2135 CM spoke to SA-Sarah and asked for the warranty pricing for the repair. Parts $198.90 Labor $107.91 Total $ 306.81 less $100.00 copay = $206.81
05/23/2019	CM will follow up with customer on 5/29/19
05/23/2019	Vehicle has arrived at dealership Longley Bros Inc and attended by dealer employee
05/29/2019	***OUTBOUND CUSTOMER CONTACT*** [redacted] -2016 DODGE CARAVAN CM reached the wife and she said they had the repair completed and it works really well. CM said I would close the file.

Email(s)

Date	05/17/2019	Subject	[redacted]	
From	dodgecustomercare@fcagroup.com	To	[redacted]	05/17/2019 14:38 PM

My name is Linda and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your case number is [redacted]
The Chrysler Case Management telephone number is: 1-844-827-2006
My direct extension: 3020200
My work hours are: 8:00 am 4:30 pm Eastern Standard Time Monday-Friday.

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

Linda
FCA Case Manager
Phone 1-844-827-2006, ext. 3020200
[redacted]

Date	05/17/2019	Subject	Re: Case Manager [redacted]		
From	[redacted]	To	dodgecustomercare@fcagroup.com	Sent Date/Time	05/17/2019 19:45 PM

Hello Linda my wife will be taking her van in on May 23 to get fixed at Longley dodge. Thank you[redacted]

Sent from my iPhone

> On May 17, 2019, at 10:38 AM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> My name is Linda and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
> Your case number is [redacted]
> The Chrysler Case Management telephone number is: 1-844-827-2006
> My direct extension: 3020200
> My work hours are: 8:00 am 4:30 pm Eastern Standard Time Monday-Friday.
>
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>
>
> Linda
> FCA Case Manager
> Phone 1-844-827-2006, ext. 3020200
> [redacted]

Date	05/21/2019	Subject	[redacted]	
From	dodgecustomercare@fcagroup.com	To	[redacted]	05/21/2019 20:33 PM

Thank you for the updat[redacted]

I will have everything ready for your visit on Thursday.

---------- Original Message ----------
From[redacted]
Sent: 5/17/2019 3:45 PM
To: dodgecustomercare@fcagroup.com
Subject: Re: Case Manager[redacted]

Hello Linda my wife will be taking her van in on May 23 to get fixed at Longley dodge. Thank yo[redacted]

Sent from my iPhone

> On May 17, 2019, at 10:38 AM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> My name is Linda and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
> Your case number is[redacted]
> The Chrysler Case Management telephone number is: 1-844-827-2006
> My direct extension: 3020200
> My work hours are: 8:00 am 4:30 pm Eastern Standard Time Monday-Friday.
>
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>
>
> Linda
> FCA Case Manager
> Phone 1-844-827-2006, ext. 3020200
> [redacted]

Linda
FCA Case Manager
Phone 1-844-827-2006, ext. 3020200

Date	05/21/2019	Subject	[redacted]	
From	dodgecustomercare@fcagroup.com	To	[redacted]	05/21/2019 20:34 PM

Thank you for the update [redacted]

I will have everything ready for your visit on Thursday.

---------- Original Message ----------
From: [redacted]
Sent: 5/17/2019 3:45 PM
To: dodgecustomercare@fcagroup.com
Subject: Re: Case Manager [r[redacted]

Hello Linda my wife will be taking her van in on May 23 to get fixed at Longley dodge. Thank you [redacted]

Sent from my iPhone

> On May 17, 2019, at 10:38 AM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> My name is Linda and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
> Your case number is[redacted]
> The Chrysler Case Management telephone number is: 1-844-827-2006
> My direct extension: 3020200
> My work hours are: 8:00 am – 4:30 pm Eastern Standard Time Monday-Friday.
>
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>
>
> Linda
> FCA Case Manager
> Phone 1-844-827-2006, ext. 3020200
>
[redacted]
Linda
FCA Case Manager
Phone 1-844-827-2006, ext. 3020200

Date	05/29/2019	***Subject***	[redacted]	
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	05/29/2019 20:18 PM

Hello [redacted]

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is: [redacted]

The FCA Case Management Telephone Number is: 1-844-827-2006

My Direct Extension is: 3020200

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best

Linda | FCA Case Manager

Phone: 1-844-827-2006 | Ext. 3020200
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	Model Year	2016	Brand	DODGE
Body	RTKM53	Vehicle	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	05/17/2019	CAIR Type	Regular	Status	Closed
Close Date	05/17/2019	Origin	Telephone	Reason	
Mileage	67,000 Miles	Market	U	Language	English
Contact Email	[redacted]			Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer	[redacted]				
Customer Addres					
	mesquite		tx	[redacted]	
Dealer	45573	RICHARDSON CHRYSLER JEEP DODGE RAM		Dealer Phone	9728658600
Dealer Address	1321 N CENTRAL EXPY				
	RICHARDSON		TX	75080 4607	USA
Dealer Zone	Southwest	Sales District		Service District	A
Subject	sliding doors not opening				
Synopsis					
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/17/2019 01:25 AM	Open
05/17/2019 01:30 AM	Closed

Initial Description

customer states that one door is no longer opening and that the other is almost jammed as well

Case Comments

Date	Comment
05/17/2019	agent advised customer that there are no recalls and that he is OOW.
05/17/2019	Briefly summarize why the customer is contacting Chrysler: Sliding door on drivers side will not open at all. Called Service Centre for this Friday at 9 a.m. they would look at that day and will be a few hours. Was told no charge to look at it. Apt. was just to talk to them and $150 for them to look at it. Took off work for this. Now he has to make another apt. Now other door is acting up. Customer read on line and it is over the internet. Customer used an afterhours service to book apt. Dallas Dodge
05/17/2019	Agent warmed transferred customer to Jay one of the managers at Dallas

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/21/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/14/2019	**Origin**	Telephone	**Reason**	
Mileage	46,794 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	PLEASANT GROVE		UT		USA
Dealer	68009	DOUG SMITH CHRYSLER JEEP DODGE		**Dealer Phone**	8014921110
Dealer Address	523 WEST MAIN STREET				
	AMERICAN FORK		UT	84003 2274	USA
Dealer Zone	West	**Sales District**		**Service District**	F
Subject	Multiple vehicle issues				
Synopsis	no action from customer				
Customer Anomaly	Gears & Transmission				
	Shifter				
Contact Reason	C221	Dispute Resolution - Buyback/Lemon Law	**Customer Anomaly**	46	Gear shifter issue
Reason Code	After Sales - Complaint - Product - Dispute Resolution - Buyback/Lemon Law Request				

Case Status History

Create Date	Status
05/21/2019 02:19 PM	Open
07/11/2019 05:49 PM	Suspended
07/17/2019 04:00 AM	Open
07/19/2019 06:54 PM	Suspended
07/29/2019 04:08 AM	Open
09/16/2019 03:24 PM	Closed
09/20/2019 03:40 AM	Open
10/14/2019 07:15 PM	Closed

Initial Description

Multiple vehicle issues, seeking repair or replacement

Case Comments

Date	Comment
05/21/2019	Customer states that they are having multiple vehicle issues that the DLR is not fixing and they are now out of warranty. Customer states that they have an issue with the shifter getting stuck in park unless they use the release button, the AC hisses, the power sliding doors are not working, the rear entertainment system will not work unless set a specific angle, and they have had a battery failed as well. Customer states that they have brought these to the attention of the DLR before the warranty expired but the issues are still occurring. Customer would like cost assistance or to have the vehicle replaced. Agent advised that we will escalate the case to a CM for further assistance.
05/22/2019	OUTBOUND CUSTOMER CONTACT CM contacted Customer Customer confirmed issues stated in case. Customer confirmed she's seeking cost assistance for current issues. Customer states vehicle was at DLR yesterday and was told shifter and A/C would have to be replaced. Customer states she paid for some repairs while vehicle was under warranty, and wants to be considered for reimbursement. CM explained what would be needed to consider reimbursement. CM informed Customer they would contact DLR today to try obtaining warranty pricing for currently required repairs. CM confirmed Customer's contact information and sent intro email. CM informed Customer they would follow up by Friday.
05/22/2019	OUTBOUND DLR CONTACT CM contacted Doug Smith Chrysler Jeep Dodge 68009. Spoke with SA Jed. CM requested warranty pricing for repairs and provided email so SA could send estimate.
05/24/2019	OUTBOUND DLR CONTACT CM contacted Doug Smith Chrysler Jeep Dodge 68009. LVM for SA Jed.
05/24/2019	INBOUND CUSTOMER CONTACT Customer s seeking an update from CM. CM informed Customer they hadn't received repair estimate from DLR at this time, but they would call DLR again and try to get estimate before weekend.
05/24/2019	OUTBOUND DLR CONTACT CM contacted Doug Smith Chrysler Jeep Dodge 68009. No response from DLR.
05/29/2019	OUTBOUND DLR CONTACT CM contacted Doug Smith Chrysler Jeep Dodge 68009. LVM for SA Jed.
05/29/2019	CM provided update to Customer via email.
05/30/2019	OUTBOUND DLR CONTACT CM contacted Doug Smith Chrysler Jeep Dodge 68009. LVM for SM Nate.
05/30/2019	INBOUND DLR CONTACT SM Nate from DLR 68009 was transferred to CM. CM requested warranty pricing for replacement of shifter and A/C. SM provided warranty pricing as follows: Parts: $780 Labor $940 Total: $1,720 SM provided his email as well as Warranty Admin's email.
05/30/2019	OUTBOUND CUSTOMER CONTACT CM contacted Customer. LVM. 1/3 attempts.

Date	Comment
05/30/2019	OUTBOUND CUSTOMER CONTACT CM contacted Customer. CM offered to cover $1,520 of repairs. Customer states she'll likely accept offer, but she wants to speak with husband to confirm. CM offered to follow up with her on Monday; Customer agreed.
06/03/2019	OUTBOUND CUSTOMER CONTACT CM contacted Customer. Customer accepts CM's offer. CM informed Customer they would reach out to DLR to provide authorization, as well as expedite parts as needed. CM informed Customer they would follow up on Wednesday.
06/03/2019	CM sent email to SA, SM, and Warranty Admin with DM notes for Customer's repair.
06/04/2019	OUTBOUND DLR CONTACT CM contacted Doug Smith Chrysler Jeep Dodge 68009. LVM for SA Jed.
06/05/2019	CM provided update to Customer via email.
06/06/2019	CM emailed SA requesting update on parts.
06/06/2019	CM provided update to Customer via email.
06/07/2019	OUTBOUND DLR CONTACT CM contacted Doug Smith Chrysler Jeep Dodge 68009. Spoke with SA Jed. SA states parts should arrive by Tuesday, and repairs should be completed by Thursday.
06/07/2019	CM provided update to Customer via email.
06/11/2019	OUTBOUND DLR CONTACT CM contacted Doug Smith Chrysler Jeep Dodge 68009. Spoke with PA Brian. PA confirmed all parts are at DLR now. CM asked to be transferred to Service. LVM for SA Jed with parts update.
06/12/2019	OUTBOUND DLR CONTACT CM contacted Doug Smith Chrysler Jeep Dodge 68009. LVM for SA Jed. CM sent email to SA and CC: SM requesting an update on the repairs.
06/12/2019	SA Jed emailed CM stating Customer doesn't have repairs scheduled, although Customer has been notified that parts are available. CM responded stating they would advise Customer to schedule appointment.
06/12/2019	CM emailed Customer and advised her to schedule repairs. CM offered to assist with scheduling appointment.
06/14/2019	CM sent follow up email to Customer requesting update on appointment time. CM offered to assist with scheduling Customer's appointment.
06/17/2019	OUTBOUND DLR CONTACT CM contacted Doug Smith Chrysler Jeep Dodge 68009. Spoke with SA Seth. CM scheduled repairs for 06/22 at 9:40am.
06/17/2019	CM provided update to Customer via email.
06/22/2019	Vehicle has arrived at dealership Doug Smith Chrysler Jeep Dodge and attended by dealer employee
06/24/2019	OUTBOUND DLR CONTACT CM contacted Doug Smith Chrysler Jeep Dodge 68009. Spoke with SA Jed. SA confirmed Customer's repairs are in progress, and should be complete today.
06/27/2019	INBOUND CUSTOMER CONTACT Customer contacted CM. Customer states steering wheel isn't straight after repairs. Customer states shifter isn't functioning properly either after it was replaced. CM informed Customer they would reach out to SA with update on current issues, and advised Customer to reach out to DLR to schedule an appointment to have current issues diagnosed and addressed. Customer mentioned she might need alternate transportation if vehicle is down for more than a day. CM informed Customer they could consider reimbursement for rental expenses, if Customer elects to pay OOP for rental.
06/27/2019	OUTBOUND DLR CONTACT CM contacted Doug Smith Chrysler Jeep Dodge 68009. LVM for SA Jed.
06/28/2019	Vehicle has arrived at dealership Doug Smith Chrysler Jeep Dodge and attended by dealer employee
07/01/2019	OUTBOUND DLR CONTACT CM contacted Doug Smith Chrysler Jeep Dodge 68009. Spoke with SA Jed. SA states they couldn't duplicate Customer's shifting concern, but they did correct the steering wheel. SA states Customer picked up vehicle on Saturday.
07/01/2019	OUTBOUND CUSTOMER CONTACT CM contacted Customer. Customer states shifter is still not working properly. Customer states she has an appointment scheduled for Friday. Customer asked if there were any steps she could take to get issue resolved. CM advised Customer to give DLR as much information about concern as possible; CM also advised going on test drive with DLR to try duplicating shifter concern. CM informed Customer they would follow up on Friday when vehicle is at DLR.
07/05/2019	Vehicle has arrived at dealership Doug Smith Chrysler Jeep Dodge and attended by dealer employee
07/05/2019	OUTBOUND DLR CONTACT CM contacted Doug Smith Chrysler Jeep Dodge 68009. CM was informed SA Jed would return on Monday.
07/05/2019	CM provided update to Customer via email.
07/08/2019	OUTBOUND DLR CONTACT CM contacted Doug Smith Chrysler Jeep Dodge 68009. LVM for SA Jed.
07/08/2019	CM provided update to Customer via email.
07/09/2019	CM emailed SA requesting update on diagnosis.
07/09/2019	SA Jed emailed CM stating they couldn't duplicate Customer's concern, so they released the vehicle to Customer. SA states Customer hasn't returned with vehicle, so he's assuming the concern has resolved itself.
07/09/2019	CM provided update to Customer via email.
07/11/2019	OUTBOUND CUSTOMER CONTACT CM contacted Customer. Customer states shifter is sticking worse since they picked up the vehicle. Customer states she was advised to bring the vehicle back to DLR if concern gets worse, but they're out of state now. Customer states she'll be bringing vehicle to DLR next week. CM informed Customer they would reach out to DLR with update, and would follow up around Wednesday to confirm the vehicle is at DLR.
07/17/2019	CM sent follow up email to Customer requesting update on appointment time.
07/19/2019	OUTBOUND DLR CONTACT CM contacted Doug Smith Chrysler Jeep Dodge 68009. CM scheduled appointment for 07/27 at 7am.
07/19/2019	CM provided update to Customer via email.
07/27/2019	Vehicle has arrived at dealership Doug Smith Chrysler Jeep Dodge and attended by dealer employee
07/29/2019	OUTBOUND DLR CONTACT CM contacted Doug Smith Chrysler Jeep Dodge 68009. LVM for SA Jed.
07/30/2019	OUTBOUND DLR CONTACT CM contacted Doug Smith Chrysler Jeep Dodge 68009. LVM for SA Jed.
07/30/2019	CM provided update to Customer via email.
08/01/2019	OUTBOUND DLR CONTACT CM contacted Doug Smith Chrysler Jeep Dodge 68009. LVM for SA Seth.
08/01/2019	INBOUND DLR CONTACT SA Seth from DLR 68009 contacted CM. SA confirmed shift lever assembly is the source of Customer's shifter concerns. SA states Customer has possession of vehicle at this time; Customer was waiting for CAC assistance, and she didn't authorize any repairs. SA provided warranty pricing for repair as follows: Parts: $282.45 Labor: $230.75 Total: $513.20 SA states parts aren't b/o.
08/01/2019	CM emailed SA with DM notes. CM provided update to Customer via email. CM advised Customer to schedule repairs.
08/05/2019	OUTBOUND DLR CONTACT CM contacted Doug Smith Chrysler Jeep Dodge 68009. LVM for SA Seth.
08/05/2019	INBOUND DLR CONTACT SA Seth from DLR 68009 contacted CM. SA confirmed part has been ordered and is expected to arrive tomorrow. SA states he'll reach out to CM to confirm receipt of part.
08/05/2019	CM provided update to Customer via email.
08/07/2019	CM sent follow up email to Customer requesting update on appointment time.
08/09/2019	OUTBOUND CUSTOMER CONTACT CM contacted Customer. Customer confirmed repairs are scheduled for 08/14. CM informed Customer they would reach out to DLR once vehicle is there to confirm repairs will be completed on time.
08/14/2019	Vehicle has arrived at dealership Doug Smith Chrysler Jeep Dodge and attended by dealer employee
08/14/2019	OUTBOUND DLR CONTACT CM contacted Doug Smith Chrysler Jeep Dodge 68009. LVM for SA Seth.
08/14/2019	INBOUND DLR CONTACT SA Seth from DLR 68009 contacted CM. SA confirmed Customer's repairs are complete and no other concerns were found after repair completion. SA states he's going to contact Customer to have vehicle picked up.
08/14/2019	CM provided update to Customer via email.

Date	Comment
08/15/2019	Customer emailed CM stating her concern hasn't been resolved. CM responded and advised Customer to reach out to DLR and schedule an appointment for diagnosis. CM emailed SA with Customer's update and requested STAR involvement.
08/19/2019	CM sent follow up email to Customer requesting update on appointment time.
08/20/2019	INBOUND DLR CONTACT SA Seth from DLR 68009 contacted CM about another Customer, but provided an update on this case. SA states Customer is bringing vehicle in on Thursday. SA confirmed they're going to open a STAR ticket for Customer's concerns.
08/23/2019	Vehicle has arrived at dealership Doug Smith Chrysler Jeep Dodge and attended by dealer employee
08/23/2019	OUTBOUND DLR CONTACT CM contacted Doug Smith Chrysler Jeep Dodge 68009. LVM for SA Seth. CM informed SA they would not be managing case starting Monday.
08/26/2019	Contact made to dlr who was unavailable and unable to leave voicemail
08/26/2019	Contact made to customer to see if they have any information from dlr since bringing vehicle in on 8/23. Customer stated they picked vehicle up on 8/24/19 because they needed a car for the weekend and at time dlr was unable to duplicate but dropped vehicle back off this morning on 8/26/19. CM informed attempted to contact dlr but was unsuccessful but will try again. Customer informed she has no loaner vehicle at this time
08/27/2019	CM contacted dlr spoke to service rep Marny who informed SA is currently unavailable but informed will give message to SM Nate to return call to CM. contact information was provided for callback
08/27/2019	SM Nate notified stating they are currently still trying to duplicate. CM responded back asking if they will be contacting STAR as per notes from previous CM. Awaiting response
08/29/2019	STARS notes state unable to assist if the problem is unable to be duplicated. STAR informed the dlr the best thing to do is get the Owner down and have them demonstrate the issue and ask how many times has this happened to them and when did it start.
09/03/2019	SA Seth unavailable at time CM left voicemail for return call
09/04/2019	SA Seth informed the customers vehicle is still at dlr however they are unable to duplicate. SA has advised customer take to another dlr for second opinion
09/06/2019	Email to customer
09/09/2019	Customer has not responded
09/11/2019	Customer has not responded to email sent
09/12/2019	Customer has not responded on if he will be seeking a second opinion
09/16/2019	Customer has not responded on if he will seek second opinion CM closing case
09/20/2019	Customer called in as last call dropped, customer wanted to confirm CM would reach out to them again. Agent advised customer there is a note requesting CM to reach back out to him as well as confirmed phone number [redacted]
09/20/2019	Customer sent email stating they want a buyback due to continuous issues with vehicle reassigning case for review
09/20/2019	**Dispute Resolution Review** Reviewed warranty history at customer request. Writer determined this case should be handled by BC Specialist per normal case handling guidelines. Do not return this CAIR to Dispute Resolution Assigned CAIR to CM.
09/20/2019	Customer called in requesting to speak to Cm. Cm advised customer that case will be updated.
09/23/2019	Customer contacted stating that she has not yet been to another dealership for a second opinion. CM located Larry H Miller 45506. and provided contact number for customer to set up an appointment for them to look over the shiftier. Customer now has complaints on the door not opening and states it is a safety concern. Customer states she paid out of pocket for that repair when it should have been covered under warranty. Customer states dlr informed she needs to contact CAC for door concern. CM advised if customer paid for repair it should have warranty on it since it has only been a year since customer states repealing it. Either way there needs to be a diagnosis on the door to see what is wrong and what is needed for repairs
09/24/2019	Email to customer in regards to appointment with dlr
09/26/2019	No response from customer regarding contacting another dlr for second opinion
09/30/2019	The agent emailed the customer inquiring as to the current status of the vehicle given the customer claims the issues have resurfaced.
10/01/2019	No response from customer regarding contacting another dlr for second opinion Email resent
10/02/2019	Vehicle has arrived at dealership Doug Smith Chrysler Jeep Dodge and attended by dealer employee
10/02/2019	Vehicle has arrived at dealership Doug Smith Chrysler Jeep Dodge and attended by dealer employee
10/04/2019	Contact made to dlr SA Chris informed the found the drivers door needed door lock actuator and the customer declined repair because it was not covered by warranty. SA informed customer had this happen in the past to the PASSENGER side sliding door and had to pay out of pocket. SA informed this could be due to wear and tear or if doors are being locked and someone manually locks or unlocks door can cause it to fail. approximate cost for repair is $685.00
10/08/2019	Email to customer
10/11/2019	Customer has not responded to email
10/14/2019	Customer has not responded to email on how they plan to proceed with concern on door CM closing case

Email(s)

Date	05/22/2019	***Subject***	[redacted]
From	dodgecustomercare@fcagroup.com	***To***	[redacted] 18:31 PM

Dear [redacted]

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

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

Your case number [redacted]
The Chrysler West BC Case Management telephone number: 1-844-378-0597
My direct extension: 4060241
My work hours are: Monday-Friday, 9:00am-5:30pm MST.

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

Helen
FCA Case Specialist
[redacted]

Date	05/24/2019	***Subject***	Update on your case [redacted]

From	dodgecustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	05/24/2019 23:04 PM

Hi [redacted], I reached out to your Service Advisor and left a message requesting the repair estimate so I can determine what cost assistance can be offered. He hasn't given me a call back with the information at this time.

We'll be closed on Monday for Memorial Day, so I'll follow up again on Tuesday to get that estimate. Have a great weekend!

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241
[redacted]

Date	05/29/2019	Subject	[redacted]
From	dodgecustomercare@fcagroup.com	To	[redacted]/2019 23:18 PM

Hi [redacted], I apologize for not following up yesterday as promised; I mistakenly marked down today as the follow up date instead of yesterday.

I left a message for Jed requesting the repair estimate. He hasn't returned my call at this time. I'm going to call the Service Manager tomorrow and see if he can assist me with getting the repair estimate.

Thank you,
Helen
FCA Case Specialist
[redacted]

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 5/24/2019 7:04 PM
To [redacted]
Subject [redacted]

[redacted] I reached out to your Service Advisor and left a message requesting the repair estimate so I can determine what cost assistance can be offered. He hasn't given me a call back with the information at this time.

We'll be closed on Monday for Memorial Day, so I'll follow up again on Tuesday to get that estimate. Have a great weekend!

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241
[redacted]

Date	05/30/2019	Subject	[redacted]
From	dodgecustomercare@fcagroup.com	To	[redacted]/2019 21:38 PM

Hi [redacted] you can attach the documents from your previous repairs to this email.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 5/29/2019 7:18 PM
To[redacted]
Su[redacted]

H[redacted] I apologize for not following up yesterday as promised; I mistakenly marked down today as the follow up date instead of yesterday.

I left a message for Jed requesting the repair estimate. He hasn't returned my call at this time. I'm going to call the Service Manager tomorrow and see if he can assist me with getting the repair estimate.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 5/24/2019 7:04 PM
To[redacted]
Su[redacted]

Hi[redacted] I reached out to your Service Advisor and left a message requesting the repair estimate so I can determine what cost assistance can be offered. He hasn't given me a call back with the information at this time.

We'll be closed on Monday for Memorial Day, so I'll follow up again on Tuesday to get that estimate. Have a great weekend!

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241
[redacted]

Date	05/30/2019	***Subject***	Re: Update on your case[redacted]		
From [redacted]		***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	05/30/2019 21:40 PM

[redacted]

> On May 30, 2019, at 3:38 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> Hi [redacted] you can attach the documents from your previous repairs to this email.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 5/29/2019 7:18 PM
> T[redacted]
> Subject: RE: Update on your case [[redacted]
>
> Hi Chelsea, I apologize for not following up yesterday as promised; I mistakenly marked down today as the follow up date instead of yesterday.
>
> I left a message for Jed requesting the repair estimate. He hasn't returned my call at this time. I'm going to call the Service Manager tomorrow and see if he can assist me with getting the repair estimate.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 5/24/2019 7:04 PM
> To [redacted]
> Su[redacted]
>
> [redacted] I reached out to your Service Advisor and left a message requesting the repair estimate so I can determine what cost assistance can be offered. He hasn't given me a call back with the information at this time.
>
> We'll be closed on Monday for Memorial Day, so I'll follow up again on Tuesday to get that estimate. Have a great weekend!
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
> [redacted]
>

Date	06/05/2019	***Subject***	[redacted]
From	dodgecustomercare@fcagroup.com	***To***	[redacted] 5/2019 22:47 PM

H[redacted] I emailed the authorization to Jed as promised, and I see that I called him yesterday instead of calling him today. I'll give him a call tomorrow if I don't have an update from him by then.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From[redacted]
Sent: [redacted]
To: dodgecustomercare@fcagroup.com
Subject: Re: Update on your case [[redacted]

[redacted]

> On May 30, 2019, at 3:38 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> Hi [redacted] you can attach the documents from your previous repairs to this email.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 5/29/2019 7:18 PM
> To: [redacted]
> Sub[redacted]
>
> H[redacted] I apologize for not following up yesterday as promised; I mistakenly marked down today as the follow up date instead of yesterday.
>
> I left a message for Jed requesting the repair estimate. He hasn't returned my call at this time. I'm going to call the Service Manager tomorrow and see if he can assist me with getting the repair estimate.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 5/24/2019 7:04 PM
> To[redacted]
> Su[redacted]
>
> Hi [redacted] I reached out to your Service Advisor and left a message requesting the repair estimate so I can determine what cost assistance can be offered. He hasn't given me a call back with the information at this time.
>
> We'll be closed on Monday for Memorial Day, so I'll follow up again on Tuesday to get that estimate. Have a great weekend!
>
> Thank you,
> Helen
> FCA Case Specialist
> [redacted]

Date	06/05/2019	***Subject***	[redacted]
From	dodgecustomercare@fcagroup.com	***To***	[redacted] 6/2019 22:47 PM

Hi [redacted] I emailed the authorization to Jed as promised, and I see that I called him yesterday instead of calling him today. I'll give him a call tomorrow if I don't have an update from him by then.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From [redacted]
Sent: 5/30/2019 5:40 PM
To: dodgecustomercare@fcagroup.com
Subject: Re: Update on your case [redacted]

> On May 30, 2019, at 3:38 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> Hi [redacted] you can attach the documents from your previous repairs to this email.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 5/29/2019 7:18 PM
> To: [redacted]
> Su[redacted]
>
> Hi [redacted] I apologize for not following up yesterday as promised; I mistakenly marked down today as the follow up date instead of yesterday.
>
> I left a message for Jed requesting the repair estimate. He hasn't returned my call at this time. I'm going to call the Service Manager tomorrow and see if he can assist me with getting the repair estimate.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 5/24/2019 7:04 PM
> To: [redacted]
> Sub[redacted]
>
> Hi [redacted] I reached out to your Service Advisor and left a message requesting the repair estimate so I can determine what cost assistance can be offered. He hasn't given me a call back with the information at this time.
>
> We'll be closed on Monday for Memorial Day, so I'll follow up again on Tuesday to get that estimate. Have a great weekend!
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
> [redacted]

Date	06/06/2019	***Subject***	[redacted]
From	dodgecustomercare@fcagroup.com	***To***	[redacted] /2019 23:24 PM

Hi [redacted] I reached out to Jed requesting an update on the repair parts. He hasn't returned my call or emails at this time. I'm going to call him again tomorrow, and I'll make a call to the Service Manager to see if he can give me an update.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 6/5/2019 6:47 PM
To: [redacted]
Su[redacted]

Hi [redacted] I emailed the authorization to Jed as promised, and I see that I called him yesterday instead of calling him today. I'll give him a call tomorrow if I don't have an update from him by then.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
Fro[redacted]
Sent: 5/30/2019 5:40 PM
To: dodgecustomercare@fcagroup.com
Subject: Re: Update on your case [redacted]

[redacted]

> On May 30, 2019, at 3:38 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> Hi [redacted] you can attach the documents from your previous repairs to this email.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 5/29/2019 7:18 PM
> To: [redacted]
> Su[redacted]
>
> Hi [redacted], I apologize for not following up yesterday as promised; I mistakenly marked down today as the follow up date instead of yesterday.
>
> I left a message for Jed requesting the repair estimate. He hasn't returned my call at this time. I'm going to call the Service Manager tomorrow and see if he can assist me with getting the repair estimate.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 5/24/2019 7:04 PM
> To[redacted]
> Su[redacted]
>
> H[redacted] I reached out to your Service Advisor and left a message requesting the repair estimate so I can determine what cost assistance can be offered. He hasn't given me a call back with the information at this time.
>
> We'll be closed on Monday for Memorial Day, so I'll follow up again on Tuesday to get that estimate. Have a great weekend!
>
> Thank you,
> Helen
> FCA Case Specialist
> [redacted]
>

Date	06/07/2019	***Subject***	[redacted]
From	dodgecustomercare@fcagroup.com	***To***	[redacted] 07/2019 21:24 PM

Hi [redacted] I was able to speak with Jed today, and he said the parts for your repairs should arrive by Tuesday. He said once the parts arrived, the repairs can be done by Thursday.

I'll call the dealership on Tuesday to make sure the parts are there, and I'll make sure Jed knows as well so the repairs can start as soon as possible.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 6/6/2019 7:24 PM
To:[redacted]
Subject: Re: Update on your case [redacted]

Hi [redacted] I reached out to Jed requesting an update on the repair parts. He hasn't returned my call or emails at this time. I'm going to call him again tomorrow, and I'll make a call to the Service Manager to see if he can give me an update.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 6/5/2019 6:47 PM
To [redacted]
Subject: Re: Update on your case[redacted]

Hi [redacted], I emailed the authorization to Jed as promised, and I see that I called him yesterday instead of calling him today. I'll give him a call tomorrow if I don't have an update from him by then.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: [redacted]]
Sent: 5/30/2019 5:40 PM
To: dodgecustomercare@fcagroup.com
Subject: Re: Update on your case [redacted]

[redacted]

> On May 30, 2019, at 3:38 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> Hi [redacted] you can attach the documents from your previous repairs to this email.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 5/29/2019 7:18 PM
> To [redacted]
> Subject: RE: Update on your case [redacted]
>
> H[redacted], I apologize for not following up yesterday as promised; I mistakenly marked down today as the follow up date instead of yesterday.
>
> I left a message for Jed requesting the repair estimate. He hasn't returned my call at this time. I'm going to call the Service Manager tomorrow and see if he can assist me with getting the repair estimate.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 5/24/2019 7:04 PM
> To:[redacted]
> Subject: Update on your case [redacted]]
>
> H[redacted], I reached out to your Service Advisor and left a message requesting the repair estimate so I can determine what cost assistance can be offered. He hasn't given me a call back with the information at this time.
>
> We'll be closed on Monday for Memorial Day, so I'll follow up again on Tuesday to get that estimate. Have a great weekend!
>

> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
[redacted]

Date	06/11/2019	***Subject***	[redacted]
From	dodgecustomercare@fcagroup.com	***To***	[redacted] /2019 16:29 PM

Hi [redacted], I confirmed with the dealership today that all your parts have arrived for your repairs. I left a message for Jed to make sure he knew as well, and I requested confirmation that the repairs will be done by Thursday. I'm waiting for his update at this time, but I'll call him again tomorrow if I don't hear back from him today.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 6/7/2019 5:24 PM
To: [redacted]
Subject: Re: Update on your case [redacted]

Hi [redacted] I was able to speak with Jed today, and he said the parts for your repairs should arrive by Tuesday. He said once the parts arrived, the repairs can be done by Thursday.

I'll call the dealership on Tuesday to make sure the parts are there, and I'll make sure Jed knows as well so the repairs can start as soon as possible.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 6/6/2019 7:24 PM
To: [redacted]m
Subject: Re: Update on your case [redacted]

Hi [redacted], I reached out to Jed requesting an update on the repair parts. He hasn't returned my call or emails at this time. I'm going to call him again tomorrow, and I'll make a call to the Service Manager to see if he can give me an update.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 6/5/2019 6:47 PM
To: [redacted]
Subject: Re: Update on your case [redacted]

Hi [redacted], I emailed the authorization to Jed as promised, and I see that I called him yesterday instead of calling him today. I'll give him a call tomorrow if I don't have an update from him by then.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: [redacted]]
Sent: 5/30/2019 5:40 PM
To: dodgecustomercare@fcagroup.com
Subject: Re: Update on your case [redacted]

[redacted]

> On May 30, 2019, at 3:38 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> Hi [redacted]a, you can attach the documents from your previous repairs to this email.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 5/29/2019 7:18 PM
> To: [redacted]
> Subject: RE: Update on your case [redacted]
>
> Hi [redacted] apologize for not following up yesterday as promised; I mistakenly marked down today as the follow up date instead of yesterday.
>
> I left a message for Jed requesting the repair estimate. He hasn't returned my call at this time. I'm going to call the Service Manager tomorrow and see if he can assist me with getting the repair estimate.
>
> Thank you,
> Helen

> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 5/24/2019 7:04 PM
> To: [redacted]
> Subject: Update on your case [re[redacted]
>
> H[redacted]reached out to your Service Advisor and left a message requesting the repair estimate so I can determine what cost assistance can be offered. He hasn't given me a call back with the information at this time.
>
> We'll be closed on Monday for Memorial Day, so I'll follow up again on Tuesday to get that estimate. Have a great weekend!
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>[redacted]

Date	06/12/2019	***Subject***	[redacted]
From	dodgecustomercare@fcagroup.com	***To***	[redacted]2019 20:41 PM

Hi [redacted], Jed reached out to me and said he didn't have your repairs scheduled at this time. I would advise reaching out to the dealership and scheduling the repairs at your convenience. If you need assistance scheduling the appointment, please let me know.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 6/11/2019 12:29 PM
To [redacted]
Subject: Re: Update on your case [redacted]

Hi [redacted] I confirmed with the dealership today that all your parts have arrived for your repairs. I left a message for Jed to make sure he knew as well, and I requested confirmation that the repairs will be done by Thursday. I'm waiting for his update at this time, but I'll call him again tomorrow if I don't hear back from him today.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 6/7/2019 5:24 PM
To: [redacted]
Subject: Re: Update on your case [redacted]

Hi [redacted], I was able to speak with Jed today, and he said the parts for your repairs should arrive by Tuesday. He said once the parts arrived, the repairs can be done by Thursday.

I'll call the dealership on Tuesday to make sure the parts are there, and I'll make sure Jed knows as well so the repairs can start as soon as possible.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 6/6/2019 7:24 PM
To [redacted]
Subject: Re: Update on your case [redacted]

Hi [redacted], I reached out to Jed requesting an update on the repair parts. He hasn't returned my call or emails at this time. I'm going to call him again tomorrow, and I'll make a call to the Service Manager to see if he can give me an update.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 6/5/2019 6:47 PM
To: [redacted]
Subject: Re: Update on your case [redacted]

[redacted], I emailed the authorization to Jed as promised, and I see that I called him yesterday instead of calling him today. I'll give him a call tomorrow if I don't have an update from him by then.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
[redacted]]
Sent: 5/30/2019 5:40 PM
To: dodgecustomercare@fcagroup.com
Subject: Re: Update on your case [redacted]

[redacted]

> On May 30, 2019, at 3:38 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> Hi [redacted], you can attach the documents from your previous repairs to this email.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241

>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 5/29/2019 7:18 PM
> To: [redacted]
> Sub[redacted]
>
> H[redacted] I apologize for not following up yesterday as promised; I mistakenly marked down today as the follow up date instead of yesterday.
>
> I left a message for Jed requesting the repair estimate. He hasn't returned my call at this time. I'm going to call the Service Manager tomorrow and see if he can assist me with getting the repair estimate.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 5/24/2019 7:04 PM
> To: [redacted]
> Su[redacted]
>
> Hi [redacted] I reached out to your Service Advisor and left a message requesting the repair estimate so I can determine what cost assistance can be offered. He hasn't given me a call back with the information at this time.
>
> We'll be closed on Monday for Memorial Day, so I'll follow up again on Tuesday to get that estimate. Have a great weekend!
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
[redacted]

Date	06/14/2019	***Subject***	[redacted]
From	dodgecustomercare@fcagroup.com	***To***	[redacted] 4/2019 17:24 PM

Hi [redacted], I wanted to follow up with my email from Wednesday and see if you've scheduled your repairs with Doug Smith Dodge in American Fork? If you need assistance scheduling the appointment, please let me know.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 6/12/2019 4:41 PM
To: [redacted]
Subject: Re: Update on your case [redacted]

Hi [redacted] Jed reached out to me and said he didn't have your repairs scheduled at this time. I would advise reaching out to the dealership and scheduling the repairs at your convenience. If you need assistance scheduling the appointment, please let me know.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 6/11/2019 12:29 PM
To: [redacted]
Subject: Re: Update on your case [redacted]

[redacted], I confirmed with the dealership today that all your parts have arrived for your repairs. I left a message for Jed to make sure he knew as well, and I requested confirmation that the repairs will be done by Thursday. I'm waiting for his update at this time, but I'll call him again tomorrow if I don't hear back from him today.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 6/7/2019 5:24 PM
To [redacted]
Subject: Re: Update on your case [redacted]

Hi [redacted], I was able to speak with Jed today, and he said the parts for your repairs should arrive by Tuesday. He said once the parts arrived, the repairs can be done by Thursday.

I'll call the dealership on Tuesday to make sure the parts are there, and I'll make sure Jed knows as well so the repairs can start as soon as possible.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 6/6/2019 7:24 PM
To: [redacted]
Subject: Re: Update on your case [redacted]

H[redacted], I reached out to Jed requesting an update on the repair parts. He hasn't returned my call or emails at this time. I'm going to call him again tomorrow, and I'll make a call to the Service Manager to see if he can give me an update.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 6/5/2019 6:47 PM
[redacted]
Subject: Re: Update on your case [redacted]

H[redacted], I emailed the authorization to Jed as promised, and I see that I called him yesterday instead of calling him today. I'll give him a call tomorrow if I don't have an update from him by then.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

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

From [redacted]
Sent: 5/30/2019 5:40 PM
To: dodgecustomercare@fcagroup.com
Subject: Re: Update on your case [redacted]

> On May 30, 2019, at 3:38 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> H[redacted]you can attach the documents from your previous repairs to this email.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 5/29/2019 7:18 PM
> To:[redacted]
> Su[redacted]
>
> H[redacted]apologize for not following up yesterday as promised; I mistakenly marked down today as the follow up date instead of yesterday.
>
> I left a message for Jed requesting the repair estimate. He hasn't returned my call at this time. I'm going to call the Service Manager tomorrow and see if he can assist me with getting the repair estimate.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 5/24/2019 7:04 PM
> T[redacted]
> S[redacted]
>
> Hi[redacted]reached out to your Service Advisor and left a message requesting the repair estimate so I can determine what cost assistance can be offered. He hasn't given me a call back with the information at this time.
>
> We'll be closed on Monday for Memorial Day, so I'll follow up again on Tuesday to get that estimate. Have a great weekend!
>
> Thank you,
> Helen
> FCA Case Specialist
[redacted]

Date	06/14/2019	***Subject***	Re: Update on your case [[redacted]		
From [redacted]		***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	06/14/2019 19:10 PM

Can we do a Saturday

[redacted]

> On Jun 14, 2019, at 11:24 AM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> Hi [redacted] I wanted to follow up with my email from Wednesday and see if you've scheduled your repairs with Doug Smith Dodge in American Fork? If you need assistance scheduling the appointment, please let me know.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 6/12/2019 4:41 PM
> To: [redacted]m
> Subject: Re: Update on your case [[redacted]
>
> Hi [redacted], Jed reached out to me and said he didn't have your repairs scheduled at this time. I would advise reaching out to the dealership and scheduling the repairs at your convenience. If you need assistance scheduling the appointment, please let me know.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 6/11/2019 12:29 PM
> To: s[redacted]
> Subject: Re: Update on your case [redacted]
>
> Hi [redacted], I confirmed with the dealership today that all your parts have arrived for your repairs. I left a message for Jed to make sure he knew as well, and I requested confirmation that the repairs will be done by Thursday. I'm waiting for his update at this time, but I'll call him again tomorrow if I don't hear back from him today.
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> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 6/7/2019 5:24 PM
> To: [redacted]m
> Subject: Re: Update on your case [redacted]
>
> Hi [redacted] I was able to speak with Jed today, and he said the parts for your repairs should arrive by Tuesday. He said once the parts arrived, the repairs can be done by Thursday.
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> I'll call the dealership on Tuesday to make sure the parts are there, and I'll make sure Jed knows as well so the repairs can start as soon as possible.
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> Sent: 6/6/2019 7:24 PM
> To: s[redacted]
> Subject: Re: Update on your case [redacted]
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> Hi [redacted], I reached out to Jed requesting an update on the repair parts. He hasn't returned my call or emails at this time. I'm going to call him again tomorrow, and I'll make a call to the Service Manager to see if he can give me an update.
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> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 6/5/2019 6:47 PM
> To [redacted]
> Subject: Re: Update on your case [redacted]
>
> Hi [redacted], I emailed the authorization to Jed as promised, and I see that I called him yesterday instead of calling him today. I'll give him a call tomorrow if I don't have an update from him by then.
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> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
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>
> ---------- Original Message
> From: [redacted]
> Sent: 5/30/2019 5:40 PM
> To: dodgecustomercare@fcagroup.com
> Subject: Re: Update on your case [redacted]
>
> > On May 30, 2019, at 3:38 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
> >
> > H[redacted] you can attach the documents from your previous repairs to this email.
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> > 844-378-0597 ext. 4060241
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> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 5/29/2019 7:18 PM
> > To: [redacted]
> > Sub[redacted]
> >
> > H[redacted] I apologize for not following up yesterday as promised; I mistakenly marked down today as the follow up date instead of yesterday.
> >
> > I left a message for Jed requesting the repair estimate. He hasn't returned my call at this time. I'm going to call the Service Manager tomorrow and see if he can assist me with getting the repair estimate.
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> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 5/24/2019 7:04 PM
> > T[redacted]
> > S[redacted]
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> > [redacted] reached out to your Service Advisor and left a message requesting the repair estimate so I can determine what cost assistance can be offered. He hasn't given me a call back with the information at this time.
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> > We'll be closed on Monday for Memorial Day, so I'll follow up again on Tuesday to get that estimate. Have a great weekend!
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> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> [redacted]
>

Date	06/17/2019	***Subject***	[redacted]
From	dodgecustomercare@fcagroup.com	***To***	[redacted] 19 17:17 PM

[redacted], I know the Service Department is open on Saturdays, so I'll call them today and see if I can get you scheduled for Saturday.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: [redacted]]
Sent: 6/14/2019 3:10 PM
To: dodgecustomercare@fcagroup.com
Subject: Re: Update on your case [ ]

Can we do a Saturday

[redacted]

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> >
> >
[redacted]

Date	06/17/2019	***Subject***	[redacted]
From	dodgecustomercare@fcagroup.com	***To***	[redacted] /2019 20:04 PM

Hi [redacted], I was able to schedule your repairs for this Saturday at 9:40am. I spoke with Seth, and he informed me you can drop the vehicle off a little earlier than your appointment time if you need to.

If you're not able to keep this appointment, I would advise reaching out to the dealership to reschedule. Otherwise, I'll follow up on Monday to get an update on your repairs.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 6/17/2019 1:17 PM
To: [redacted]
Subject: Re: Update on your case [ ]

Hi Chelsea, I know the Service Department is open on Saturdays, so I'll call them today and see if I can get you scheduled for Saturday.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: [redacted]
Sent: 6/14/2019 3:10 PM
To: dodgecustomercare@fcagroup.com
Subject: Re: Update on your case [ ]

Can we do a Saturday

[redacted]

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> To: dodgecustomercare@fcagroup.com
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> > 844-378-0597 ext. 4060241

> >
> >
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[redacted]

Date	06/24/2019	***Subject***	[redacted]
From	dodgecustomercare@fcagroup.com	***To***	[redacted] 4/2019 20:38 PM

H[redacted], I spoke with Jed a couple of minutes ago, and he said your repairs were on track to be finished today. I would advise waiting for Jed to reach out and confirm repair completion before picking up the vehicle.

I'm going to follow up with you on Friday so you have a couple days to confirm the repairs, as well as ensure no other issues are present.

Thank you,
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FCA Case Specialist
844-378-0597 ext. 4060241

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From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 6/17/2019 4:04 PM
To:[redacted]
Subject: Re: Update on your case [ ]

Hi[redacted] I was able to schedule your repairs for this Saturday at 9:40am. I spoke with Seth, and he informed me you can drop the vehicle off a little earlier than your appointment time if you need to.

If you're not able to keep this appointment, I would advise reaching out to the dealership to reschedule. Otherwise, I'll follow up on Monday to get an update on your repairs.

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844-378-0597 ext. 4060241

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Can we do a Saturday

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> >
[redacted]

Date	06/27/2019	***Subject***	[redacted]
From	dodgecustomercare@fcagroup.com	***To***	[redacted] 019 22:44 PM

H[redacted], I called Jed and left him a message about your current vehicle concerns. He hasn't returned my call or sent an email letting me know he's reached out to you.

I won't be in the office tomorrow, but I'll ask one of my colleagues to follow up with Jed to make sure he knows the situation and can have someone reach out to you to set up an appointment.

Thank you,
Helen
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844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 6/24/2019 4:38 PM
To:[redacted]
Subject: Re: Update on your case [ ]

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Subject: Re: Update on your case [ ]

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To:[redacted]
Subject: Re: Update on your case [ ]

Hi[redacted]I know the Service Department is open on Saturdays, so I'll call them today and see if I can get you scheduled for Saturday.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From:[redacted]
Sent: 6/14/2019 3:10 PM
To: dodgecustomercare@fcagroup.com
Subject: Re: Update on your case [ ]

Can we do a Saturday

[redacted]

> On Jun 14, 2019, at 11:24 AM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> Hi[redacted], I wanted to follow up with my email from Wednesday and see if you've scheduled your repairs with Doug Smith Dodge in American Fork? If you need assistance scheduling the appointment, please let me know.
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> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
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> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 6/12/2019 4:41 PM
> To[redacted]
> Subject: Re: Update on your case [ ]

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> Hi [redacted], Jed reached out to me and said he didn't have your repairs scheduled at this time. I would advise reaching out to the dealership and scheduling the repairs at your convenience. If you need assistance scheduling the appointment, please let me know.
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> Thank you,
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> 844-378-0597 ext. 4060241
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> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 6/11/2019 12:29 PM
> To [redacted]
> Subject: Re: Update on your case [ ]
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> Hi [redacted] I confirmed with the dealership today that all your parts have arrived for your repairs. I left a message for Jed to make sure he knew as well, and I requested confirmation that the repairs will be done by Thursday. I'm waiting for his update at this time, but I'll call him again tomorrow if I don't hear back from him today.
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> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 6/7/2019 5:24 PM
> To: [redacted]
> Subject: Re: Update on your case [ ]
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> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 6/6/2019 7:24 PM
> To: [redacted]
> Subject: Re: Update on your case [ ]
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> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 6/5/2019 6:47 PM
> [redacted]
> Subject: Re: Update on your case [ ]
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> 844-378-0597 ext. 4060241
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> ---------- Original Message ----------
> [redacted]
> Sent: 5/30/2019 5:40 PM
> To: dodgecustomercare@fcagroup.com
> Subject: Re: Update on your case [ ]
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[redacted]
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> > On May 30, 2019, at 3:38 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
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> > Hi [redacted] you can attach the documents from your previous repairs to this email.
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> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
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> > 844-378-0597 ext. 4060241
> >
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[redacted]

Date	07/05/2019	***Subject***	[redacted]
From	dodgecustomercare@fcagroup.com	***To***	[redacted] /2019 20:28 PM

Hi [redacted], I reached out to the dealership today to get an update on your vehicle diagnosis, and I was informed Jed would be out until Monday. I'll give him a call on Monday to get an update for you.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 6/27/2019 6:44 PM
To [redacted]
Subject: Re: Update on your case [ ]

Hi [redacted] I called Jed and left him a message about your current vehicle concerns. He hasn't returned my call or sent an email letting me know he's reached out to you.

I won't be in the office tomorrow, but I'll ask one of my colleagues to follow up with Jed to make sure he knows the situation and can have someone reach out to you to set up an appointment.

Thank you,
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I'm going to follow up with you on Friday so you have a couple days to confirm the repairs, as well as ensure no other issues are present.

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Subject: Re: Update on your case [ ]

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If you're not able to keep this appointment, I would advise reaching out to the dealership to reschedule. Otherwise, I'll follow up on Monday to get an update on your repairs.

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[redacted]

Date	07/08/2019	***Subject***	[redacted]
From	dodgecustomercare@fcagroup.com	***To***	[redacted] /2019 22:30 PM

H[redacted], I left a message for Jed requesting an update on your vehicle's diagnosis. He hasn't returned my call at this time, so I unfortunately don't have an update to provide.

In my message, I did request that additional technical resources be involved to assist with diagnosing your shifter issue, since it's a repeat concern. I'm going to call Jed again tomorrow to get an update on diagnosis, since it should be in progress or completed by now.

Thank you,
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844-378-0597 ext. 4060241

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From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 7/5/2019 4:28 PM
To[redacted]
Subject: Re: Update on your case [ ]

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[redacted]

Date	07/09/2019	***Subject***	[redacted]
From	dodgecustomercare@fcagroup.com	***To***	[redacted] 2019 22:56 PM

[redacted], Jed reached out to me and told me they weren't able to duplicate your shifter concern, so they released the vehicle back to you. He said he hasn't gotten a call back from you stating the issue has returned. I'm going to follow up with you on Thursday to give you a little more time to confirm the shifter concern hasn't returned.

Thank you,
Helen
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> To: [redacted]
> Subject: Re: Update on your case [ ]
>
> Hi [redacted], Jed reached out to me and said he didn't have your repairs scheduled at this time. I would advise reaching out to the dealership and scheduling the repairs at your convenience. If you need assistance scheduling the appointment, please let me know.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 6/11/2019 12:29 PM
> To [redacted]
> Subject: Re: Update on your case [ ]
>
> Hi [redacted], I confirmed with the dealership today that all your parts have arrived for your repairs. I left a message for Jed to make sure he knew as well, and I requested confirmation that the repairs will be done by Thursday. I'm waiting for his update at this time, but I'll call him again tomorrow if I don't hear back from him today.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 6/7/2019 5:24 PM
> To [redacted]
[redacted] case [ ]
>
> Hi [redacted] I was able to speak with Jed today, and he said the parts for your repairs should arrive by Tuesday. He said once the parts arrived, the repairs can be done by Thursday.
>
> I'll call the dealership on Tuesday to make sure the parts are there, and I'll make sure Jed knows as well so the repairs can start as soon as possible.
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> Thank you,
> Helen
> FCA Case Specialist

> 844-378-0597 ext. 4060241
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> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 6/6/2019 7:24 PM
> To: [redacted]
> Subject: Re: Update on your case [ ]
>
> Hi [redacted] reached out to Jed requesting an update on the repair parts. He hasn't returned my call or emails at this time. I'm going to call him again tomorrow, and I'll make a call to the Service Manager to see if he can give me an update.
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> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 6/5/2019 6:47 PM
> To [redacted]
> Subject: Re: Update on your case [ ]
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> Hi [redacted] I emailed the authorization to Jed as promised, and I see that I called him yesterday instead of calling him today. I'll give him a call tomorrow if I don't have an update from him by then.
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> ---------- Original Message ----------
> From: [redacted]]
> Sent: 5/30/2019 5:40 PM
> To: dodgecustomercare@fcagroup.com
> Subject: Re: Update on your case [ ]
>
> [redacted]
>
> > On May 30, 2019, at 3:38 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
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> > Hi [redacted], you can attach the documents from your previous repairs to this email.
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> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 5/29/2019 7:18 PM
> > To: [redacted]
> > Subject: RE: Update on your case [ ]
> >
> > Hi [redacted], I apologize for not following up yesterday as promised; I mistakenly marked down today as the follow up date instead of yesterday.
> >
> > I left a message for Jed requesting the repair estimate. He hasn't returned my call at this time. I'm going to call the Service Manager tomorrow and see if he can assist me with getting the repair estimate.
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> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 5/24/2019 7:04 PM
> > To [redacted]
> > Subject: Update on your case [ ]
> >
> > H [redacted], I reached out to your Service Advisor and left a message requesting the repair estimate so I can determine what cost assistance can be offered. He hasn't given me a call back with the information at this time.
> >
> > We'll be closed on Monday for Memorial Day, so I'll follow up again on Tuesday to get that estimate. Have a great weekend!
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
>
[redacted]

Date	07/17/2019	***Subject***	[redacted]
From	dodgecustomercare@fcagroup.com	***To***	[redacted] /2019 18:18 PM

H[redacted], I hope you had a good trip! I wanted to touch base and see if you'd brought your vehicle to Doug Smith Dodge, or if you'd scheduled an appointment to do so?

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 7/9/2019 6:56 PM
[redacted]
Subject: Re: Update on your case [ ]

Hi[redacted], Jed reached out to me and told me they weren't able to duplicate your shifter concern, so they released the vehicle back to you. He said he hasn't gotten a call back from you stating the issue has returned. I'm going to follow up with you on Thursday to give you a little more time to confirm the shifter concern hasn't returned.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 7/8/2019 6:30 PM
To[redacted]
Subject: Re: Update on your case [ ]

H[redacted], I left a message for Jed requesting an update on your vehicle's diagnosis. He hasn't returned my call at this time, so I unfortunately don't have an update to provide.

In my message, I did request that additional technical resources be involved to assist with diagnosing your shifter issue, since it's a repeat concern. I'm going to call Jed again tomorrow to get an update on diagnosis, since it should be in progress or completed by now.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 7/5/2019 4:28 PM
To:[redacted]
Subject: Re: Update on your case [ ]

Hi[redacted] I reached out to the dealership today to get an update on your vehicle diagnosis, and I was informed Jed would be out until Monday. I'll give him a call on Monday to get an update for you.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 6/27/2019 6:44 PM
To:[redacted]
Subject: Re: Update on your case [ ]

H[redacted], I called Jed and left him a message about your current vehicle concerns. He hasn't returned my call or sent an email letting me know he's reached out to you.

I won't be in the office tomorrow, but I'll ask one of my colleagues to follow up with Jed to make sure he knows the situation and can have someone reach out to you to set up an appointment.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
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To:[redacted]
Subject: Re: Update on your case [ ]

Hi[redacted]I spoke with Jed a couple of minutes ago, and he said your repairs were on track to be finished today. I would advise waiting for Jed to reach out and confirm repair completion before picking up the vehicle.

I'm going to follow up with you on Friday so you have a couple days to confirm the repairs, as well as ensure no other issues are present.

Thank you,

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FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 6/17/2019 4:04 PM
To: [redacted] case [ ]

H[redacted], I was able to schedule your repairs for this Saturday at 9:40am. I spoke with Seth, and he informed me you can drop the vehicle off a little earlier than your appointment time if you need to.

If you're not able to keep this appointment, I would advise reaching out to the dealership to reschedule. Otherwise, I'll follow up on Monday to get an update on your repairs.

Thank you,
Helen
FCA Case Specialist
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---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 6/17/2019 1:17 PM
To: [redacted]
Subject: Re: Update on your case [ ]

Hi[redacted], I know the Service Department is open on Saturdays, so I'll call them today and see if I can get you scheduled for Saturday.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
[redacted]]
Sent: 6/14/2019 3:10 PM
To: dodgecustomercare@fcagroup.com
Subject: Re: Update on your case [ ]

Can we do a Saturday

[redacted]

> On Jun 14, 2019, at 11:24 AM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
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> H[redacted], I wanted to follow up with my email from Wednesday and see if you've scheduled your repairs with Doug Smith Dodge in American Fork? If you need assistance scheduling the appointment, please let me know.
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> Subject: Re: Update on your case [ ]
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> Subject: Re: Update on your case [ ]
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> 844-378-0597 ext. 4060241
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> ---------- Original Message ----------
> From [redacted]
> Sent: 5/30/2019 5:40 PM
> To: dodgecustomercare@fcagroup.com
> Subject: Re: Update on your case [ ]
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> [redacted]
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> > On May 30, 2019, at 3:38 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
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> > H [redacted], you can attach the documents from your previous repairs to this email.
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> > Sent: 5/24/2019 7:04 PM
> > [redacted]

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> >
[redacted]

Date	07/17/2019	***Subject***	Re: Update on your case[redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	07/17/2019 19:51 PM

I havent had a second to call or take it in we have been so busy If you can schedule it for Saturday morning that would be great

[redacted]

> On Jul 9, 2019, at 4:56 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> Hi [redacted] Jed reached out to me and told me they weren't able to duplicate your shifter concern, so they released the vehicle back to you. He said he hasn't gotten a call back from you stating the issue has returned. I'm going to follow up with you on Thursday to give you a little more time to confirm the shifter concern hasn't returned.
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> To[redacted]
> Subject: Re: Update on your case [ ]
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> > >
> >
[redacted]

Date	07/19/2019	***Subject***	[redacted]
From	dodgecustomercare@fcagroup.com	***To***	[redacted] /2019 18:53 PM

H[redacted], I reached out to the dealership, and they didn't have any openings for tomorrow; they did have some availability for next Saturday, so I scheduled you for July 27 at 7am. If you need to adjust the appointment, I would advise reaching out to the dealership to adjust the appointment.

I'll follow up on that following Monday to get an update from Jed, and to involve other technical resources.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From [redacted]
Sent: 7/17/2019 3:51 PM
To: dodgecustomercare@fcagroup.com
Subject: Re: Update on your case [[redacted]]

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> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 7/5/2019 4:28 PM
> To [redacted]
> Subject: Re: Update on your case [ ]
>
> H[redacted], I reached out to the dealership today to get an update on your vehicle diagnosis, and I was informed Jed would be out until Monday. I'll give him a call on Monday to get an update for you.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 6/27/2019 6:44 PM
> To: s[redacted]
> Subject: Re: Update on your case [ ]
>
> Hi[redacted], I called Jed and left him a message about your current vehicle concerns. He hasn't returned my call or sent an email letting me know he's reached out to you.
>
> I won't be in the office tomorrow, but I'll ask one of my colleagues to follow up with Jed to make sure he knows the situation and can have someone reach out to you to set up an appointment.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 6/24/2019 4:38 PM
> To [redacted]

> Subject: Re: Update on your case [ ]
>
> [redacted], I spoke with Jed a couple of minutes ago, and he said your repairs were on track to be finished today. I would advise waiting for Jed to reach out and confirm repair completion before picking up the vehicle.
>
> I'm going to follow up with you on Friday so you have a couple days to confirm the repairs, as well as ensure no other issues are present.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 6/17/2019 4:04 PM
> To: [redacted]
> Subject: Re: Update on your case [ ]
>
> Hi [redacted] I was able to schedule your repairs for this Saturday at 9:40am. I spoke with Seth, and he informed me you can drop the vehicle off a little earlier than your appointment time if you need to.
>
> If you're not able to keep this appointment, I would advise reaching out to the dealership to reschedule. Otherwise, I'll follow up on Monday to get an update on your repairs.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 6/17/2019 1:17 PM
> To: [redacted]
> Subject: Re: Update on your case [ ]
>
> Hi [redacted] I know the Service Department is open on Saturdays, so I'll call them today and see if I can get you scheduled for Saturday.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From [redacted]
> Sent: 6/14/2019 3:10 PM
> To: dodgecustomercare@fcagroup.com
> Subject: Re: Update on your case [ ]
>
> Can we do a Saturday
>
> [redacted]
>
> > On Jun 14, 2019, at 11:24 AM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
> >
> > Hi [redacted] wanted to follow up with my email from Wednesday and see if you've scheduled your repairs with Doug Smith Dodge in American Fork? If you need assistance scheduling the appointment, please let me know.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/12/2019 4:41 PM
> > [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > [redacted], Jed reached out to me and said he didn't have your repairs scheduled at this time. I would advise reaching out to the dealership and scheduling the repairs at your convenience. If you need assistance scheduling the appointment, please let me know.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/11/2019 12:29 PM
> > To: [redacted]
> > Subject: Re: Update on your case [ ]
> >

> > Hi [redacted], I confirmed with the dealership today that all your parts have arrived for your repairs. I left a message for Jed to make sure he knew as well, and I requested confirmation that the repairs will be done by Thursday. I'm waiting for his update at this time, but I'll call him again tomorrow if I don't hear back from him today.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/7/2019 5:24 PM
> > To [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > [redacted], I was able to speak with Jed today, and he said the parts for your repairs should arrive by Tuesday. He said once the parts arrived, the repairs can be done by Thursday.
> >
> > I'll call the dealership on Tuesday to make sure the parts are there, and I'll make sure Jed knows as well so the repairs can start as soon as possible.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/6/2019 7:24 PM
> > To [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > Hi [redacted] I reached out to Jed requesting an update on the repair parts. He hasn't returned my call or emails at this time. I'm going to call him again tomorrow, and I'll make a call to the Service Manager to see if he can give me an update.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/5/2019 6:47 PM
> > To: [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > [redacted], I emailed the authorization to Jed as promised, and I see that I called him yesterday instead of calling him today. I'll give him a call tomorrow if I don't have an update from him by then.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > [redacted]
> > Sent: 5/30/2019 5:40 PM
> > To: dodgecustomercare@fcagroup.com
> > Subject: Re: Update on your case [ ]
> >
> > [redacted]
> >
> > > On May 30, 2019, at 3:38 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
> > >
> > > Hi [redacted] you can attach the documents from your previous repairs to this email.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 5/29/2019 7:18 PM
> > > To [redacted]
> > > Subject: RE: Update on your case [ ]
> > >
> > > H[redacted] I apologize for not following up yesterday as promised; I mistakenly marked down today as the follow up date instead of yesterday.
> > >
> > > I left a message for Jed requesting the repair estimate. He hasn't returned my call at this time. I'm going to call the Service Manager tomorrow and see if he can assist me with getting the repair estimate.
> > >
> > > Thank you,
> > > Helen

> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 5/24/2019 7:04 PM
> > > To [redacted]
> > > Subject: Update on your case [ ]
> > >
> > > Hi [redacted], I reached out to your Service Advisor and left a message requesting the repair estimate so I can determine what cost assistance can be offered. He hasn't given me a call back with the information at this time.
> > >
> > > We'll be closed on Monday for Memorial Day, so I'll follow up again on Tuesday to get that estimate. Have a great weekend!
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> >
[redacted]

Date	07/29/2019	***Subject***	[redacted]
From	dodgecustomercare@fcagroup.com	***To***	[redacted] 2019 23:06 PM

Hi [redacted] I reached out to Jed and left a message requesting an update on your vehicle diagnosis. I haven't received a return call at this time, so I don't have an update to provide. I'm going to call Jed tomorrow to see if he can speak with me about your vehicle diagnosis.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 7/19/2019 2:53 PM
To [redacted]
Subject: Re: Update on your case [redacted]

Hi [redacted], I reached out to the dealership, and they didn't have any openings for tomorrow; they did have some availability for next Saturday, so I scheduled you for July 27 at 7am. If you need to adjust the appointment, I would advise reaching out to the dealership to adjust the appointment.

I'll follow up on that following Monday to get an update from Jed, and to involve other technical resources.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
[redacted] m]
Sent: 7/17/2019 3:51 PM
To: dodgecustomercare@fcagroup.com
Subject: Re: Update on your case [redacted]

I havent had a second to call or take it in we have been so busy If you can schedule it for Saturday morning that would be great

[redacted]

> On Jul 9, 2019, at 4:56 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> Hi [redacted], Jed reached out to me and told me they weren't able to duplicate your shifter concern, so they released the vehicle back to you. He said he hasn't gotten a call back from you stating the issue has returned. I'm going to follow up with you on Thursday to give you a little more time to confirm the shifter concern hasn't returned.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 7/8/2019 6:30 PM
> [redacted]
> Subject: Re: Update on your case [ ]
>
> Hi [redacted] I left a message for Jed requesting an update on your vehicle's diagnosis. He hasn't returned my call at this time, so I unfortunately don't have an update to provide.
>
> In my message, I did request that additional technical resources be involved to assist with diagnosing your shifter issue, since it's a repeat concern. I'm going to call Jed again tomorrow to get an update on diagnosis, since it should be in progress or completed by now.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 7/5/2019 4:28 PM
> To: [redacted]
> Subject: Re: Update on your case [ ]
>
> Hi [redacted] I reached out to the dealership today to get an update on your vehicle diagnosis, and I was informed Jed would be out until Monday. I'll give him a call on Monday to get an update for you.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 6/27/2019 6:44 PM
> To [redacted]
> Subject: Re: Update on your case [ ]
>
> [redacted], I called Jed and left him a message about your current vehicle concerns. He hasn't returned my call or sent an email letting me know he's reached out to you.

>
> I won't be in the office tomorrow, but I'll ask one of my colleagues to follow up with Jed to make sure he knows the situation and can have someone reach out to you to set up an appointment.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 6/24/2019 4:38 PM
> To: [redacted]
> Subject: Re: Update on your case [ ]
>
> Hi[redacted], I spoke with Jed a couple of minutes ago, and he said your repairs were on track to be finished today. I would advise waiting for Jed to reach out and confirm repair completion before picking up the vehicle.
>
> I'm going to follow up with you on Friday so you have a couple days to confirm the repairs, as well as ensure no other issues are present.
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> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
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>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 6/17/2019 4:04 PM
> To: [redacted]
> Subject: Re: Update on your case [ ]
>
> Hi[redacted] I was able to schedule your repairs for this Saturday at 9:40am. I spoke with Seth, and he informed me you can drop the vehicle off a little earlier than your appointment time if you need to.
>
> If you're not able to keep this appointment, I would advise reaching out to the dealership to reschedule. Otherwise, I'll follow up on Monday to get an update on your repairs.
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> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 6/17/2019 1:17 PM
> To: [redacted]
> Subject: Re: Update on your case [ ]
>
> H[redacted], I know the Service Department is open on Saturdays, so I'll call them today and see if I can get you scheduled for Saturday.
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> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: [redacted]
> Sent: 6/14/2019 3:10 PM
> To: dodgecustomercare@fcagroup.com
> Subject: Re: Update on your case [ ]
>
> Can we do a Saturday
>
>[redacted]
>
> > On Jun 14, 2019, at 11:24 AM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
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> >[redacted], I wanted to follow up with my email from Wednesday and see if you've scheduled your repairs with Doug Smith Dodge in American Fork? If you need assistance scheduling the appointment, please let me know.
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> > Thank you,
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> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
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> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/12/2019 4:41 PM
> > To: [redacted] case [ ]
> >
> > Hi[redacted], Jed reached out to me and said he didn't have your repairs scheduled at this time. I would advise reaching out to the dealership and scheduling the

repairs at your convenience. If you need assistance scheduling the appointment, please let me know.
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> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/11/2019 12:29 PM
> > To [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > Hi [redacted] I confirmed with the dealership today that all your parts have arrived for your repairs. I left a message for Jed to make sure he knew as well, and I requested confirmation that the repairs will be done by Thursday. I'm waiting for his update at this time, but I'll call him again tomorrow if I don't hear back from him today.
> >
> > Thank you,
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> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/7/2019 5:24 PM
> > To [redacted] case [ ]
> >
> > H [redacted], I was able to speak with Jed today, and he said the parts for your repairs should arrive by Tuesday. He said once the parts arrived, the repairs can be done by Thursday.
> >
> > I'll call the dealership on Tuesday to make sure the parts are there, and I'll make sure Jed knows as well so the repairs can start as soon as possible.
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> > Thank you,
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> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/6/2019 7:24 PM
> > To: [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > H [redacted], I reached out to Jed requesting an update on the repair parts. He hasn't returned my call or emails at this time. I'm going to call him again tomorrow, and I'll make a call to the Service Manager to see if he can give me an update.
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> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/5/2019 6:47 PM
> > [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > H [redacted], I emailed the authorization to Jed as promised, and I see that I called him yesterday instead of calling him today. I'll give him a call tomorrow if I don't have an update from him by then.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: [redacted]]
> > Sent: 5/30/2019 5:40 PM
> > To: dodgecustomercare@fcagroup.com
> > Subject: Re: Update on your case [ ]
> >
> > [redacted]
> >
> > > On May 30, 2019, at 3:38 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
> > >
> > > Hi [redacted], you can attach the documents from your previous repairs to this email.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >

> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 5/29/2019 7:18 PM
> > > To: [redacted]
> > > Subject: RE: Update on your case [ ]
> > >
> > > Hi [redacted] apologize for not following up yesterday as promised; I mistakenly marked down today as the follow up date instead of yesterday.
> > >
> > > I left a message for Jed requesting the repair estimate. He hasn't returned my call at this time. I'm going to call the Service Manager tomorrow and see if he can assist me with getting the repair estimate.
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> > > 844-378-0597 ext. 4060241
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> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 5/24/2019 7:04 PM
> > > To: [redacted]
> > > Subject: Update on your case [ ]
> > >
> > > Hi [redacted] reached out to your Service Advisor and left a message requesting the repair estimate so I can determine what cost assistance can be offered. He hasn't given me a call back with the information at this time.
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> > > We'll be closed on Monday for Memorial Day, so I'll follow up again on Tuesday to get that estimate. Have a great weekend!
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> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> >
> [redacted]

Date	07/30/2019	***Subject***	[redacted]
From	dodgecustomercare@fcagroup.com	***To***	[redacted] 0/2019 23:00 PM

Hi [redacted] I reached out to Jed again and left a message requesting an update on your vehicle. I also sent him an email. I haven't received a response yet, so I don't have an update today. I'm going to allow him a couple days to respond, and I'll call him on Thursday if he doesn't provide an update by then.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 7/29/2019 7:06 PM
To [redacted]
[redacted] case [redacted]

Hi [redacted] I reached out to Jed and left a message requesting an update on your vehicle diagnosis. I haven't received a return call at this time, so I don't have an update to provide. I'm going to call Jed tomorrow to see if he can speak with me about your vehicle diagnosis.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 7/19/2019 2:53 PM
To: [redacted]
Subject: Re: Update on your case [redacted]

H[redacted], I reached out to the dealership, and they didn't have any openings for tomorrow; they did have some availability for next Saturday, so I scheduled you for July 27 at 7am. If you need to adjust the appointment, I would advise reaching out to the dealership to adjust the appointment.

I'll follow up on that following Monday to get an update from Jed, and to involve other technical resources.

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FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: [redacted]
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To: dodgecustomercare@fcagroup.com
Subject: Re: Update on your case [redacted]

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> To: [redacted]m
> Subject: Re: Update on your case [ ]
>
> Hi [redacted], I left a message for Jed requesting an update on your vehicle's diagnosis. He hasn't returned my call at this time, so I unfortunately don't have an update to provide.
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> In my message, I did request that additional technical resources be involved to assist with diagnosing your shifter issue, since it's a repeat concern. I'm going to call Jed again tomorrow to get an update on diagnosis, since it should be in progress or completed by now.
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> FCA Case Specialist
> 844-378-0597 ext. 4060241
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> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 7/5/2019 4:28 PM
> To [redacted]
> Subject: Re: Update on your case [ ]
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> [redacted], I reached out to the dealership today to get an update on your vehicle diagnosis, and I was informed Jed would be out until Monday. I'll give him a call on Monday to get an update for you.

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> Sent: 6/27/2019 6:44 PM
> To: [redacted]
> Subject: Re: Update on your case [ ]
>
> Hi [redacted], I called Jed and left him a message about your current vehicle concerns. He hasn't returned my call or sent an email letting me know he's reached out to you.
>
> I won't be in the office tomorrow, but I'll ask one of my colleagues to follow up with Jed to make sure he knows the situation and can have someone reach out to you to set up an appointment.
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> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 6/24/2019 4:38 PM
> [redacted]
> Subject: Re: Update on your case [ ]
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> Hi [redacted], I spoke with Jed a couple of minutes ago, and he said your repairs were on track to be finished today. I would advise waiting for Jed to reach out and confirm repair completion before picking up the vehicle.
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> I'm going to follow up with you on Friday so you have a couple days to confirm the repairs, as well as ensure no other issues are present.
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> Helen
> FCA Case Specialist
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> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 6/17/2019 4:04 PM
> To: [redacted]
> Subject: Re: Update on your case [ ]
>
> Hi [redacted], I was able to schedule your repairs for this Saturday at 9:40am. I spoke with Seth, and he informed me you can drop the vehicle off a little earlier than your appointment time if you need to.
>
> If you're not able to keep this appointment, I would advise reaching out to the dealership to reschedule. Otherwise, I'll follow up on Monday to get an update on your repairs.
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> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
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> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 6/17/2019 1:17 PM
> To: [redacted]m
> Subject: Re: Update on your case [ ]
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> Hi [redacted] I know the Service Department is open on Saturdays, so I'll call them today and see if I can get you scheduled for Saturday.
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> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
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> ---------- Original Message ----------
> From: [redacted]
> Sent: 6/14/2019 3:10 PM
> To: dodgecustomercare@fcagroup.com
> Subject: Re: Update on your case [ ]
>
> Can we do a Saturday
>
> [redacted]
>
> > On Jun 14, 2019, at 11:24 AM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
> >
> > Hi [redacted] I wanted to follow up with my email from Wednesday and see if you've scheduled your repairs with Doug Smith Dodge in American Fork? If you need

assistance scheduling the appointment, please let me know.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/12/2019 4:41 PM
> > To[redacted]
> > Subject: Re: Update on your case [ ]
> >
> > Hi[redacted] Jed reached out to me and said he didn't have your repairs scheduled at this time. I would advise reaching out to the dealership and scheduling the repairs at your convenience. If you need assistance scheduling the appointment, please let me know.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/11/2019 12:29 PM
> > To[redacted]
> > Subject: Re: Update on your case [ ]
> >
> > Hi[redacted] I confirmed with the dealership today that all your parts have arrived for your repairs. I left a message for Jed to make sure he knew as well, and I requested confirmation that the repairs will be done by Thursday. I'm waiting for his update at this time, but I'll call him again tomorrow if I don't hear back from him today.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/7/2019 5:24 PM
> > To[redacted]
> > Subject: Re: Update on your case [ ]
> >
> > H[redacted], I was able to speak with Jed today, and he said the parts for your repairs should arrive by Tuesday. He said once the parts arrived, the repairs can be done by Thursday.
> >
> > I'll call the dealership on Tuesday to make sure the parts are there, and I'll make sure Jed knows as well so the repairs can start as soon as possible.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/6/2019 7:24 PM
> > To:[redacted]
> > Subject: Re: Update on your case [ ]
> >
> > Hi[redacted], I reached out to Jed requesting an update on the repair parts. He hasn't returned my call or emails at this time. I'm going to call him again tomorrow, and I'll make a call to the Service Manager to see if he can give me an update.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/5/2019 6:47 PM
> > To:[redacted]
> > Subject: Re: Update on your case [ ]
> >
> > [redacted], I emailed the authorization to Jed as promised, and I see that I called him yesterday instead of calling him today. I'll give him a call tomorrow if I don't have an update from him by then.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From[redacted]

> > Sent: 5/30/2019 5:40 PM
> > To: dodgecustomercare@fcagroup.com
> > Subject: Re: Update on your case [ ]
> >
> [redacted]
> [redacted]
> > > On May 30, 2019, at 3:38 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
> > >
> > > H[redacted]ou can attach the documents from your previous repairs to this email.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 5/29/2019 7:18 PM
> > > To[redacted]
> > > Subject: RE: Update on your case [ ]
> > >
> > > H[redacted] I apologize for not following up yesterday as promised; I mistakenly marked down today as the follow up date instead of yesterday.
> > >
> > > I left a message for Jed requesting the repair estimate. He hasn't returned my call at this time. I'm going to call the Service Manager tomorrow and see if he can assist me with getting the repair estimate.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 5/24/2019 7:04 PM
> > > To:[redacted]
> > > Subject: Update on your case [ ]
> > >
> > > H[redacted] reached out to your Service Advisor and left a message requesting the repair estimate so I can determine what cost assistance can be offered. He hasn't given me a call back with the information at this time.
> > >
> > > We'll be closed on Monday for Memorial Day, so I'll follow up again on Tuesday to get that estimate. Have a great weekend!
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> >
[redacted]

Date	08/01/2019	***Subject***	[redacted]
From	dodgecustomercare@fcagroup.com	***To***	[redacted] 9 20:16 PM

Hi [redacted], I spoke with your Service Advisor, Seth, and he informed me your shift lever assembly isn't working correctly, which has been causing your repeated shifter concerns. I've gone ahead and covered the entire repair cost this time, since you've had repeat issues with this component. Seth said the parts aren't on backorder, and he expects to receive them within a couple days after they're ordered.

I've emailed Seth with the repair authorization, so he should be ordering the parts soon. I would advise reaching out to the dealership and scheduling your repairs for sometime next week after the parts arrive. If you need assistance scheduling your repairs, please let me know.

I'm going to reach out to the dealership on Monday to get an update on the parts. Hopefully, the parts are there when I call, and we can get your vehicle in shortly after they arrive.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 7/30/2019 7:00 PM
To [redacted]
Subject: Re: Update on your case [redacted]

Hi [redacted], I reached out to Jed again and left a message requesting an update on your vehicle. I also sent him an email. I haven't received a response yet, so I don't have an update today. I'm going to allow him a couple days to respond, and I'll call him on Thursday if he doesn't provide an update by then.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 7/29/2019 7:06 PM
To [redacted]
Subject: Re: Update on your case [redacted]]

Hi [redacted], I reached out to Jed and left a message requesting an update on your vehicle diagnosis. I haven't received a return call at this time, so I don't have an update to provide. I'm going to call Jed tomorrow to see if he can speak with me about your vehicle diagnosis.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 7/19/2019 2:53 PM
To [redacted]
Subject: Re: Update on your case [redacted]

H[redacted], I reached out to the dealership, and they didn't have any openings for tomorrow; they did have some availability for next Saturday, so I scheduled you for July 27 at 7am. If you need to adjust the appointment, I would advise reaching out to the dealership to adjust the appointment.

I'll follow up on that following Monday to get an update from Jed, and to involve other technical resources.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: [redacted]
Sent: 7/17/2019 3:51 PM
To: dodgecustomercare@fcagroup.com
Subject: Re: Update on your case [redacted]

I havent had a second to call or take it in we have been so busy If you can schedule it for Saturday morning that would be great

[redacted]

[redacted]:56 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> H[redacted], Jed reached out to me and told me they weren't able to duplicate your shifter concern, so they released the vehicle back to you. He said he hasn't gotten a call back from you stating the issue has returned. I'm going to follow up with you on Thursday to give you a little more time to confirm the shifter concern hasn't returned.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 7/8/2019 6:30 PM
> [redacted]

> Subject: Re: Update on your case [ ]
>
> Hi [redacted] I left a message for Jed requesting an update on your vehicle's diagnosis. He hasn't returned my call at this time, so I unfortunately don't have an update to provide.
>
> In my message, I did request that additional technical resources be involved to assist with diagnosing your shifter issue, since it's a repeat concern. I'm going to call Jed again tomorrow to get an update on diagnosis, since it should be in progress or completed by now.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 7/5/2019 4:28 PM
> [redacted]
> Subject: Re: Update on your case [ ]
>
> [redacted], I reached out to the dealership today to get an update on your vehicle diagnosis, and I was informed Jed would be out until Monday. I'll give him a call on Monday to get an update for you.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 6/27/2019 6:44 PM
> [redacted]
> Subject: Re: Update on your case [ ]
>
> [redacted], I called Jed and left him a message about your current vehicle concerns. He hasn't returned my call or sent an email letting me know he's reached out to you.
>
> I won't be in the office tomorrow, but I'll ask one of my colleagues to follow up with Jed to make sure he knows the situation and can have someone reach out to you to set up an appointment.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 6/24/2019 4:38 PM
> To: [redacted]
> Subject: Re: Update on your case [ ]
>
> Hi [redacted] I spoke with Jed a couple of minutes ago, and he said your repairs were on track to be finished today. I would advise waiting for Jed to reach out and confirm repair completion before picking up the vehicle.
>
> I'm going to follow up with you on Friday so you have a couple days to confirm the repairs, as well as ensure no other issues are present.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 6/17/2019 4:04 PM
> To: [redacted]
> Subject: Re: Update on your case [ ]
>
> [redacted], I was able to schedule your repairs for this Saturday at 9:40am. I spoke with Seth, and he informed me you can drop the vehicle off a little earlier than your appointment time if you need to.
>
> If you're not able to keep this appointment, I would advise reaching out to the dealership to reschedule. Otherwise, I'll follow up on Monday to get an update on your repairs.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 6/17/2019 1:17 PM
> [redacted]
> Subject: Re: Update on your case [ ]

>
> Hi [redacted], I know the Service Department is open on Saturdays, so I'll call them today and see if I can get you scheduled for Saturday.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: [redacted]
> Sent: 6/14/2019 3:10 PM
> To: dodgecustomercare@fcagroup.com
> Subject: Re: Update on your case [ ]
>
> Can we do a Saturday
>
> [redacted]
>
> > On Jun 14, 2019, at 11:24 AM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
> >
> > Hi [redacted], I wanted to follow up with my email from Wednesday and see if you've scheduled your repairs with Doug Smith Dodge in American Fork? If you need assistance scheduling the appointment, please let me know.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/12/2019 4:41 PM
> > To [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > [redacted], Jed reached out to me and said he didn't have your repairs scheduled at this time. I would advise reaching out to the dealership and scheduling the repairs at your convenience. If you need assistance scheduling the appointment, please let me know.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/11/2019 12:29 PM
> > To [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > Hi [redacted], I confirmed with the dealership today that all your parts have arrived for your repairs. I left a message for Jed to make sure he knew as well, and I requested confirmation that the repairs will be done by Thursday. I'm waiting for his update at this time, but I'll call him again tomorrow if I don't hear back from him today.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/7/2019 5:24 PM
> > To [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > H[redacted], I was able to speak with Jed today, and he said the parts for your repairs should arrive by Tuesday. He said once the parts arrived, the repairs can be done by Thursday.
> >
> > I'll call the dealership on Tuesday to make sure the parts are there, and I'll make sure Jed knows as well so the repairs can start as soon as possible.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/6/2019 7:24 PM
> > To: [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > H[redacted], I reached out to Jed requesting an update on the repair parts. He hasn't returned my call or emails at this time. I'm going to call him again tomorrow, and I'll make a call to the Service Manager to see if he can give me an update.
> >
> > Thank you,

> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/5/2019 6:47 PM
> > To: [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > Hi [redacted] I emailed the authorization to Jed as promised, and I see that I called him yesterday instead of calling him today. I'll give him a call tomorrow if I don't have an update from him by then.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: [redacted]
> > Sent: [redacted]
> > To: dodgecustomercare@fcagroup.com
> > Subject: Re: Update on your case [ ]
> >
> > [redacted]
> >
> > > On May 30, 2019, at 3:38 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
> > >
> > > Hi [redacted] you can attach the documents from your previous repairs to this email.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: [redacted]
> > > To: [redacted]
> > > Subject: RE: Update on your case [ ]
> > >
> > > [redacted] apologize for not following up yesterday as promised; I mistakenly marked down today as the follow up date instead of yesterday.
> > >
> > > I left a message for Jed requesting the repair estimate. He hasn't returned my call at this time. I'm going to call the Service Manager tomorrow and see if he can assist me with getting the repair estimate.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 5/24/2019 7:04 PM
> > > To: [redacted]
> > > Subject: Update on your case [ ]
> > >
> > > Hi [redacted] reached out to your Service Advisor and left a message requesting the repair estimate so I can determine what cost assistance can be offered. He hasn't given me a call back with the information at this time.
> > >
> > > We'll be closed on Monday for Memorial Day, so I'll follow up again on Tuesday to get that estimate. Have a great weekend!
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > >
> >
[redacted]

Date	08/05/2019	***Subject***	[redacted]
From	dodgecustomercare@fcagroup.com	***To***	[redacted] /2019 18:41 PM

H[redacted], Seth reached out to me and confirmed your part is expected to arrive tomorrow. I would advise reaching out to the dealership and scheduling your repairs when you're able to, since the part will be there this week. If you need assistance scheduling an appointment, please let me know.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 8/1/2019 4:16 PM
To:[redacted]
Subject: Re: Update on your case[redacted]

Hi[redacted], I spoke with your Service Advisor, Seth, and he informed me your shift lever assembly isn't working correctly, which has been causing your repeated shifter concerns. I've gone ahead and covered the entire repair cost this time, since you've had repeat issues with this component. Seth said the parts aren't on backorder, and he expects to receive them within a couple days after they're ordered.

I've emailed Seth with the repair authorization, so he should be ordering the parts soon. I would advise reaching out to the dealership and scheduling your repairs for sometime next week after the parts arrive. If you need assistance scheduling your repairs, please let me know.

I'm going to reach out to the dealership on Monday to get an update on the parts. Hopefully, the parts are there when I call, and we can get your vehicle in shortly after they arrive.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 7/30/2019 7:00 PM
To[redacted]
Subject: Re: Update on your case [redacted]

Hi[redacted], I reached out to Jed again and left a message requesting an update on your vehicle. I also sent him an email. I haven't received a response yet, so I don't have an update today. I'm going to allow him a couple days to respond, and I'll call him on Thursday if he doesn't provide an update by then.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 7/29/2019 7:06 PM
To[redacted]
Subject: Re: Update on your case[redacted]

Hi[redacted], I reached out to Jed and left a message requesting an update on your vehicle diagnosis. I haven't received a return call at this time, so I don't have an update to provide. I'm going to call Jed tomorrow to see if he can speak with me about your vehicle diagnosis.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 7/19/2019 2:53 PM
To: s[redacted]
Subject: Re: Update on your case [redacted]

[redacted], I reached out to the dealership, and they didn't have any openings for tomorrow; they did have some availability for next Saturday, so I scheduled you for July 27 at 7am. If you need to adjust the appointment, I would advise reaching out to the dealership to adjust the appointment.

I'll follow up on that following Monday to get an update from Jed, and to involve other technical resources.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From:[redacted]
Sent: 7/17/2019 3:51 PM
To: dodgecustomercare@fcagroup.com
Subject: Re: Update on your case[redacted]

I havent had a second to call or take it in we have been so busy If you can schedule it for Saturday morning that would be great

[redacted]

> On Jul 9, 2019, at 4:56 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> Hi [redacted], Jed reached out to me and told me they weren't able to duplicate your shifter concern, so they released the vehicle back to you. He said he hasn't gotten a call back from you stating the issue has returned. I'm going to follow up with you on Thursday to give you a little more time to confirm the shifter concern hasn't returned.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 7/8/2019 6:30 PM
> To[redacted]
> Subject: Re: Update on your case [ ]
>
>[redacted], I left a message for Jed requesting an update on your vehicle's diagnosis. He hasn't returned my call at this time, so I unfortunately don't have an update to provide.
>
> In my message, I did request that additional technical resources be involved to assist with diagnosing your shifter issue, since it's a repeat concern. I'm going to call Jed again tomorrow to get an update on diagnosis, since it should be in progress or completed by now.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 7/5/2019 4:28 PM
> To:[redacted]
> Subject: Re: Update on your case [ ]
>
>[redacted], I reached out to the dealership today to get an update on your vehicle diagnosis, and I was informed Jed would be out until Monday. I'll give him a call on Monday to get an update for you.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 6/27/2019 6:44 PM
> To[redacted]
> Subject: Re: Update on your case [ ]
>
> Hi[redacted], I called Jed and left him a message about your current vehicle concerns. He hasn't returned my call or sent an email letting me know he's reached out to you.
>
> I won't be in the office tomorrow, but I'll ask one of my colleagues to follow up with Jed to make sure he knows the situation and can have someone reach out to you to set up an appointment.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 6/24/2019 4:38 PM
> To[redacted]
> Subject: Re: Update on your case [ ]
>
> Hi[redacted] I spoke with Jed a couple of minutes ago, and he said your repairs were on track to be finished today. I would advise waiting for Jed to reach out and confirm repair completion before picking up the vehicle.
>
> I'm going to follow up with you on Friday so you have a couple days to confirm the repairs, as well as ensure no other issues are present.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 6/17/2019 4:04 PM
> To:[redacted]
> Subject: Re: Update on your case [ ]
>
> Hi[redacted], I was able to schedule your repairs for this Saturday at 9:40am. I spoke with Seth, and he informed me you can drop the vehicle off a little earlier than your appointment time if you need to.

>
> If you're not able to keep this appointment, I would advise reaching out to the dealership to reschedule. Otherwise, I'll follow up on Monday to get an update on your repairs.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 6/17/2019 1:17 PM
> [redacted] [ ]
>
> [redacted], I know the Service Department is open on Saturdays, so I'll call them today and see if I can get you scheduled for Saturday.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: [redacted]
> Sent: 6/14/2019 3:10 PM
> To: dodgecustomercare@fcagroup.com
> Subject: Re: Update on your case [ ]
>
> Can we do a Saturday
>
> [redacted]
>
> > On Jun 14, 2019, at 11:24 AM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
> >
> > [redacted], I wanted to follow up with my email from Wednesday and see if you've scheduled your repairs with Doug Smith Dodge in American Fork? If you need assistance scheduling the appointment, please let me know.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/12/2019 4:41 PM
> > To [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > Hi [redacted], Jed reached out to me and said he didn't have your repairs scheduled at this time. I would advise reaching out to the dealership and scheduling the repairs at your convenience. If you need assistance scheduling the appointment, please let me know.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/11/2019 12:29 PM
> > To: [redacted] case [ ]
> >
> > [redacted], I confirmed with the dealership today that all your parts have arrived for your repairs. I left a message for Jed to make sure he knew as well, and I requested confirmation that the repairs will be done by Thursday. I'm waiting for his update at this time, but I'll call him again tomorrow if I don't hear back from him today.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/7/2019 5:24 PM
> > To: [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > H[redacted], I was able to speak with Jed today, and he said the parts for your repairs should arrive by Tuesday. He said once the parts arrived, the repairs can be done by Thursday.
> >
> > I'll call the dealership on Tuesday to make sure the parts are there, and I'll make sure Jed knows as well so the repairs can start as soon as possible.
> >
> > Thank you,

> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/6/2019 7:24 PM
> > [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > H[redacted], I reached out to Jed requesting an update on the repair parts. He hasn't returned my call or emails at this time. I'm going to call him again tomorrow, and I'll make a call to the Service Manager to see if he can give me an update.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/5/2019 6:47 PM
> > To: [redacted] case [ ]
> >
> > H[redacted], I emailed the authorization to Jed as promised, and I see that I called him yesterday instead of calling him today. I'll give him a call tomorrow if I don't have an update from him by then.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From [redacted]]
> > Sent: 5/30/2019 5:40 PM
> > To: dodgecustomercare@fcagroup.com
> > Subject: Re: Update on your case [ ]
> >
> > [redacted]
> >
> > > On May 30, 2019, at 3:38 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
> > >
> > > Hi[redacted] you can attach the documents from your previous repairs to this email.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 5/29/2019 7:18 PM
> > > [redacted]
> > > Subject: RE: Update on your case [ ]
> > >
> > > [redacted], I apologize for not following up yesterday as promised; I mistakenly marked down today as the follow up date instead of yesterday.
> > >
> > > I left a message for Jed requesting the repair estimate. He hasn't returned my call at this time. I'm going to call the Service Manager tomorrow and see if he can assist me with getting the repair estimate.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 5/24/2019 7:04 PM
> > > To: [redacted]
> > > Subject: Update on your case [ ]
> > >
> > > Hi[redacted], I reached out to your Service Advisor and left a message requesting the repair estimate so I can determine what cost assistance can be offered. He hasn't given me a call back with the information at this time.
> > >
> > > We'll be closed on Monday for Memorial Day, so I'll follow up again on Tuesday to get that estimate. Have a great weekend!
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >

> >

[redacted]

Date	08/07/2019	***Subject***	[redacted]
From	dodgecustomercare@fcagroup.com	***To***	[redacted] 2019 16:54 PM

Hi [redacted], I wanted to touch base and see if you'd scheduled your shift lever assembly replacement? If you have any issues reaching the dealership, please let me know.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 8/5/2019 2:41 PM
To: [redacted]
[redacted] case [redacted] ref]

Hi [redacted] Seth reached out to me and confirmed your part is expected to arrive tomorrow. I would advise reaching out to the dealership and scheduling your repairs when you're able to, since the part will be there this week. If you need assistance scheduling an appointment, please let me know.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 8/1/2019 4:16 PM
To: [redacted] m
Subject: Re: Update on your case [redacted]

Hi [redacted], I spoke with your Service Advisor, Seth, and he informed me your shift lever assembly isn't working correctly, which has been causing your repeated shifter concerns. I've gone ahead and covered the entire repair cost this time, since you've had repeat issues with this component. Seth said the parts aren't on backorder, and he expects to receive them within a couple days after they're ordered.

I've emailed Seth with the repair authorization, so he should be ordering the parts soon. I would advise reaching out to the dealership and scheduling your repairs for sometime next week after the parts arrive. If you need assistance scheduling your repairs, please let me know.

I'm going to reach out to the dealership on Monday to get an update on the parts. Hopefully, the parts are there when I call, and we can get your vehicle in shortly after they arrive.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 7/30/2019 7:00 PM
To: [redacted]
Subject: Re: Update on your case [redacted]

H[redacted], I reached out to Jed again and left a message requesting an update on your vehicle. I also sent him an email. I haven't received a response yet, so I don't have an update today. I'm going to allow him a couple days to respond, and I'll call him on Thursday if he doesn't provide an update by then.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 7/29/2019 7:06 PM
To: [redacted]
Subject: Re: Update on your case [redacted]

Hi [redacted], I reached out to Jed and left a message requesting an update on your vehicle diagnosis. I haven't received a return call at this time, so I don't have an update to provide. I'm going to call Jed tomorrow to see if he can speak with me about your vehicle diagnosis.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 7/19/2019 2:53 PM
To: [redacted]
Subject: Re: Update on your case [redacted]

Hi [redacted], I reached out to the dealership, and they didn't have any openings for tomorrow; they did have some availability for next Saturday, so I scheduled you for July 27 at 7am. If you need to adjust the appointment, I would advise reaching out to the dealership to adjust the appointment.

I'll follow up on that following Monday to get an update from Jed, and to involve other technical resources.

Thank you,

Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: [redacted]
Sent: 7/17/2019 3:51 PM
To: dodgecustomercare@fcagroup.com
Subject: Re: Update on your case [redacted]

I havent had a second to call or take it in we have been so busy If you can schedule it for Saturday morning that would be great

[redacted]

> On Jul 9, 2019, at 4:56 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> H[redacted], Jed reached out to me and told me they weren't able to duplicate your shifter concern, so they released the vehicle back to you. He said he hasn't gotten a call back from you stating the issue has returned. I'm going to follow up with you on Thursday to give you a little more time to confirm the shifter concern hasn't returned.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 7/8/2019 6:30 PM
> To [redacted]
> Subject: Re: Update on your case [ ]
>
> Hi[redacted] I left a message for Jed requesting an update on your vehicle's diagnosis. He hasn't returned my call at this time, so I unfortunately don't have an update to provide.
>
> In my message, I did request that additional technical resources be involved to assist with diagnosing your shifter issue, since it's a repeat concern. I'm going to call Jed again tomorrow to get an update on diagnosis, since it should be in progress or completed by now.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 7/5/2019 4:28 PM
> To: [redacted]
> Subject: Re: Update on your case [ ]
>
> Hi[redacted], I reached out to the dealership today to get an update on your vehicle diagnosis, and I was informed Jed would be out until Monday. I'll give him a call on Monday to get an update for you.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 6/27/2019 6:44 PM
> To [redacted]
> Subject: Re: Update on your case [ ]
>
> H[redacted], I called Jed and left him a message about your current vehicle concerns. He hasn't returned my call or sent an email letting me know he's reached out to you.
>
> I won't be in the office tomorrow, but I'll ask one of my colleagues to follow up with Jed to make sure he knows the situation and can have someone reach out to you to set up an appointment.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 6/24/2019 4:38 PM
> To: [redacted]
> Subject: Re: Update on your case [ ]
>
> Hi[redacted] spoke with Jed a couple of minutes ago, and he said your repairs were on track to be finished today. I would advise waiting for Jed to reach out and confirm repair completion before picking up the vehicle.
>
> I'm going to follow up with you on Friday so you have a couple days to confirm the repairs, as well as ensure no other issues are present.

>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 6/17/2019 4:04 PM
> To [redacted]
> Subject: Re: Update on your case [ ]
>
> H [redacted], I was able to schedule your repairs for this Saturday at 9:40am. I spoke with Seth, and he informed me you can drop the vehicle off a little earlier than your appointment time if you need to.
>
> If you're not able to keep this appointment, I would advise reaching out to the dealership to reschedule. Otherwise, I'll follow up on Monday to get an update on your repairs.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 6/17/2019 1:17 PM
> To: [redacted]
> Subject: Re: Update on your case [ ]
>
> Hi [redacted] I know the Service Department is open on Saturdays, so I'll call them today and see if I can get you scheduled for Saturday.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From [redacted]]
> Sent: 6/14/2019 3:10 PM
> To: dodgecustomercare@fcagroup.com
> Subject: Re: Update on your case [ ]
>
> Can we do a Saturday
>
>[redacted]
>
> > On Jun 14, 2019, at 11:24 AM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
> >
> > Hi [redacted] wanted to follow up with my email from Wednesday and see if you've scheduled your repairs with Doug Smith Dodge in American Fork? If you need assistance scheduling the appointment, please let me know.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/12/2019 4:41 PM
> > To: [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > H [redacted], Jed reached out to me and said he didn't have your repairs scheduled at this time. I would advise reaching out to the dealership and scheduling the repairs at your convenience. If you need assistance scheduling the appointment, please let me know.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/11/2019 12:29 PM
> > To: s[redacted]
> > Subject: Re: Update on your case [ ]
> >
> > H [redacted], I confirmed with the dealership today that all your parts have arrived for your repairs. I left a message for Jed to make sure he knew as well, and I requested confirmation that the repairs will be done by Thursday. I'm waiting for his update at this time, but I'll call him again tomorrow if I don't hear back from him today.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist

> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/7/2019 5:24 PM
> > To: [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > Hi [redacted] I was able to speak with Jed today, and he said the parts for your repairs should arrive by Tuesday. He said once the parts arrived, the repairs can be done by Thursday.
> >
> > I'll call the dealership on Tuesday to make sure the parts are there, and I'll make sure Jed knows as well so the repairs can start as soon as possible.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/6/2019 7:24 PM
> > To: s[redacted]
> > Subject: Re: Update on your case [ ]
> >
> > Hi [redacted], I reached out to Jed requesting an update on the repair parts. He hasn't returned my call or emails at this time. I'm going to call him again tomorrow, and I'll make a call to the Service Manager to see if he can give me an update.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/5/2019 6:47 PM
> > To: [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > H[redacted], I emailed the authorization to Jed as promised, and I see that I called him yesterday instead of calling him today. I'll give him a call tomorrow if I don't have an update from him by then.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From [redacted]]
> > Sent: 5/30/2019 5:40 PM
> > To: dodgecustomercare@fcagroup.com
> > Subject: Re: Update on your case [ ]
> >
> >[redacted]
> >
> > > On May 30, 2019, at 3:38 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
> > >
> > > Hi [redacted] you can attach the documents from your previous repairs to this email.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 5/29/2019 7:18 PM
> > > To [redacted]
> > > Subject: RE: Update on your case [ ]
> > >
> > > Hi [redacted], I apologize for not following up yesterday as promised; I mistakenly marked down today as the follow up date instead of yesterday.
> > >
> > > I left a message for Jed requesting the repair estimate. He hasn't returned my call at this time. I'm going to call the Service Manager tomorrow and see if he can assist me with getting the repair estimate.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]

> > > Sent: 5/24/2019 7:04 PM
> > > To [redacted]
> > > Subject: Update on your case [ ]
> > >
> > > H[redacted] I reached out to your Service Advisor and left a message requesting the repair estimate so I can determine what cost assistance can be offered. He hasn't given me a call back with the information at this time.
> > >
> > > We'll be closed on Monday for Memorial Day, so I'll follow up again on Tuesday to get that estimate. Have a great weekend!
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >

[redacted]

Date	08/14/2019	***Subject***	[redacted]
From	dodgecustomercare@fcagroup.com	***To***	[redacted] 2019 21:16 PM

Hi [redacted] I spoke with Seth a few minutes ago, and he confirmed your repairs are finished at this time. He said they didn't find any other issues after the repairs were finished, and you should be receiving a call from him today to pick up your vehicle.

I'm going to follow up with you on Monday, so you have time to drive your vehicle and confirm everything's fixed.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 8/7/2019 12:54 PM
To: [redacted]
Subject: Re: Update on your case [[redacted]

Hi [redacted] I wanted to touch base and see if you'd scheduled your shift lever assembly replacement? If you have any issues reaching the dealership, please let me know.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 8/5/2019 2:41 PM
To: [redacted]
Subject: Re: Update on your case [redacted]

Hi [redacted], Seth reached out to me and confirmed your part is expected to arrive tomorrow. I would advise reaching out to the dealership and scheduling your repairs when you're able to, since the part will be there this week. If you need assistance scheduling an appointment, please let me know.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 8/1/2019 4:16 PM
To [redacted]
Subject: Re: Update on your case [redacted]

H[redacted], I spoke with your Service Advisor, Seth, and he informed me your shift lever assembly isn't working correctly, which has been causing your repeated shifter concerns. I've gone ahead and covered the entire repair cost this time, since you've had repeat issues with this component. Seth said the parts aren't on backorder, and he expects to receive them within a couple days after they're ordered.

I've emailed Seth with the repair authorization, so he should be ordering the parts soon. I would advise reaching out to the dealership and scheduling your repairs for sometime next week after the parts arrive. If you need assistance scheduling your repairs, please let me know.

I'm going to reach out to the dealership on Monday to get an update on the parts. Hopefully, the parts are there when I call, and we can get your vehicle in shortly after they arrive.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 7/30/2019 7:00 PM
To: [redacted]
Subject: Re: Update on your case [[redacted]]

Hi [redacted], I reached out to Jed again and left a message requesting an update on your vehicle. I also sent him an email. I haven't received a response yet, so I don't have an update today. I'm going to allow him a couple days to respond, and I'll call him on Thursday if he doesn't provide an update by then.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 7/29/2019 7:06 PM
To [redacted]
Subject: Re: Update on your case [redacted]]

Hi [redacted] I reached out to Jed and left a message requesting an update on your vehicle diagnosis. I haven't received a return call at this time, so I don't have an update to provide. I'm going to call Jed tomorrow to see if he can speak with me about your vehicle diagnosis.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 7/19/2019 2:53 PM
To [redacted]
Subject: Re: Update on your case [redacted]]

H[redacted], I reached out to the dealership, and they didn't have any openings for tomorrow; they did have some availability for next Saturday, so I scheduled you for July 27 at 7am. If you need to adjust the appointment, I would advise reaching out to the dealership to adjust the appointment.

I'll follow up on that following Monday to get an update from Jed, and to involve other technical resources.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: [redacted]
Sent: 7/17/2019 3:51 PM
To: dodgecustomercare@fcagroup.com
Subject: Re: Update on your case [redacted]]

I havent had a second to call or take it in we have been so busy If you can schedule it for Saturday morning that would be great

[redacted]

[redacted] 4:56 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> Hi[redacted], Jed reached out to me and told me they weren't able to duplicate your shifter concern, so they released the vehicle back to you. He said he hasn't gotten a call back from you stating the issue has returned. I'm going to follow up with you on Thursday to give you a little more time to confirm the shifter concern hasn't returned.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 7/8/2019 6:30 PM
> To [redacted]
> Subject: Re: Update on your case [ ]
>
> H[redacted], I left a message for Jed requesting an update on your vehicle's diagnosis. He hasn't returned my call at this time, so I unfortunately don't have an update to provide.
>
> In my message, I did request that additional technical resources be involved to assist with diagnosing your shifter issue, since it's a repeat concern. I'm going to call Jed again tomorrow to get an update on diagnosis, since it should be in progress or completed by now.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 7/5/2019 4:28 PM
> To: [redacted]
> Subject: Re: Update on your case [ ]
>
> H[redacted], I reached out to the dealership today to get an update on your vehicle diagnosis, and I was informed Jed would be out until Monday. I'll give him a call on Monday to get an update for you.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 6/27/2019 6:44 PM
> To [redacted]
> Subject: Re: Update on your case [ ]
>
> H[redacted], I called Jed and left him a message about your current vehicle concerns. He hasn't returned my call or sent an email letting me know he's reached out to you.
>
> I won't be in the office tomorrow, but I'll ask one of my colleagues to follow up with Jed to make sure he knows the situation and can have someone reach out to you to set up an appointment.

>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 6/24/2019 4:38 PM
> To: [redacted]
> Subject: Re: Update on your case [ ]
>
> Hi [redacted], I spoke with Jed a couple of minutes ago, and he said your repairs were on track to be finished today. I would advise waiting for Jed to reach out and confirm repair completion before picking up the vehicle.
>
> I'm going to follow up with you on Friday so you have a couple days to confirm the repairs, as well as ensure no other issues are present.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 6/17/2019 4:04 PM
> To: [redacted]
> Subject: Re: Update on your case [ ]
>
> Hi [redacted], I was able to schedule your repairs for this Saturday at 9:40am. I spoke with Seth, and he informed me you can drop the vehicle off a little earlier than your appointment time if you need to.
>
> If you're not able to keep this appointment, I would advise reaching out to the dealership to reschedule. Otherwise, I'll follow up on Monday to get an update on your repairs.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 6/17/2019 1:17 PM
> To: [redacted]
> Subject: Re: Update on your case [ ]
>
> Hi [redacted], I know the Service Department is open on Saturdays, so I'll call them today and see if I can get you scheduled for Saturday.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: [redacted]
> Sent: 6/14/2019 3:10 PM
> To: dodgecustomercare@fcagroup.com
> Subject: Re: Update on your case [ ]
>
> Can we do a Saturday
>
> [redacted]
>
> > On Jun 14, 2019, at 11:24 AM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
> >
> > H[redacted], I wanted to follow up with my email from Wednesday and see if you've scheduled your repairs with Doug Smith Dodge in American Fork? If you need assistance scheduling the appointment, please let me know.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/12/2019 4:41 PM
> > [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > Hi [redacted], Jed reached out to me and said he didn't have your repairs scheduled at this time. I would advise reaching out to the dealership and scheduling the repairs at your convenience. If you need assistance scheduling the appointment, please let me know.
> >
> > Thank you,

> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/11/2019 12:29 PM
> > To: [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > Hi [redacted], I confirmed with the dealership today that all your parts have arrived for your repairs. I left a message for Jed to make sure he knew as well, and I requested confirmation that the repairs will be done by Thursday. I'm waiting for his update at this time, but I'll call him again tomorrow if I don't hear back from him today.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/7/2019 5:24 PM
> > To [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > Hi [redacted], I was able to speak with Jed today, and he said the parts for your repairs should arrive by Tuesday. He said once the parts arrived, the repairs can be done by Thursday.
> >
> > I'll call the dealership on Tuesday to make sure the parts are there, and I'll make sure Jed knows as well so the repairs can start as soon as possible.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/6/2019 7:24 PM
> > To: [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > H [redacted], I reached out to Jed requesting an update on the repair parts. He hasn't returned my call or emails at this time. I'm going to call him again tomorrow, and I'll make a call to the Service Manager to see if he can give me an update.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/5/2019 6:47 PM
> > To: [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > Hi [redacted] I emailed the authorization to Jed as promised, and I see that I called him yesterday instead of calling him today. I'll give him a call tomorrow if I don't have an update from him by then.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: [redacted]
> > Sent: 5/30/2019 5:40 PM
> > To: dodgecustomercare@fcagroup.com
> > Subject: Re: Update on your case [ ]
> >
> > [redacted]
> >
> > > On May 30, 2019, at 3:38 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
> > >
> > > Hi [redacted] you can attach the documents from your previous repairs to this email.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]

> > > Sent: 5/29/2019 7:18 PM
> > > To: [redacted]
> > > Subject: RE: Update on your case [ ]
> > >
> > > Hi [redacted] apologize for not following up yesterday as promised; I mistakenly marked down today as the follow up date instead of yesterday.
> > >
> > > I left a message for Jed requesting the repair estimate. He hasn't returned my call at this time. I'm going to call the Service Manager tomorrow and see if he can assist me with getting the repair estimate.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 5/24/2019 7:04 PM
> > > To: [redacted]
> > > Subject: Update on your case [ ]
> > >
> > > H[redacted] I reached out to your Service Advisor and left a message requesting the repair estimate so I can determine what cost assistance can be offered. He hasn't given me a call back with the information at this time.
> > >
> > > We'll be closed on Monday for Memorial Day, so I'll follow up again on Tuesday to get that estimate. Have a great weekend!
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> >
> [redacted]f

Date	08/15/2019	***Subject***	Re: Update on your case [redacted]		
From	[redacted]n	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	08/15/2019 14:01 PM

Hey so we picked up the van yesterday and this morning the shifter would do the same thing that they have been trying to fix. Problem not resolved

[redacted]

> On Aug 14, 2019, at 3:16 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> H[redacted], I spoke with Seth a few minutes ago, and he confirmed your repairs are finished at this time. He said they didn't find any other issues after the repairs were finished, and you should be receiving a call from him today to pick up your vehicle.
>
> I'm going to follow up with you on Monday, so you have time to drive your vehicle and confirm everything's fixed.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 8/7/2019 12:54 PM
> To[redacted]
> Subject: Re: Update on your case[redacted]
>
> Hi[redacted], I wanted to touch base and see if you'd scheduled your shift lever assembly replacement? If you have any issues reaching the dealership, please let me know.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 8/5/2019 2:41 PM
> To[redacted]
> Subject: Re: Update on your case [[redacted]]
>
> Hi[redacted], Seth reached out to me and confirmed your part is expected to arrive tomorrow. I would advise reaching out to the dealership and scheduling your repairs when you're able to, since the part will be there this week. If you need assistance scheduling an appointment, please let me know.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 8/1/2019 4:16 PM
> To:[redacted]
> Subject: Re: Update on your case[redacted]
>
> H[redacted], I spoke with your Service Advisor, Seth, and he informed me your shift lever assembly isn't working correctly, which has been causing your repeated shifter concerns. I've gone ahead and covered the entire repair cost this time, since you've had repeat issues with this component. Seth said the parts aren't on backorder, and he expects to receive them within a couple days after they're ordered.
>
> I've emailed Seth with the repair authorization, so he should be ordering the parts soon. I would advise reaching out to the dealership and scheduling your repairs for sometime next week after the parts arrive. If you need assistance scheduling your repairs, please let me know.
>
> I'm going to reach out to the dealership on Monday to get an update on the parts. Hopefully, the parts are there when I call, and we can get your vehicle in shortly after they arrive.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 7/30/2019 7:00 PM
> To:[redacted]
> Subject: Re: Update on your case[redacted]
>
> Hi[redacted], I reached out to Jed again and left a message requesting an update on your vehicle. I also sent him an email. I haven't received a response yet, so I don't have an update today. I'm going to allow him a couple days to respond, and I'll call him on Thursday if he doesn't provide an update by then.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 7/29/2019 7:06 PM

> To: [redacted]
[redacted] case [redacted]]
>
> Hi [redacted], I reached out to Jed and left a message requesting an update on your vehicle diagnosis. I haven't received a return call at this time, so I don't have an update to provide. I'm going to call Jed tomorrow to see if he can speak with me about your vehicle diagnosis.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 7/19/2019 2:53 PM
> To [redacted]
> Subject: Re: Update on your case [redacted]]
>
> [redacted], I reached out to the dealership, and they didn't have any openings for tomorrow; they did have some availability for next Saturday, so I scheduled you for July 27 at 7am. If you need to adjust the appointment, I would advise reaching out to the dealership to adjust the appointment.
>
> I'll follow up on that following Monday to get an update from Jed, and to involve other technical resources.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> [redacted]
> Sent: 7/17/2019 3:51 PM
> To: dodgecustomercare@fcagroup.com
> Subject: Re: Update on your case [redacted]]
>
> I havent had a second to call or take it in we have been so busy If you can schedule it for Saturday morning that would be great
>
> [redacted]
>
> > On Jul 9, 2019, at 4:56 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
> >
> > H[redacted], Jed reached out to me and told me they weren't able to duplicate your shifter concern, so they released the vehicle back to you. He said he hasn't gotten a call back from you stating the issue has returned. I'm going to follow up with you on Thursday to give you a little more time to confirm the shifter concern hasn't returned.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 7/8/2019 6:30 PM
> > To [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > H[redacted], I left a message for Jed requesting an update on your vehicle's diagnosis. He hasn't returned my call at this time, so I unfortunately don't have an update to provide.
> >
> > In my message, I did request that additional technical resources be involved to assist with diagnosing your shifter issue, since it's a repeat concern. I'm going to call Jed again tomorrow to get an update on diagnosis, since it should be in progress or completed by now.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 7/5/2019 4:28 PM
> > To [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > Hi[redacted], I reached out to the dealership today to get an update on your vehicle diagnosis, and I was informed Jed would be out until Monday. I'll give him a call on Monday to get an update for you.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/27/2019 6:44 PM
> > To: [redacted]

> > Subject: Re: Update on your case [ ]
> >
> > Hi [redacted] I called Jed and left him a message about your current vehicle concerns. He hasn't returned my call or sent an email letting me know he's reached out to you.
> >
> > I won't be in the office tomorrow, but I'll ask one of my colleagues to follow up with Jed to make sure he knows the situation and can have someone reach out to you to set up an appointment.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/24/2019 4:38 PM
> > To: [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > Hi [redacted] spoke with Jed a couple of minutes ago, and he said your repairs were on track to be finished today. I would advise waiting for Jed to reach out and confirm repair completion before picking up the vehicle.
> >
> > I'm going to follow up with you on Friday so you have a couple days to confirm the repairs, as well as ensure no other issues are present.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/17/2019 4:04 PM
> > [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > H[redacted], I was able to schedule your repairs for this Saturday at 9:40am. I spoke with Seth, and he informed me you can drop the vehicle off a little earlier than your appointment time if you need to.
> >
> > If you're not able to keep this appointment, I would advise reaching out to the dealership to reschedule. Otherwise, I'll follow up on Monday to get an update on your repairs.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/17/2019 1:17 PM
> > To: [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > H[redacted], I know the Service Department is open on Saturdays, so I'll call them today and see if I can get you scheduled for Saturday.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: [redacted]
> > Sent: 6/14/2019 3:10 PM
> > To: dodgecustomercare@fcagroup.com
> > Subject: Re: Update on your case [ ]
> >
> > Can we do a Saturday
> >
> [redacted]
> >
> > > On Jun 14, 2019, at 11:24 AM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
> > >
> > > Hi [redacted] I wanted to follow up with my email from Wednesday and see if you've scheduled your repairs with Doug Smith Dodge in American Fork? If you need assistance scheduling the appointment, please let me know.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 6/12/2019 4:41 PM

> > > To[redacted]
> > > Subject: Re: Update on your case [ ]
> > >
> > > [redacted], Jed reached out to me and said he didn't have your repairs scheduled at this time. I would advise reaching out to the dealership and scheduling the repairs at your convenience. If you need assistance scheduling the appointment, please let me know.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 6/11/2019 12:29 PM
> > > To: [redacted]
> > > Subject: Re: Update on your case [ ]
> > >
> > > Hi[redacted] I confirmed with the dealership today that all your parts have arrived for your repairs. I left a message for Jed to make sure he knew as well, and I requested confirmation that the repairs will be done by Thursday. I'm waiting for his update at this time, but I'll call him again tomorrow if I don't hear back from him today.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 6/7/2019 5:24 PM
> > > To: [redacted]
> > > Subject: Re: Update on your case [ ]
> > >
> > > Hi[redacted], I was able to speak with Jed today, and he said the parts for your repairs should arrive by Tuesday. He said once the parts arrived, the repairs can be done by Thursday.
> > >
> > > I'll call the dealership on Tuesday to make sure the parts are there, and I'll make sure Jed knows as well so the repairs can start as soon as possible.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 6/6/2019 7:24 PM
> > > [redacted]
> > > Subject: Re: Update on your case [ ]
> > >
> > > H[redacted], I reached out to Jed requesting an update on the repair parts. He hasn't returned my call or emails at this time. I'm going to call him again tomorrow, and I'll make a call to the Service Manager to see if he can give me an update.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 6/5/2019 6:47 PM
> > > To: [redacted]
> > > Subject: Re: Update on your case [ ]
> > >
> > > Hi[redacted] I emailed the authorization to Jed as promised, and I see that I called him yesterday instead of calling him today. I'll give him a call tomorrow if I don't have an update from him by then.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > [redacted]
> > > Sent: 5/30/2019 5:40 PM
> > > To: dodgecustomercare@fcagroup.com
> > > Subject: Re: Update on your case [ ]
> > >
> > > [redacted]
> > >
> > > On May 30, 2019, at 3:38 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
> > >
> > > H[redacted] you can attach the documents from your previous repairs to this email.
> > >
> > > Thank you,

> > > > Helen
> > > > FCA Case Specialist
> > > > 844-378-0597 ext. 4060241
> > > >
> > > >
> > > > ---------- Original Message ----------
> > > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > > Sent: 5/23/2019 7:18 PM
> > > > To: [redacted]
> > > > Subject: RE: Update on your case [ ]
> > > >
> > > > Hi [redacted] I apologize for not following up yesterday as promised; I mistakenly marked down today as the follow up date instead of yesterday.
> > > >
> > > > I left a message for Jed requesting the repair estimate. He hasn't returned my call at this time. I'm going to call the Service Manager tomorrow and see if he can assist me with getting the repair estimate.
> > > >
> > > > Thank you,
> > > > Helen
> > > > FCA Case Specialist
> > > > 844-378-0597 ext. 4060241
> > > >
> > > >
> > > > ---------- Original Message ----------
> > > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > > Sent: 5/24/2019 7:04 PM
> > > > To: [redacted]
> > > > Subject: Update on your case [ ]
> > > >
> > > > H[redacted]eached out to your Service Advisor and left a message requesting the repair estimate so I can determine what cost assistance can be offered. He hasn't given me a call back with the information at this time.
> > > >
> > > > We'll be closed on Monday for Memorial Day, so I'll follow up again on Tuesday to get that estimate. Have a great weekend!
> > > >
> > > > Thank you,
> > > > Helen
> > > > FCA Case Specialist
> > > > 844-378-0597 ext. 4060241
> > > >
> > > >
> > >
> [redacted]
>
>

Date	08/15/2019	***Subject***	[redacted]
From	dodgecustomercare@fcagroup.com	***To***	[redacted] 5/2019 19:41 PM

Hi[redacted], I apologize your concern hasn't been resolved after this repair. I would advise reaching out to the dealership and letting Seth know your concerns aren't resolved, and scheduling an appointment so we can involve technical resources for further diagnostic assistance. I'll email Seth today and let him know your concerns aren't resolved, and I'll ask him to involve other resources for further assistance.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From[redacted]]
Sent: 8/15/2019 10:01 AM
To: dodgecustomercare@fcagroup.com
Subject: Re: Update on your case [[redacted]

Hey so we picked up the van yesterday and this morning the shifter would do the same thing that they have been trying to fix. Problem not resolved

[redacted]

> On Aug 14, 2019, at 3:16 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> H[redacted], I spoke with Seth a few minutes ago, and he confirmed your repairs are finished at this time. He said they didn't find any other issues after the repairs were finished, and you should be receiving a call from him today to pick up your vehicle.
>
> I'm going to follow up with you on Monday, so you have time to drive your vehicle and confirm everything's fixed.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 8/7/2019 12:54 PM
> To:[redacted]
> Subject: Re: Update on your case [redacted]
>
> H[redacted], I wanted to touch base and see if you'd scheduled your shift lever assembly replacement? If you have any issues reaching the dealership, please let me know.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 8/5/2019 2:41 PM
>[redacted]
> Subject: Re: Update on your case[redacted]
>
> H[redacted], Seth reached out to me and confirmed your part is expected to arrive tomorrow. I would advise reaching out to the dealership and scheduling your repairs when you're able to, since the part will be there this week. If you need assistance scheduling an appointment, please let me know.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 8/1/2019 4:16 PM
> To:[redacted]
> Subject: Re: Update on your case [redacted]
>
> Hi[redacted], I spoke with your Service Advisor, Seth, and he informed me your shift lever assembly isn't working correctly, which has been causing your repeated shifter concerns. I've gone ahead and covered the entire repair cost this time, since you've had repeat issues with this component. Seth said the parts aren't on backorder, and he expects to receive them within a couple days after they're ordered.
>
> I've emailed Seth with the repair authorization, so he should be ordering the parts soon. I would advise reaching out to the dealership and scheduling your repairs for sometime next week after the parts arrive. If you need assistance scheduling your repairs, please let me know.
>
> I'm going to reach out to the dealership on Monday to get an update on the parts. Hopefully, the parts are there when I call, and we can get your vehicle in shortly after they arrive.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]

> Sent: 7/30/2019 7:00 PM
> To: [redacted]
> Subject: Re: Update on your case [redacted]
>
> H[redacted], I reached out to Jed again and left a message requesting an update on your vehicle. I also sent him an email. I haven't received a response yet, so I don't have an update today. I'm going to allow him a couple days to respond, and I'll call him on Thursday if he doesn't provide an update by then.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 7/29/2019 7:06 PM
>[redacted]
>
> Hi[redacted]I reached out to Jed and left a message requesting an update on your vehicle diagnosis. I haven't received a return call at this time, so I don't have an update to provide. I'm going to call Jed tomorrow to see if he can speak with me about your vehicle diagnosis.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 7/19/2019 2:53 PM
>[redacted]
> Subject: Re: Update on your case [redacted]
>
>[redacted], I reached out to the dealership, and they didn't have any openings for tomorrow; they did have some availability for next Saturday, so I scheduled you for July 27 at 7am. If you need to adjust the appointment, I would advise reaching out to the dealership to adjust the appointment.
>
> I'll follow up on that following Monday to get an update from Jed, and to involve other technical resources.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From [redacted]]
> Sent: 7/17/2019 3:51 PM
> To: dodgecustomercare@fcagroup.com
> Subject: Re: Update on your case [[redacted]
>
> I havent had a second to call or take it in we have been so busy If you can schedule it for Saturday morning that would be great
>
>[redacted]
>
> > On Jul 9, 2019, at 4:56 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
> >
> > Hi[redacted] Jed reached out to me and told me they weren't able to duplicate your shifter concern, so they released the vehicle back to you. He said he hasn't gotten a call back from you stating the issue has returned. I'm going to follow up with you on Thursday to give you a little more time to confirm the shifter concern hasn't returned.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 7/8/2019 6:30 PM
> > To: [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > Hi[redacted], I left a message for Jed requesting an update on your vehicle's diagnosis. He hasn't returned my call at this time, so I unfortunately don't have an update to provide.
> >
> > In my message, I did request that additional technical resources be involved to assist with diagnosing your shifter issue, since it's a repeat concern. I'm going to call Jed again tomorrow to get an update on diagnosis, since it should be in progress or completed by now.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 7/5/2019 4:28 PM

> > To: [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > Hi [redacted], I reached out to the dealership today to get an update on your vehicle diagnosis, and I was informed Jed would be out until Monday. I'll give him a call on Monday to get an update for you.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/27/2019 6:44 PM
> > To: [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > Hi [redacted], I called Jed and left him a message about your current vehicle concerns. He hasn't returned my call or sent an email letting me know he's reached out to you.
> >
> > I won't be in the office tomorrow, but I'll ask one of my colleagues to follow up with Jed to make sure he knows the situation and can have someone reach out to you to set up an appointment.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/24/2019 4:38 PM
> > To: s[redacted]
> > Subject: Re: Update on your case [ ]
> >
> > Hi [redacted], I spoke with Jed a couple of minutes ago, and he said your repairs were on track to be finished today. I would advise waiting for Jed to reach out and confirm repair completion before picking up the vehicle.
> >
> > I'm going to follow up with you on Friday so you have a couple days to confirm the repairs, as well as ensure no other issues are present.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/17/2019 4:04 PM
> > To [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > Hi [redacted], I was able to schedule your repairs for this Saturday at 9:40am. I spoke with Seth, and he informed me you can drop the vehicle off a little earlier than your appointment time if you need to.
> >
> > If you're not able to keep this appointment, I would advise reaching out to the dealership to reschedule. Otherwise, I'll follow up on Monday to get an update on your repairs.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/17/2019 1:17 PM
> > To: s[redacted]
> > Subject: Re: Update on your case [ ]
> >
> > Hi [redacted] I know the Service Department is open on Saturdays, so I'll call them today and see if I can get you scheduled for Saturday.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: [redacted]]
> > Sent: 6/14/2019 3:10 PM
> > To: dodgecustomercare@fcagroup.com
> > Subject: Re: Update on your case [ ]
> >
> > Can we do a Saturday
> >

> > [redacted]
> >
> > > On Jun 14, 2019, at 11:24 AM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
> > >
> > > Hi [redacted] I wanted to follow up with my email from Wednesday and see if you've scheduled your repairs with Doug Smith Dodge in American Fork? If you need assistance scheduling the appointment, please let me know.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 6/12/2019 4:41 PM
> > > To: [redacted]
> > > Subject: Re: Update on your case [ ]
> > >
> > > H[redacted] Jed reached out to me and said he didn't have your repairs scheduled at this time. I would advise reaching out to the dealership and scheduling the repairs at your convenience. If you need assistance scheduling the appointment, please let me know.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 6/11/2019 12:29 PM
> > > To: [redacted]
> > > Subject: Re: Update on your case [ ]
> > >
> > > Hi[redacted], I confirmed with the dealership today that all your parts have arrived for your repairs. I left a message for Jed to make sure he knew as well, and I requested confirmation that the repairs will be done by Thursday. I'm waiting for his update at this time, but I'll call him again tomorrow if I don't hear back from him today.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 6/7/2019 5:24 PM
> > > To[redacted]
> > > Subject: Re: Update on your case [ ]
> > >
> > > Hi[redacted], I was able to speak with Jed today, and he said the parts for your repairs should arrive by Tuesday. He said once the parts arrived, the repairs can be done by Thursday.
> > >
> > > I'll call the dealership on Tuesday to make sure the parts are there, and I'll make sure Jed knows as well so the repairs can start as soon as possible.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 6/6/2019 7:24 PM
> > > To[redacted]
> > > Subject: Re: Update on your case [ ]
> > >
> > > H[redacted], I reached out to Jed requesting an update on the repair parts. He hasn't returned my call or emails at this time. I'm going to call him again tomorrow, and I'll make a call to the Service Manager to see if he can give me an update.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 6/5/2019 6:47 PM
> > > To[redacted]
> > > Subject: Re: Update on your case [ ]
> > >
> > > H[redacted], I emailed the authorization to Jed as promised, and I see that I called him yesterday instead of calling him today. I'll give him a call tomorrow if I don't have an update from him by then.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist

> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message
> > > From: [redacted]
> > > Sent: [redacted]
> > > To: dodgecustomercare@fcagroup.com
> > > Subject: Re: Update on your case [ ]
> > > [redacted]
> > > [redacted]
> > >
> > > > On May 30, 2019, at 3:38 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
> > > >
> > > > H[redacted]you can attach the documents from your previous repairs to this email.
> > > >
> > > > Thank you,
> > > > Helen
> > > > FCA Case Specialist
> > > > 844-378-0597 ext. 4060241
> > > >
> > > >
> > > > ---------- Original Message ----------
> > > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > > Sent: 5/29/2019 7:18 PM
> > > > To: [redacted]
> > > > Subject: RE: Update on your case [ ]
> > > >
> > > > Hi [redacted] apologize for not following up yesterday as promised; I mistakenly marked down today as the follow up date instead of yesterday.
> > > >
> > > > I left a message for Jed requesting the repair estimate. He hasn't returned my call at this time. I'm going to call the Service Manager tomorrow and see if he can assist me with getting the repair estimate.
> > > >
> > > > Thank you,
> > > > Helen
> > > > FCA Case Specialist
> > > > 844-378-0597 ext. 4060241
> > > >
> > > >
> > > > ---------- Original Message ----------
> > > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > > Sent: 5/24/2019 7:04 PM
> > > > To: [redacted]
> > > > Subject: Update on your case [ ]
> > > >
> > > > Hi [redacted] reached out to your Service Advisor and left a message requesting the repair estimate so I can determine what cost assistance can be offered. He hasn't given me a call back with the information at this time.
> > > >
> > > > We'll be closed on Monday for Memorial Day, so I'll follow up again on Tuesday to get that estimate. Have a great weekend!
> > > >
> > > > Thank you,
> > > > Helen
> > > > FCA Case Specialist
> > > > 844-378-0597 ext. 4060241
> > > >
> > > >
> > >
> [redacted]

Date	08/19/2019	***Subject***	[redacted]
From	dodgecustomercare@fcagroup.com	***To***	[redacted]/2019 18:17 PM

H[redacted], I wanted to touch base with you and see if you've scheduled an appointment with Doug Smith Dodge in American Fork for further diagnosis of your shifter concern?

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 8/15/2019 3:41 PM
To: [redacted]m
Subject: Re: Update on your case [[redacted]

Hi[redacted]a, I apologize your concern hasn't been resolved after this repair. I would advise reaching out to the dealership and letting Seth know your concerns aren't resolved, and scheduling an appointment so we can involve technical resources for further diagnostic assistance. I'll email Seth today and let him know your concerns aren't resolved, and I'll ask him to involve other resources for further assistance.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: [redacted]
Sent: 8/15/2019 10:01 AM
To: dodgecustomercare@fcagroup.com
Subject: Re: Update on your case [[redacted]

Hey so we picked up the van yesterday and this morning the shifter would do the same thing that they have been trying to fix. Problem not resolved

[redacted]

> On Aug 14, 2019, at 3:16 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> Hi[redacted], I spoke with Seth a few minutes ago, and he confirmed your repairs are finished at this time. He said they didn't find any other issues after the repairs were finished, and you should be receiving a call from him today to pick up your vehicle.
>
> I'm going to follow up with you on Monday, so you have time to drive your vehicle and confirm everything's fixed.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 8/7/2019 12:54 PM
> [redacted]
> Subject: Re: Update on your case [[redacted]
>
> H[redacted], I wanted to touch base and see if you'd scheduled your shift lever assembly replacement? If you have any issues reaching the dealership, please let me know.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 8/5/2019 2:41 PM
> To[redacted]
> Subject: Re: Update on your case [redacted]
>
> H[redacted], Seth reached out to me and confirmed your part is expected to arrive tomorrow. I would advise reaching out to the dealership and scheduling your repairs when you're able to, since the part will be there this week. If you need assistance scheduling an appointment, please let me know.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 8/1/2019 4:16 PM
> To: [redacted]m
> Subject: Re: Update on your case [[redacted]]
>
> [redacted], I spoke with your Service Advisor, Seth, and he informed me your shift lever assembly isn't working correctly, which has been causing your repeated shifter concerns. I've gone ahead and covered the entire repair cost this time, since you've had repeat issues with this component. Seth said the parts aren't on backorder, and he expects to receive them within a couple days after they're ordered.

>
> I've emailed Seth with the repair authorization, so he should be ordering the parts soon. I would advise reaching out to the dealership and scheduling your repairs for sometime next week after the parts arrive. If you need assistance scheduling your repairs, please let me know.
>
> I'm going to reach out to the dealership on Monday to get an update on the parts. Hopefully, the parts are there when I call, and we can get your vehicle in shortly after they arrive.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 7/30/2019 7:00 PM
> To: s[redacted]
> Subject: Re: Update on your case [[redacted]
>
> H[redacted], I reached out to Jed again and left a message requesting an update on your vehicle. I also sent him an email. I haven't received a response yet, so I don't have an update today. I'm going to allow him a couple days to respond, and I'll call him on Thursday if he doesn't provide an update by then.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 7/29/2019 7:06 PM
> To[redacted]
> Subject: Re: Update on your case[redacted]
>
> Hi[redacted], I reached out to Jed and left a message requesting an update on your vehicle diagnosis. I haven't received a return call at this time, so I don't have an update to provide. I'm going to call Jed tomorrow to see if he can speak with me about your vehicle diagnosis.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 7/19/2019 2:53 PM
> To[redacted]
[redacted] case [[redacted]
>
>[redacted], I reached out to the dealership, and they didn't have any openings for tomorrow; they did have some availability for next Saturday, so I scheduled you for July 27 at 7am. If you need to adjust the appointment, I would advise reaching out to the dealership to adjust the appointment.
>
> I'll follow up on that following Monday to get an update from Jed, and to involve other technical resources.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
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>
> ---------- Original Message ----------
> From:[redacted]
> Sent: 7/17/2019 3:51 PM
> To: dodgecustomercare@fcagroup.com
> Subject: Re: Update on your case[redacted]]
>
> I havent had a second to call or take it in we have been so busy If you can schedule it for Saturday morning that would be great
>
>[redacted]
>
> > On Jul 9, 2019, at 4:56 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
> >
> > Hi[redacted] reached out to me and told me they weren't able to duplicate your shifter concern, so they released the vehicle back to you. He said he hasn't gotten a call back from you stating the issue has returned. I'm going to follow up with you on Thursday to give you a little more time to confirm the shifter concern hasn't returned.
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> > 844-378-0597 ext. 4060241
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> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 7/8/2019 6:30 PM
> > To[redacted]
> > Subject: Re: Update on your case [ ]
> >

> > H[redacted], I left a message for Jed requesting an update on your vehicle's diagnosis. He hasn't returned my call at this time, so I unfortunately don't have an update to provide.
> >
> > In my message, I did request that additional technical resources be involved to assist with diagnosing your shifter issue, since it's a repeat concern. I'm going to call Jed again tomorrow to get an update on diagnosis, since it should be in progress or completed by now.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 7/5/2019 4:28 PM
> > To: [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > H[redacted], I reached out to the dealership today to get an update on your vehicle diagnosis, and I was informed Jed would be out until Monday. I'll give him a call on Monday to get an update for you.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
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> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/27/2019 6:44 PM
> > To: s[redacted]
> > Subject: Re: Update on your case [ ]
> >
> > Hi[redacted] I called Jed and left him a message about your current vehicle concerns. He hasn't returned my call or sent an email letting me know he's reached out to you.
> >
> > I won't be in the office tomorrow, but I'll ask one of my colleagues to follow up with Jed to make sure he knows the situation and can have someone reach out to you to set up an appointment.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/24/2019 4:38 PM
> > [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > H[redacted], I spoke with Jed a couple of minutes ago, and he said your repairs were on track to be finished today. I would advise waiting for Jed to reach out and confirm repair completion before picking up the vehicle.
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> > I'm going to follow up with you on Friday so you have a couple days to confirm the repairs, as well as ensure no other issues are present.
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> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
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> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/17/2019 4:04 PM
> > To: [redacted]
> > Subject: Re: Update on your case [ ]
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> > Hi[redacted], I was able to schedule your repairs for this Saturday at 9:40am. I spoke with Seth, and he informed me you can drop the vehicle off a little earlier than your appointment time if you need to.
> >
> > If you're not able to keep this appointment, I would advise reaching out to the dealership to reschedule. Otherwise, I'll follow up on Monday to get an update on your repairs.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
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> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/17/2019 1:17 PM
> > [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > H[redacted] I know the Service Department is open on Saturdays, so I'll call them today and see if I can get you scheduled for Saturday.

> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: [redacted]
> > Sent: 6/14/2019 3:10 PM
> > To: dodgecustomercare@fcagroup.com
> > Subject: Re: Update on your case [ ]
> >
> > Can we do a Saturday
> >
> > [redacted]
> >
> > > On Jun 14, 2019, at 11:24 AM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
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> > > Hi[redacted], I wanted to follow up with my email from Wednesday and see if you've scheduled your repairs with Doug Smith Dodge in American Fork? If you need assistance scheduling the appointment, please let me know.
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> > > Thank you,
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> > > Thank you,
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> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
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> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 6/11/2019 12:29 PM
> > > To[redacted]
> > > Subject: Re: Update on your case [ ]
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> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
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> > >
> > > ---------- Original Message ----------
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> > > Sent: 6/7/2019 5:24 PM
> > > To: [redacted]
> > > Subject: Re: Update on your case [ ]
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> > >
> > > I'll call the dealership on Tuesday to make sure the parts are there, and I'll make sure Jed knows as well so the repairs can start as soon as possible.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 6/6/2019 7:24 PM
> > > To: [redacted]
> > > Subject: Re: Update on your case [ ]
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> > > H[redacted] I reached out to Jed requesting an update on the repair parts. He hasn't returned my call or emails at this time. I'm going to call him again tomorrow, and I'll make a call to the Service Manager to see if he can give me an update.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist

> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 6/5/2019 6:47 PM
> > > To: [redacted]
> > > Subject: Re: Update on your case [ ]
> > >
> > > H[redacted] I emailed the authorization to Jed as promised, and I see that I called him yesterday instead of calling him today. I'll give him a call tomorrow if I don't have an update from him by then.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message
> > > Fron[redacted]
> > > Sent: 5/30/2019 5:40 PM
> > > To: dodgecustomercare@fcagroup.com
> > > Subject: Re: Update on your case [ ]
> > >
> > > [redacted]
> > >
> > > > On May 30, 2019, at 3:38 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
> > > >
> > > > Hi [redacted] you can attach the documents from your previous repairs to this email.
> > > >
> > > > Thank you,
> > > > Helen
> > > > FCA Case Specialist
> > > > 844-378-0597 ext. 4060241
> > > >
> > > >
> > > > ---------- Original Message ----------
> > > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > > Sent: 5/29/2019 7:19 PM
> > > > To: [redacted]
> > > > Subject: RE: Update on your case [ ]
> > > >
> > > > [redacted] I apologize for not following up yesterday as promised; I mistakenly marked down today as the follow up date instead of yesterday.
> > > >
> > > > I left a message for Jed requesting the repair estimate. He hasn't returned my call at this time. I'm going to call the Service Manager tomorrow and see if he can assist me with getting the repair estimate.
> > > >
> > > > Thank you,
> > > > Helen
> > > > FCA Case Specialist
> > > > 844-378-0597 ext. 4060241
> > > >
> > > >
> > > > ---------- Original Message ----------
> > > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > > Sent: 5/24/2019 7:04 PM
> > > > To: [redacted]
> > > > Subject: Update on your case [ ]
> > > >
> > > > Hi [redacted] reached out to your Service Advisor and left a message requesting the repair estimate so I can determine what cost assistance can be offered. He hasn't given me a call back with the information at this time.
> > > >
> > > > We'll be closed on Monday for Memorial Day, so I'll follow up again on Tuesday to get that estimate. Have a great weekend!
> > > >
> > > > Thank you,
> > > > Helen
> > > > FCA Case Specialist
> > > > 844-378-0597 ext. 4060241
> > > >
> > > >
> > > >
> > > [redacted]
> > >
> >

Date	08/20/2019	***Subject***	[redacted]
From	dodgecustomercare@fcagroup.com	***To***	[redacted] 0/2019 21:01 PM

Hi [redacted] Seth reached out to me today, and he let me know you're bringing your vehicle in on Thursday. He confirmed they're going to involve Corporate Engineering at this point, since they've made several attempts to resolve the concern, yet it continues to be present.

I'm going to follow up with Seth on Friday to make sure your vehicle is there, and make sure they've opened the ticket with Corporate Engineering.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 8/19/2019 2:17 PM
To:[redacted]
Subject: Re: Update on your case[redacted]

Hi [redacted] I wanted to touch base with you and see if you've scheduled an appointment with Doug Smith Dodge in American Fork for further diagnosis of your shifter concern?

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 8/15/2019 3:41 PM
To: s[redacted]
Subject: Re: Update on your case [[redacted]]

Hi [redacted], I apologize your concern hasn't been resolved after this repair. I would advise reaching out to the dealership and letting Seth know your concerns aren't resolved, and scheduling an appointment so we can involve technical resources for further diagnostic assistance. I'll email Seth today and let him know your concerns aren't resolved, and I'll ask him to involve other resources for further assistance.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From:[redacted]]
Sent: 8/15/2019 10:01 AM
To: dodgecustomercare@fcagroup.com
Subject: Re: Update on your case[redacted]

Hey so we picked up the van yesterday and this morning the shifter would do the same thing that they have been trying to fix. Problem not resolved

[redacted]

> On Aug 14, 2019, at 3:16 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> H[redacted], I spoke with Seth a few minutes ago, and he confirmed your repairs are finished at this time. He said they didn't find any other issues after the repairs were finished, and you should be receiving a call from him today to pick up your vehicle.
>
> I'm going to follow up with you on Monday, so you have time to drive your vehicle and confirm everything's fixed.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 8/7/2019 12:54 PM
> To[redacted]
> Subject: Re: Update on your case[redacted]
>
> Hi[redacted], I wanted to touch base and see if you'd scheduled your shift lever assembly replacement? If you have any issues reaching the dealership, please let me know.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 8/5/2019 2:41 PM
> To:[redacted]
> Subject: Re: Update on your case [[redacted]
>
> Hi[redacted]Seth reached out to me and confirmed your part is expected to arrive tomorrow. I would advise reaching out to the dealership and scheduling your repairs

when you're able to, since the part will be there this week. If you need assistance scheduling an appointment, please let me know.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 8/1/2019 4:16 PM
> To[redacted]
> Subject: Re: Update on your case [redacted]
>
> Hi[redacted], I spoke with your Service Advisor, Seth, and he informed me your shift lever assembly isn't working correctly, which has been causing your repeated shifter concerns. I've gone ahead and covered the entire repair cost this time, since you've had repeat issues with this component. Seth said the parts aren't on backorder, and he expects to receive them within a couple days after they're ordered.
>
> I've emailed Seth with the repair authorization, so he should be ordering the parts soon. I would advise reaching out to the dealership and scheduling your repairs for sometime next week after the parts arrive. If you need assistance scheduling your repairs, please let me know.
>
> I'm going to reach out to the dealership on Monday to get an update on the parts. Hopefully, the parts are there when I call, and we can get your vehicle in shortly after they arrive.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 7/30/2019 7:00 PM
> To:[redacted]
> Subject: Re: Update on your case [redacted]
>
> Hi[redacted] I reached out to Jed again and left a message requesting an update on your vehicle. I also sent him an email. I haven't received a response yet, so I don't have an update today. I'm going to allow him a couple days to respond, and I'll call him on Thursday if he doesn't provide an update by then.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 7/29/2019 7:06 PM
> To:[redacted]
> Subject: Re: Update on your case[redacted]
>
> Hi[redacted] I reached out to Jed and left a message requesting an update on your vehicle diagnosis. I haven't received a return call at this time, so I don't have an update to provide. I'm going to call Jed tomorrow to see if he can speak with me about your vehicle diagnosis.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 7/19/2019 2:53 PM
> To:[redacted]
> Subject: Re: Update on your case[redacted]
>
> Hi[redacted], I reached out to the dealership, and they didn't have any openings for tomorrow; they did have some availability for next Saturday, so I scheduled you for July 27 at 7am. If you need to adjust the appointment, I would advise reaching out to the dealership to adjust the appointment.
>
> I'll follow up on that following Monday to get an update from Jed, and to involve other technical resources.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From[redacted]
> Sent: 7/17/2019 3:51 PM
> To: dodgecustomercare@fcagroup.com
> Subject: Re: Update on your case [redacted]
>
> I havent had a second to call or take it in we have been so busy If you can schedule it for Saturday morning that would be great
>
>[redacted]
>
> > On Jul 9, 2019, at 4:56 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:

> >
> > Hi [redacted], Jed reached out to me and told me they weren't able to duplicate your shifter concern, so they released the vehicle back to you. He said he hasn't gotten a call back from you stating the issue has returned. I'm going to follow up with you on Thursday to give you a little more time to confirm the shifter concern hasn't returned.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 7/8/2019 6:30 PM
> > To: [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > Hi [redacted], I left a message for Jed requesting an update on your vehicle's diagnosis. He hasn't returned my call at this time, so I unfortunately don't have an update to provide.
> >
> > In my message, I did request that additional technical resources be involved to assist with diagnosing your shifter issue, since it's a repeat concern. I'm going to call Jed again tomorrow to get an update on diagnosis, since it should be in progress or completed by now.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 7/5/2019 4:28 PM
> > To: [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > Hi [redacted] reached out to the dealership today to get an update on your vehicle diagnosis, and I was informed Jed would be out until Monday. I'll give him a call on Monday to get an update for you.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/27/2019 6:44 PM
> > To [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > Hi [redacted] called Jed and left him a message about your current vehicle concerns. He hasn't returned my call or sent an email letting me know he's reached out to you.
> >
> > I won't be in the office tomorrow, but I'll ask one of my colleagues to follow up with Jed to make sure he knows the situation and can have someone reach out to you to set up an appointment.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/24/2019 4:38 PM
> > To: [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > Hi [redacted], I spoke with Jed a couple of minutes ago, and he said your repairs were on track to be finished today. I would advise waiting for Jed to reach out and confirm repair completion before picking up the vehicle.
> >
> > I'm going to follow up with you on Friday so you have a couple days to confirm the repairs, as well as ensure no other issues are present.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/17/2019 4:04 PM
> > To [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > Hi [redacted], I was able to schedule your repairs for this Saturday at 9:40am. I spoke with Seth, and he informed me you can drop the vehicle off a little earlier than your appointment time if you need to.

> >
> > If you're not able to keep this appointment, I would advise reaching out to the dealership to reschedule. Otherwise, I'll follow up on Monday to get an update on your repairs.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/17/2019 1:17 PM
> > To: [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > H[redacted], I know the Service Department is open on Saturdays, so I'll call them today and see if I can get you scheduled for Saturday.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: [redacted]
> > Sent: 6/14/2019 3:10 PM
> > To: dodgecustomercare@fcagroup.com
> > Subject: Re: Update on your case [ ]
> >
> > Can we do a Saturday
> >
> > [redacted]
> >
> > > On Jun 14, 2019, at 11:24 AM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
> > >
> > > Hi[redacted], I wanted to follow up with my email from Wednesday and see if you've scheduled your repairs with Doug Smith Dodge in American Fork? If you need assistance scheduling the appointment, please let me know.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 6/12/2019 4:41 PM
> > > To: [redacted]
> > > Subject: Re: Update on your case [ ]
> > >
> > > Hi[redacted], Jed reached out to me and said he didn't have your repairs scheduled at this time. I would advise reaching out to the dealership and scheduling the repairs at your convenience. If you need assistance scheduling the appointment, please let me know.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 6/11/2019 12:29 PM
> > > To: [redacted]
> > > Subject: Re: Update on your case [ ]
> > >
> > > H[redacted] I confirmed with the dealership today that all your parts have arrived for your repairs. I left a message for Jed to make sure he knew as well, and I requested confirmation that the repairs will be done by Thursday. I'm waiting for his update at this time, but I'll call him again tomorrow if I don't hear back from him today.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 6/7/2019 5:24 PM
> > > To: s[redacted]
> > > Subject: Re: Update on your case [ ]
> > >
> > > H[redacted], I was able to speak with Jed today, and he said the parts for your repairs should arrive by Tuesday. He said once the parts arrived, the repairs can be done by Thursday.
> > >
> > > I'll call the dealership on Tuesday to make sure the parts are there, and I'll make sure Jed knows as well so the repairs can start as soon as possible.
> > >
> > > Thank you,

> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 6/6/2019 7:24 PM
> > > To[redacted]
> > > Subject: Re: Update on your case [ ]
> > >
> > > Hi[redacted], I reached out to Jed requesting an update on the repair parts. He hasn't returned my call or emails at this time. I'm going to call him again tomorrow, and I'll make a call to the Service Manager to see if he can give me an update.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 6/5/2019 6:47 PM
> > > To:[redacted]
> > > Subject: Re: Update on your case [ ]
> > >
> > > H[redacted], I emailed the authorization to Jed as promised, and I see that I called him yesterday instead of calling him today. I'll give him a call tomorrow if I don't have an update from him by then.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From:[redacted]]
> > > Sent: 5/30/2019 5:40 PM
> > > To: dodgecustomercare@fcagroup.com
> > > Subject: Re: Update on your case [ ]
> > >
> > >[redacted]
> > >
> > > > On May 30, 2019, at 3:38 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
> > > >
> > > > Hi[redacted], you can attach the documents from your previous repairs to this email.
> > > >
> > > > Thank you,
> > > > Helen
> > > > FCA Case Specialist
> > > > 844-378-0597 ext. 4060241
> > > >
> > > >
> > > > ---------- Original Message ----------
> > > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > > Sent: 5/29/2019 7:18 PM
> > > > To:[redacted]
> > > > Subject: RE: Update on your case [ ]
> > > >
> > > > Hi[redacted] I apologize for not following up yesterday as promised; I mistakenly marked down today as the follow up date instead of yesterday.
> > > >
> > > > I left a message for Jed requesting the repair estimate. He hasn't returned my call at this time. I'm going to call the Service Manager tomorrow and see if he can assist me with getting the repair estimate.
> > > >
> > > > Thank you,
> > > > Helen
> > > > FCA Case Specialist
> > > > 844-378-0597 ext. 4060241
> > > >
> > > >
> > > > ---------- Original Message ----------
> > > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > > Sent: 5/24/2019 7:04 PM
> > > > To:[redacted]
> > > > Subject: Update on your case [ ]
> > > >
> > > > Hi[redacted], I reached out to your Service Advisor and left a message requesting the repair estimate so I can determine what cost assistance can be offered. He hasn't given me a call back with the information at this time.
> > > >
> > > > We'll be closed on Monday for Memorial Day, so I'll follow up again on Tuesday to get that estimate. Have a great weekend!
> > > >
> > > > Thank you,
> > > > Helen
> > > > FCA Case Specialist
> > > > 844-378-0597 ext. 4060241
> > > >
> > > >

> > >
> >
> >
>

Date	09/06/2019	***Subject***	
From	dodgecustomercare@fcagroup.com	***To***	6/2019 14:56 PM

Good Day,

I spoke with the service adviser on 9/4/19 and was informed by Seth that they are unable to duplicate the concern and factory resources was unable to assist due to no current problem found. Seth stated he has advised you to try another dealership for a second opinion. When I spoke with Seth he stated your vehicle was still at the dealership, have you retrieved it since then and thought about going to another dealer? If so which dealership will you be going to? I will be awaiting your response so I can follow up as well as notate the information within the case.

Thank you
Dominique

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 8/20/2019 5:01 PM
To: [redacted]
Subject: Re: Update on your case [[redacted]

Hi [redacted], Seth reached out to me today, and he let me know you're bringing your vehicle in on Thursday. He confirmed they're going to involve Corporate Engineering at this point, since they've made several attempts to resolve the concern, yet it continues to be present.

I'm going to follow up with Seth on Friday to make sure your vehicle is there, and make sure they've opened the ticket with Corporate Engineering.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 8/19/2019 2:17 PM
To: [redacted]
Subject: Re: Update on your case [redacted]

Hi [redacted] I wanted to touch base with you and see if you've scheduled an appointment with Doug Smith Dodge in American Fork for further diagnosis of your shifter concern?

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 8/15/2019 3:41 PM
To: [redacted]
Subject: Re: Update on your case [[redacted]

Hi [redacted] I apologize your concern hasn't been resolved after this repair. I would advise reaching out to the dealership and letting Seth know your concerns aren't resolved, and scheduling an appointment so we can involve technical resources for further diagnostic assistance. I'll email Seth today and let him know your concerns aren't resolved, and I'll ask him to involve other resources for further assistance.

Thank you,
Helen
FCA Case Specialist
844-378-0597 ext. 4060241

---------- Original Message ----------
From: [redacted]
Sent: 8/15/2019 10:01 AM
To: dodgecustomercare@fcagroup.com
Subject: Re: Update on your case [redacted]

Hey so we picked up the van yesterday and this morning the shifter would do the same thing that they have been trying to fix. Problem not resolved

[redacted]

> On Aug 14, 2019, at 3:16 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> Hi [redacted] I spoke with Seth a few minutes ago, and he confirmed your repairs are finished at this time. He said they didn't find any other issues after the repairs were finished, and you should be receiving a call from him today to pick up your vehicle.
>
> I'm going to follow up with you on Monday, so you have time to drive your vehicle and confirm everything's fixed.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 8/7/2019 12:54 PM
> To: [redacted]
> Subject: Re: Update on your case [[redacted]]
>

> H[redacted], I wanted to touch base and see if you'd scheduled your shift lever assembly replacement? If you have any issues reaching the dealership, please let me know.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 8/5/2019 2:41 PM
> To: [redacted]
> Subject: Re: Update on your case [[redacted]]
>
> Hi[redacted], Seth reached out to me and confirmed your part is expected to arrive tomorrow. I would advise reaching out to the dealership and scheduling your repairs when you're able to, since the part will be there this week. If you need assistance scheduling an appointment, please let me know.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 8/1/2019 4:16 PM
> To: [redacted]
> Subject: Re: Update on your case [[redacted]
>
> H[redacted], I spoke with your Service Advisor, Seth, and he informed me your shift lever assembly isn't working correctly, which has been causing your repeated shifter concerns. I've gone ahead and covered the entire repair cost this time, since you've had repeat issues with this component. Seth said the parts aren't on backorder, and he expects to receive them within a couple days after they're ordered.
>
> I've emailed Seth with the repair authorization, so he should be ordering the parts soon. I would advise reaching out to the dealership and scheduling your repairs for sometime next week after the parts arrive. If you need assistance scheduling your repairs, please let me know.
>
> I'm going to reach out to the dealership on Monday to get an update on the parts. Hopefully, the parts are there when I call, and we can get your vehicle in shortly after they arrive.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 7/30/2019 7:00 PM
> To: [redacted]
> Subject: Re: Update on your case [[redacted]
>
> Hi[redacted] I reached out to Jed again and left a message requesting an update on your vehicle. I also sent him an email. I haven't received a response yet, so I don't have an update today. I'm going to allow him a couple days to respond, and I'll call him on Thursday if he doesn't provide an update by then.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 7/29/2019 7:06 PM
> To: [redacted]
> Subject: Re: Update on your case [[redacted]
>
> Hi[redacted] reached out to Jed and left a message requesting an update on your vehicle diagnosis. I haven't received a return call at this time, so I don't have an update to provide. I'm going to call Jed tomorrow to see if he can speak with me about your vehicle diagnosis.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 7/19/2019 2:53 PM
> To: [redacted]
> Subject: Re: Update on your case [[redacted]
>
> Hi[redacted], I reached out to the dealership, and they didn't have any openings for tomorrow; they did have some availability for next Saturday, so I scheduled you for July 27 at 7am. If you need to adjust the appointment, I would advise reaching out to the dealership to adjust the appointment.
>
> I'll follow up on that following Monday to get an update from Jed, and to involve other technical resources.
>
> Thank you,

> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: [redacted]]
> Sent: 7/17/2019 3:51 PM
> To: dodgecustomercare@fcagroup.com
> Subject: Re: Update on your case [[redacted]]
>
> I havent had a second to call or take it in we have been so busy If you can schedule it for Saturday morning that would be great
>
> [redacted]
>
> > On Jul 9, 2019, at 4:56 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
> >
> > Hi [redacted] Jed reached out to me and told me they weren't able to duplicate your shifter concern, so they released the vehicle back to you. He said he hasn't gotten a call back from you stating the issue has returned. I'm going to follow up with you on Thursday to give you a little more time to confirm the shifter concern hasn't returned.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 7/8/2019 6:30 PM
> > To [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > Hi [redacted], I left a message for Jed requesting an update on your vehicle's diagnosis. He hasn't returned my call at this time, so I unfortunately don't have an update to provide.
> >
> > In my message, I did request that additional technical resources be involved to assist with diagnosing your shifter issue, since it's a repeat concern. I'm going to call Jed again tomorrow to get an update on diagnosis, since it should be in progress or completed by now.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 7/5/2019 4:28 PM
> > To: [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > Hi [redacted], I reached out to the dealership today to get an update on your vehicle diagnosis, and I was informed Jed would be out until Monday. I'll give him a call on Monday to get an update for you.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/27/2019 6:44 PM
> > To: [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > Hi [redacted], I called Jed and left him a message about your current vehicle concerns. He hasn't returned my call or sent an email letting me know he's reached out to you.
> >
> > I won't be in the office tomorrow, but I'll ask one of my colleagues to follow up with Jed to make sure he knows the situation and can have someone reach out to you to set up an appointment.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/24/2019 4:38 PM
> > To: [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > Hi [redacted] I spoke with Jed a couple of minutes ago, and he said your repairs were on track to be finished today. I would advise waiting for Jed to reach out and confirm repair completion before picking up the vehicle.
> >

> > I'm going to follow up with you on Friday so you have a couple days to confirm the repairs, as well as ensure no other issues are present.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/17/2019 4:04 PM
> > To: [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > Hi [redacted], I was able to schedule your repairs for this Saturday at 9:40am. I spoke with Seth, and he informed me you can drop the vehicle off a little earlier than your appointment time if you need to.
> >
> > If you're not able to keep this appointment, I would advise reaching out to the dealership to reschedule. Otherwise, I'll follow up on Monday to get an update on your repairs.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 6/17/2019 1:17 PM
> > To: [redacted]
> > Subject: Re: Update on your case [ ]
> >
> > Hi [redacted], I know the Service Department is open on Saturdays, so I'll call them today and see if I can get you scheduled for Saturday.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: [redacted]]
> > Sent: 6/14/2019 3:10 PM
> > To: dodgecustomercare@fcagroup.com
> > Subject: Re: Update on your case [ ]
> >
> > Can we do a Saturday
> >
> > [redacted]
> >
> > > On Jun 14, 2019, at 11:24 AM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
> > >
> > > Hi [redacted], I wanted to follow up with my email from Wednesday and see if you've scheduled your repairs with Doug Smith Dodge in American Fork? If you need assistance scheduling the appointment, please let me know.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 6/12/2019 4:41 PM
> > > To: [redacted] case [ ]
> > >
> > > Hi [redacted] Jed reached out to me and said he didn't have your repairs scheduled at this time. I would advise reaching out to the dealership and scheduling the repairs at your convenience. If you need assistance scheduling the appointment, please let me know.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 6/11/2019 12:29 PM
> > > To: [redacted]
> > > Subject: Re: Update on your case [ ]
> > >
> > > Hi [redacted], I confirmed with the dealership today that all your parts have arrived for your repairs. I left a message for Jed to make sure he knew as well, and I requested confirmation that the repairs will be done by Thursday. I'm waiting for his update at this time, but I'll call him again tomorrow if I don't hear back from him today.
> > >
> > > Thank you,
> > > Helen

> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 6/7/2019 5:24 PM
> > > To: [redacted]
> > > Subject: Re: Update on your case [ ]
> > >
> > > Hi [redacted] I was able to speak with Jed today, and he said the parts for your repairs should arrive by Tuesday. He said once the parts arrived, the repairs can be done by Thursday.
> > >
> > > I'll call the dealership on Tuesday to make sure the parts are there, and I'll make sure Jed knows as well so the repairs can start as soon as possible.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 6/6/2019 7:24 PM
> > > To [redacted]
> > > Subject: Re: Update on your case [ ]
> > >
> > > Hi [redacted] reached out to Jed requesting an update on the repair parts. He hasn't returned my call or emails at this time. I'm going to call him again tomorrow, and I'll make a call to the Service Manager to see if he can give me an update.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 6/5/2019 6:47 PM
> > > To: [redacted]
> > > Subject: Re: Update on your case [ ]
> > >
> > > Hi [redacted] I emailed the authorization to Jed as promised, and I see that I called him yesterday instead of calling him today. I'll give him a call tomorrow if I don't have an update from him by then.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: [redacted]
> > > Sent: 5/30/2019 5:40 PM
> > > To: dodgecustomercare@fcagroup.com
> > > Subject: Re: Update on your case [ ]
> > >
> > > [redacted]
> > >
> > > > On May 30, 2019, at 3:38 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
> > > >
> > > > Hi [redacted] you can attach the documents from your previous repairs to this email.
> > > >
> > > > Thank you,
> > > > Helen
> > > > FCA Case Specialist
> > > > 844-378-0597 ext. 4060241
> > > >
> > > >
> > > > ---------- Original Message ----------
> > > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > > Sent: 5/29/2019 7:18 PM
> > > > To: [redacted]
> > > > Subject: RE: Update on your case [ ]
> > > >
> > > > Hi [redacted] I apologize for not following up yesterday as promised; I mistakenly marked down today as the follow up date instead of yesterday.
> > > >
> > > > I left a message for Jed requesting the repair estimate. He hasn't returned my call at this time. I'm going to call the Service Manager tomorrow and see if he can assist me with getting the repair estimate.
> > > >
> > > > Thank you,
> > > > Helen
> > > > FCA Case Specialist
> > > > 844-378-0597 ext. 4060241
> > > >
> > > >
> > > > ---------- Original Message ----------

> > > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > > Sent: 5/24/2019 7:04 PM
> > > > To [redacted]
> > > > Subject: Update on your case [ ]
> > > >
> > > > Hi [redacted] reached out to your Service Advisor and left a message requesting the repair estimate so I can determine what cost assistance can be offered. He hasn't given me a call back with the information at this time.
> > > >
> > > > We'll be closed on Monday for Memorial Day, so I'll follow up again on Tuesday to get that estimate. Have a great weekend!
> > > >
> > > > Thank you,
> > > > Helen
> > > > FCA Case Specialist
> > > > 844-378-0597 ext. 4060241
> > > >
> > > >
> > >
> [redacted]
> >
>

Date	09/20/2019	***Subject***	Re: Update on your case [redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	09/20/2019 05:07 AM

Hey so I have given the van some time and the moment I got it back it did it to me and then it had done it a few times as well! Now I have another issue and that is with my sliding door on the driver side wont open or do anything. This is a safety issue and I also have already replaced both my doors! I feel like I was sold a faulty car cause I havent had this car very long and we take really good care of it. I feel like dodge should buy my car back from me cause it has given me nothing but problems and no one can fix it.

[redacted]

> On Sep 6, 2019, at 8:57 AM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
>
> Good Day,
>
> I spoke with the service adviser on 9/4/19 and was informed by Seth that they are unable to duplicate the concern and factory resources was unable to assist due to no current problem found. Seth stated he has advised you to try another dealership for a second opinion. When I spoke with Seth he stated your vehicle was still at the dealership, have you retrieved it since then and thought about going to another dealer? If so which dealership will you be going to? I will be awaiting your response so I can follow up as well as notate the information within the case.
>
> Thank you
> Dominique
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 8/20/2019 5:01 PM
> To[redacted]
> Subject: Re: Update on your case [redacted]
>
> H[redacted], Seth reached out to me today, and he let me know you're bringing your vehicle in on Thursday. He confirmed they're going to involve Corporate Engineering at this point, since they've made several attempts to resolve the concern, yet it continues to be present.
>
> I'm going to follow up with Seth on Friday to make sure your vehicle is there, and make sure they've opened the ticket with Corporate Engineering.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 8/19/2019 2:17 PM
> To:[redacted]
> Subject: Re: Update on your case [redacted]]
>
> Hi[redacted], I wanted to touch base with you and see if you've scheduled an appointment with Doug Smith Dodge in American Fork for further diagnosis of your shifter concern?
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 8/15/2019 3:41 PM
> To:[redacted]m
> Subject: Re: Update on your case [redacted]
>
> Hi[redacted]I apologize your concern hasn't been resolved after this repair. I would advise reaching out to the dealership and letting Seth know your concerns aren't resolved, and scheduling an appointment so we can involve technical resources for further diagnostic assistance. I'll email Seth today and let him know your concerns aren't resolved, and I'll ask him to involve other resources for further assistance.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From[redacted]
> Sent: 8/15/2019 10:01 AM
> To: dodgecustomercare@fcagroup.com
> Subject: Re: Update on your case [redacted]
>
> Hey so we picked up the van yesterday and this morning the shifter would do the same thing that they have been trying to fix. Problem not resolved
>
>[redacted]
>
> > On Aug 14, 2019, at 3:16 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
> >
> > Hi[redacted], I spoke with Seth a few minutes ago, and he confirmed your repairs are finished at this time. He said they didn't find any other issues after the repairs were finished, and you should be receiving a call from him today to pick up your vehicle.
> >
> > I'm going to follow up with you on Monday, so you have time to drive your vehicle and confirm everything's fixed.
> >
> > Thank you,
> > Helen

> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 8/7/2019 12:54 PM
> > To: [redacted]
> > Subject: Re: Update on your case [[redacted]]
> >
> > Hi [redacted] I wanted to touch base and see if you'd scheduled your shift lever assembly replacement? If you have any issues reaching the dealership, please let me know.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 8/5/2019 2:41 PM
> > To: [redacted]
> > Subject: Re: Update on your case [[redacted]
> >
> > Hi [redacted] Seth reached out to me and confirmed your part is expected to arrive tomorrow. I would advise reaching out to the dealership and scheduling your repairs when you're able to, since the part will be there this week. If you need assistance scheduling an appointment, please let me know.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 8/1/2019 4:16 PM
> > To [redacted]
> > Subject: Re: Update on your case [redacted]
> >
> > Hi [redacted] I spoke with your Service Advisor, Seth, and he informed me your shift lever assembly isn't working correctly, which has been causing your repeated shifter concerns. I've gone ahead and covered the entire repair cost this time, since you've had repeat issues with this component. Seth said the parts aren't on backorder, and he expects to receive them within a couple days after they're ordered.
> >
> > I've emailed Seth with the repair authorization, so he should be ordering the parts soon. I would advise reaching out to the dealership and scheduling your repairs for sometime next week after the parts arrive. If you need assistance scheduling your repairs, please let me know.
> >
> > I'm going to reach out to the dealership on Monday to get an update on the parts. Hopefully, the parts are there when I call, and we can get your vehicle in shortly after they arrive.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 7/30/2019 7:00 PM
> > To: [redacted]
> > Subject: Re: Update on your case [[redacted]
> >
> > Hi [redacted], I reached out to Jed again and left a message requesting an update on your vehicle. I also sent him an email. I haven't received a response yet, so I don't have an update today. I'm going to allow him a couple days to respond, and I'll call him on Thursday if he doesn't provide an update by then.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 7/29/2019 7:06 PM
> > To: [redacted]
> > Subject: Re: Update on your case [redacted]]
> >
> > Hi [redacted], I reached out to Jed and left a message requesting an update on your vehicle diagnosis. I haven't received a return call at this time, so I don't have an update to provide. I'm going to call Jed tomorrow to see if he can speak with me about your vehicle diagnosis.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]

> > Sent: 7/19/2019 2:53 PM
> > To: [redacted]
> > Subject: Re: Update on your case [[redacted]
> >
> > H[redacted], I reached out to the dealership, and they didn't have any openings for tomorrow; they did have some availability for next Saturday, so I scheduled you for July 27 at 7am. If you need to adjust the appointment, I would advise reaching out to the dealership to adjust the appointment.
> >
> > I'll follow up on that following Monday to get an update from Jed, and to involve other technical resources.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: [redacted]
> > Sent: 7/17/2019 3:51 PM
> > To: dodgecustomercare@fcagroup.com
> > Subject: Re: Update on your case [[redacted]]
> >
> > I havent had a second to call or take it in we have been so busy If you can schedule it for Saturday morning that would be great
> >
> > [redacted]
> >
> > > On Jul 9, 2019, at 4:56 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
> > >
> > > Hi[redacted] Jed reached out to me and told me they weren't able to duplicate your shifter concern, so they released the vehicle back to you. He said he hasn't gotten a call back from you stating the issue has returned. I'm going to follow up with you on Thursday to give you a little more time to confirm the shifter concern hasn't returned.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 7/8/2019 6:30 PM
> > > To[redacted]
> > > Subject: Re: Update on your case [ ]
> > >
> > > Hi[redacted], I left a message for Jed requesting an update on your vehicle's diagnosis. He hasn't returned my call at this time, so I unfortunately don't have an update to provide.
> > >
> > > In my message, I did request that additional technical resources be involved to assist with diagnosing your shifter issue, since it's a repeat concern. I'm going to call Jed again tomorrow to get an update on diagnosis, since it should be in progress or completed by now.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 7/5/2019 4:28 PM
> > > To[redacted]
> > > Subject: Re: Update on your case [ ]
> > >
> > > H[redacted], I reached out to the dealership today to get an update on your vehicle diagnosis, and I was informed Jed would be out until Monday. I'll give him a call on Monday to get an update for you.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 6/27/2019 6:44 PM
> > > To[redacted]
> > > Subject: Re: Update on your case [ ]
> > >
> > > Hi[redacted], I called Jed and left him a message about your current vehicle concerns. He hasn't returned my call or sent an email letting me know he's reached out to you.
> > >
> > > I won't be in the office tomorrow, but I'll ask one of my colleagues to follow up with Jed to make sure he knows the situation and can have someone reach out to you to set up an appointment.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >

> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 6/24/2019 4:38 PM
> > > [redacted]
> > > Subject: Re: Update on your case [ ]
> > >
> > > Hi [redacted] I spoke with Jed a couple of minutes ago, and he said your repairs were on track to be finished today. I would advise waiting for Jed to reach out and confirm repair completion before picking up the vehicle.
> > >
> > > I'm going to follow up with you on Friday so you have a couple days to confirm the repairs, as well as ensure no other issues are present.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 6/17/2019 4:04 PM
> > > To[redacted]
> > > Subject: Re: Update on your case [ ]
> > >
> > > Hi[redacted], I was able to schedule your repairs for this Saturday at 9:40am. I spoke with Seth, and he informed me you can drop the vehicle off a little earlier than your appointment time if you need to.
> > >
> > > If you're not able to keep this appointment, I would advise reaching out to the dealership to reschedule. Otherwise, I'll follow up on Monday to get an update on your repairs.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 6/17/2019 1:17 PM
> > > To: s[redacted]
> > > Subject: Re: Update on your case [ ]
> > >
> > > H[redacted] I know the Service Department is open on Saturdays, so I'll call them today and see if I can get you scheduled for Saturday.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From[redacted]
> > > Sent: 6/14/2019 3:10 PM
> > > To: dodgecustomercare@fcagroup.com
> > > Subject: Re: Update on your case [ ]
> > >
> > > Can we do a Saturday
> > >
> > > [redacted]
> > >
> > > > On Jun 14, 2019, at 11:24 AM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
> > > >
> > > > Hi[redacted], I wanted to follow up with my email from Wednesday and see if you've scheduled your repairs with Doug Smith Dodge in American Fork? If you need assistance scheduling the appointment, please let me know.
> > > >
> > > > Thank you,
> > > > Helen
> > > > FCA Case Specialist
> > > > 844-378-0597 ext. 4060241
> > > >
> > > >
> > > > ---------- Original Message ----------
> > > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > > Sent: 6/12/2019 4:41 PM
> > > > To[redacted]
> > > > Subject: Re: Update on your case [ ]
> > > >
> > > > Hi[redacted] Jed reached out to me and said he didn't have your repairs scheduled at this time. I would advise reaching out to the dealership and scheduling the repairs at your convenience. If you need assistance scheduling the appointment, please let me know.
> > > >
> > > > Thank you,
> > > > Helen
> > > > FCA Case Specialist
> > > > 844-378-0597 ext. 4060241
> > > >
> > > >
> > > > ---------- Original Message ----------

> > > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > > Sent: 6/11/2019 12:29 PM
> > > > To: [redacted]
> > > > Subject: Re: Update on your case [ ]
> > > >
> > > > Hi[redacted] I confirmed with the dealership today that all your parts have arrived for your repairs. I left a message for Jed to make sure he knew as well, and I requested confirmation that the repairs will be done by Thursday. I'm waiting for his update at this time, but I'll call him again tomorrow if I don't hear back from him today.
> > > >
> > > > Thank you,
> > > > Helen
> > > > FCA Case Specialist
> > > > 844-378-0597 ext. 4060241
> > > >
> > > >
> > > > ---------- Original Message ----------
> > > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > > Sent: 6/7/2019 5:24 PM
> > > > To: [redacted]
> > > > Subject: Re: Update on your case [ ]
> > > >
> > > > Hi[redacted] was able to speak with Jed today, and he said the parts for your repairs should arrive by Tuesday. He said once the parts arrived, the repairs can be done by Thursday.
> > > >
> > > > I'll call the dealership on Tuesday to make sure the parts are there, and I'll make sure Jed knows as well so the repairs can start as soon as possible.
> > > >
> > > > Thank you,
> > > > Helen
> > > > FCA Case Specialist
> > > > 844-378-0597 ext. 4060241
> > > >
> > > >
> > > > ---------- Original Message ----------
> > > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > > Sent: 6/6/2019 7:24 PM
> > > > To: [redacted]
> > > > Subject: Re: Update on your case [ ]
> > > >
> > > > H[redacted] reached out to Jed requesting an update on the repair parts. He hasn't returned my call or emails at this time. I'm going to call him again tomorrow, and I'll make a call to the Service Manager to see if he can give me an update.
> > > >
> > > > Thank you,
> > > > Helen
> > > > FCA Case Specialist
> > > > 844-378-0597 ext. 4060241
> > > >
> > > >
> > > > ---------- Original Message ----------
> > > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > > Sent: 6/5/2019 6:47 PM
> > > > [redacted]
> > > > Subject: Re: Update on your case [ ]
> > > >
> > > > Hi[redacted], I emailed the authorization to Jed as promised, and I see that I called him yesterday instead of calling him today. I'll give him a call tomorrow if I don't have an update from him by then.
> > > >
> > > > Thank you,
> > > > Helen
> > > > FCA Case Specialist
> > > > 844-378-0597 ext. 4060241
> > > >
> > > >
> > > > ---------- Original Message ----------
> > > > From[redacted]
> > > > Sent: 5/30/2019 5:40 PM
> > > > To: dodgecustomercare@fcagroup.com
> > > > Subject: Re: Update on your case [ ]
> > > >
> > > > >[redacted]
> > > >
> > > > > On May 30, 2019, at 3:38 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
> > > > >
> > > > > H[redacted] you can attach the documents from your previous repairs to this email.
> > > > >
> > > > > Thank you,
> > > > > Helen
> > > > > FCA Case Specialist
> > > > > 844-378-0597 ext. 4060241
> > > > >
> > > > >
> > > > > ---------- Original Message ----------
> > > > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > > > Sent: 5/29/2019 7:18 PM
> > > > > To: [redacted]
> > > > > Subject: RE: Update on your case [ ]
> > > > >
> > > > > Hi[redacted], I apologize for not following up yesterday as promised; I mistakenly marked down today as the follow up date instead of yesterday.
> > > > >

> > > > > I left a message for Jed requesting the repair estimate. He hasn't returned my call at this time. I'm going to call the Service Manager tomorrow and see if he can assist me with getting the repair estimate.
> > > > >
> > > > > Thank you,
> > > > > Helen
> > > > > FCA Case Specialist
> > > > > 844-378-0597 ext. 4060241
> > > > >
> > > > >
> > > > > ---------- Original Message ----------
> > > > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > > > Sent: 5/24/2019 7:04 PM
> > > > > To [redacted]
> > > > > Subject: Update on your case [ ]
> > > > >
> > > > > Hi [redacted] I reached out to your Service Advisor and left a message requesting the repair estimate so I can determine what cost assistance can be offered. He hasn't given me a call back with the information at this time.
> > > > >
> > > > > We'll be closed on Monday for Memorial Day, so I'll follow up again on Tuesday to get that estimate. Have a great weekend!
> > > > >
> > > > > Thank you,
> > > > > Helen
> > > > > FCA Case Specialist
> > > > > 844-378-0597 ext. 4060241
> > > > >
> > > > >
> > > > >
> > [redacted]
> >
> >

Date	09/24/2019	***Subject***	[redacted]
From	dodgecustomercare@fcagroup.com	***To***	[redacted] /2019 15:16 PM

Good Day,

Have you contacted a dealership to set up an appointment? If so what was the date and time provided and please confirm the dealership you chose.

Thanks
Dominique

---------- Original Message ----------
[redacted]]
Sent: 9/20/2019 1:07 AM
To: dodgecustomercare@fcagroup.com
Subject: Re: Update on your case[redacted]]

Hey so I have given the van some time and the moment I got it back it did it to me and then it had done it a few times as well! Now I have another issue and that is with my sliding door on the driver side wont open or do anything. This is a safety issue and I also have already replaced both my doors! I feel like I was sold a faulty car cause I havent had this car very long and we take really good care of it. I feel like dodge should buy my car back from me cause it has given me nothing but problems and no one can fix it.

[redacted]

> On Sep 6, 2019, at 8:57 AM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
>
> Good Day,
>
> I spoke with the service adviser on 9/4/19 and was informed by Seth that they are unable to duplicate the concern and factory resources was unable to assist due to no current problem found. Seth stated he has advised you to try another dealership for a second opinion. When I spoke with Seth he stated your vehicle was still at the dealership, have you retrieved it since then and thought about going to another dealer? If so which dealership will you be going to? I will be awaiting your response so I can follow up as well as notate the information within the case.
>
> Thank you
> Dominique
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 8/20/2019 5:01 PM
> To:[redacted]
> Subject: Re: Update on your case[redacted]
>
> Hi[redacted], Seth reached out to me today, and he let me know you're bringing your vehicle in on Thursday. He confirmed they're going to involve Corporate Engineering at this point, since they've made several attempts to resolve the concern, yet it continues to be present.
>
> I'm going to follow up with Seth on Friday to make sure your vehicle is there, and make sure they've opened the ticket with Corporate Engineering.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 8/19/2019 2:17 PM
> To:[redacted]
> Subject: Re: Update on your case[redacted]
>
> Hi[redacted], I wanted to touch base with you and see if you've scheduled an appointment with Doug Smith Dodge in American Fork for further diagnosis of your shifter concern?
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 8/15/2019 3:41 PM
> To[redacted]
> Subject: Re: Update on your case [redacted]
>
> H[redacted]I apologize your concern hasn't been resolved after this repair. I would advise reaching out to the dealership and letting Seth know your concerns aren't resolved, and scheduling an appointment so we can involve technical resources for further diagnostic assistance. I'll email Seth today and let him know your concerns aren't resolved, and I'll ask him to involve other resources for further assistance.
>
> Thank you,
> Helen
> FCA Case Specialist
> 844-378-0597 ext. 4060241
>
>
> ---------- Original Message ----------
> From[redacted]
> Sent: 8/15/2019 10:01 AM
> To: dodgecustomercare@fcagroup.com
> Subject: Re: Update on your case[redacted]

>
> Hey so we picked up the van yesterday and this morning the shifter would do the same thing that they have been trying to fix. Problem not resolved
>
>[redacted]
>
> > On Aug 14, 2019, at 3:16 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
> >
> > Hi[redacted] I spoke with Seth a few minutes ago, and he confirmed your repairs are finished at this time. He said they didn't find any other issues after the repairs were finished, and you should be receiving a call from him today to pick up your vehicle.
> >
> > I'm going to follow up with you on Monday, so you have time to drive your vehicle and confirm everything's fixed.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 8/7/2019 12:54 PM
> > To: s[redacted]
> > Subject: Re: Update on your case [redacted]
> >
> > Hi[redacted], I wanted to touch base and see if you'd scheduled your shift lever assembly replacement? If you have any issues reaching the dealership, please let me know.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 8/5/2019 2:41 PM
> > To[redacted]
> > Subject: Re: Update on your case [[redacted]]
> >
> > H[redacted], Seth reached out to me and confirmed your part is expected to arrive tomorrow. I would advise reaching out to the dealership and scheduling your repairs when you're able to, since the part will be there this week. If you need assistance scheduling an appointment, please let me know.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 8/1/2019 4:16 PM
> > [redacted]
> > Subject: Re: Update on your case [[redacted]
> >
> > Hi[redacted] I spoke with your Service Advisor, Seth, and he informed me your shift lever assembly isn't working correctly, which has been causing your repeated shifter concerns. I've gone ahead and covered the entire repair cost this time, since you've had repeat issues with this component. Seth said the parts aren't on backorder, and he expects to receive them within a couple days after they're ordered.
> >
> > I've emailed Seth with the repair authorization, so he should be ordering the parts soon. I would advise reaching out to the dealership and scheduling your repairs for sometime next week after the parts arrive. If you need assistance scheduling your repairs, please let me know.
> >
> > I'm going to reach out to the dealership on Monday to get an update on the parts. Hopefully, the parts are there when I call, and we can get your vehicle in shortly after they arrive.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 7/30/2019 7:00 PM
> > To:[redacted]
> > Subject: Re: Update on your case [redacted]
> >
> > Hi[redacted], I reached out to Jed again and left a message requesting an update on your vehicle. I also sent him an email. I haven't received a response yet, so I don't have an update today. I'm going to allow him a couple days to respond, and I'll call him on Thursday if he doesn't provide an update by then.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]

> > Sent: 7/29/2019 7:06 PM
> > To: [redacted]
> > Subject: Re: Update on your case [[redacted]
> >
> > Hi [redacted], I reached out to Jed and left a message requesting an update on your vehicle diagnosis. I haven't received a return call at this time, so I don't have an update to provide. I'm going to call Jed tomorrow to see if he can speak with me about your vehicle diagnosis.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> > ---------- Original Message ----------
> > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > Sent: 7/19/2019 2:53 PM
> > To: [redacted]
> > Subject: Re: Update on your case [[redacted]]
> >
> > Hi [redacted] I reached out to the dealership, and they didn't have any openings for tomorrow; they did have some availability for next Saturday, so I scheduled you for July 27 at 7am. If you need to adjust the appointment, I would advise reaching out to the dealership to adjust the appointment.
> >
> > I'll follow up on that following Monday to get an update from Jed, and to involve other technical resources.
> >
> > Thank you,
> > Helen
> > FCA Case Specialist
> > 844-378-0597 ext. 4060241
> >
> >
> > ---------- Original Message ----------
> > From: [redacted]
> > Sent: 7/17/2019 3:51 PM
> > To: dodgecustomercare@fcagroup.com
> > Subject: Re: Update on your case [redacted]
> >
> > I havent had a second to call or take it in we have been so busy If you can schedule it for Saturday morning that would be great
> >
> > >[redacted]
> >
> > > On Jul 9, 2019, at 4:56 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
> > >
> > > H[redacted], Jed reached out to me and told me they weren't able to duplicate your shifter concern, so they released the vehicle back to you. He said he hasn't gotten a call back from you stating the issue has returned. I'm going to follow up with you on Thursday to give you a little more time to confirm the shifter concern hasn't returned.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 7/8/2019 6:30 PM
> > > To: [redacted]
> > > Subject: Re: Update on your case [ ]
> > >
> > > Hi[redacted], I left a message for Jed requesting an update on your vehicle's diagnosis. He hasn't returned my call at this time, so I unfortunately don't have an update to provide.
> > >
> > > In my message, I did request that additional technical resources be involved to assist with diagnosing your shifter issue, since it's a repeat concern. I'm going to call Jed again tomorrow to get an update on diagnosis, since it should be in progress or completed by now.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 7/5/2019 4:28 PM
> > > To[redacted]
> > > Subject: Re: Update on your case [ ]
> > >
> > > Hi[redacted], I reached out to the dealership today to get an update on your vehicle diagnosis, and I was informed Jed would be out until Monday. I'll give him a call on Monday to get an update for you.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 6/27/2019 6:44 PM

> > > [redacted]
> > > Subject: Re: Update on your case [ ]
> > >
> > > Hi[redacted], I called Jed and left him a message about your current vehicle concerns. He hasn't returned my call or sent an email letting me know he's reached out to you.
> > >
> > > I won't be in the office tomorrow, but I'll ask one of my colleagues to follow up with Jed to make sure he knows the situation and can have someone reach out to you to set up an appointment.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 6/24/2019 4:38 PM
> > > [redacted] Re: Update on your case [ ]
> > >
> > > H[redacted], I spoke with Jed a couple of minutes ago, and he said your repairs were on track to be finished today. I would advise waiting for Jed to reach out and confirm repair completion before picking up the vehicle.
> > >
> > > I'm going to follow up with you on Friday so you have a couple days to confirm the repairs, as well as ensure no other issues are present.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 6/17/2019 4:04 PM
> > > To: [redacted]
> > > Subject: Re: Update on your case [ ]
> > >
> > > H[redacted] I was able to schedule your repairs for this Saturday at 9:40am. I spoke with Seth, and he informed me you can drop the vehicle off a little earlier than your appointment time if you need to.
> > >
> > > If you're not able to keep this appointment, I would advise reaching out to the dealership to reschedule. Otherwise, I'll follow up on Monday to get an update on your repairs.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > Sent: 6/17/2019 1:17 PM
> > > To: [redacted]
> > > Subject: Re: Update on your case [ ]
> > >
> > > Hi[redacted], I know the Service Department is open on Saturdays, so I'll call them today and see if I can get you scheduled for Saturday.
> > >
> > > Thank you,
> > > Helen
> > > FCA Case Specialist
> > > 844-378-0597 ext. 4060241
> > >
> > >
> > > ---------- Original Message ----------
> > > From: [redacted]
> > > Sent: 6/14/2019 3:10 PM
> > > To: dodgecustomercare@fcagroup.com
> > > Subject: Re: Update on your case [ ]
> > >
> > > Can we do a Saturday
> > >
> > > >[redacted]
> > >
> > > > On Jun 14, 2019, at 11:24 AM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
> > > >
> > > > Hi[redacted] I wanted to follow up with my email from Wednesday and see if you've scheduled your repairs with Doug Smith Dodge in American Fork? If you need assistance scheduling the appointment, please let me know.
> > > >
> > > > Thank you,
> > > > Helen
> > > > FCA Case Specialist
> > > > 844-378-0597 ext. 4060241
> > > >
> > > >
> > > > ---------- Original Message ----------
> > > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]

> > > > Sent: 6/12/2019 4:41 PM
> > > > To: [redacted]
> > > > Subject: Re: Update on your case [ ]
> > > >
> > > > Hi[redacted] Jed reached out to me and said he didn't have your repairs scheduled at this time. I would advise reaching out to the dealership and scheduling the repairs at your convenience. If you need assistance scheduling the appointment, please let me know.
> > > >
> > > > Thank you,
> > > > Helen
> > > > FCA Case Specialist
> > > > 844-378-0597 ext. 4060241
> > > >
> > > >
> > > > ---------- Original Message ----------
> > > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > > Sent: 6/11/2019 12:29 PM
> > > > To[redacted]
> > > > Subject: Re: Update on your case [ ]
> > > >
> > > > Hi[redacted], I confirmed with the dealership today that all your parts have arrived for your repairs. I left a message for Jed to make sure he knew as well, and I requested confirmation that the repairs will be done by Thursday. I'm waiting for his update at this time, but I'll call him again tomorrow if I don't hear back from him today.
> > > >
> > > > Thank you,
> > > > Helen
> > > > FCA Case Specialist
> > > > 844-378-0597 ext. 4060241
> > > >
> > > >
> > > > ---------- Original Message ----------
> > > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > > Sent: 6/7/2019 5:24 PM
> > > > To: [redacted]
> > > > Subject: Re: Update on your case [ ]
> > > >
> > > > Hi[redacted], I was able to speak with Jed today, and he said the parts for your repairs should arrive by Tuesday. He said once the parts arrived, the repairs can be done by Thursday.
> > > >
> > > > I'll call the dealership on Tuesday to make sure the parts are there, and I'll make sure Jed knows as well so the repairs can start as soon as possible.
> > > >
> > > > Thank you,
> > > > Helen
> > > > FCA Case Specialist
> > > > 844-378-0597 ext. 4060241
> > > >
> > > >
> > > > ---------- Original Message ----------
> > > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > > Sent: 6/6/2019 7:24 PM
> > > > To[redacted]
> > > > Subject: Re: Update on your case [ ]
> > > >
> > > > Hi[redacted], I reached out to Jed requesting an update on the repair parts. He hasn't returned my call or emails at this time. I'm going to call him again tomorrow, and I'll make a call to the Service Manager to see if he can give me an update.
> > > >
> > > > Thank you,
> > > > Helen
> > > > FCA Case Specialist
> > > > 844-378-0597 ext. 4060241
> > > >
> > > >
> > > > ---------- Original Message ----------
> > > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > > Sent: 6/5/2019 6:47 PM
> > > > To: [redacted]
> > > > Subject: Re: Update on your case [ ]
> > > >
> > > > H[redacted], I emailed the authorization to Jed as promised, and I see that I called him yesterday instead of calling him today. I'll give him a call tomorrow if I don't have an update from him by then.
> > > >
> > > > Thank you,
> > > > Helen
> > > > FCA Case Specialist
> > > > 844-378-0597 ext. 4060241
> > > >
> > > >
> > > > ---------- Original Message ----------
> > > > From:[redacted]
> > > > Sent: 5/30/2019 5:40 PM
> > > > To: dodgecustomercare@fcagroup.com
> > > > Subject: Re: Update on your case [ ]
> > > >
> > > > >[redacted]
> > > >
> > > > > On May 30, 2019, at 3:38 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
> > > > >
> > > > > Hi[redacted], you can attach the documents from your previous repairs to this email.
> > > > >

> > > > > Thank you,
> > > > > Helen
> > > > > FCA Case Specialist
> > > > > 844-378-0597 ext. 4060241
> > > > >
> > > > >
> > > > > ---------- Original Message ----------
> > > > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > > > Sent: 5/29/2019 7:10 PM
> > > > > To: [redacted]
> > > > > Subject: RE: Update on your case [ ]
> > > > >
> > > > > H[redacted] apologize for not following up yesterday as promised; I mistakenly marked down today as the follow up date instead of yesterday.
> > > > >
> > > > > I left a message for Jed requesting the repair estimate. He hasn't returned my call at this time. I'm going to call the Service Manager tomorrow and see if he can assist me with getting the repair estimate.
> > > > >
> > > > > Thank you,
> > > > > Helen
> > > > > FCA Case Specialist
> > > > > 844-378-0597 ext. 4060241
> > > > >
> > > > >
> > > > > ---------- Original Message ----------
> > > > > From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> > > > > Sent: 5/24/2019 7:04 PM
> > > > > To: [redacted]
> > > > > Subject: Update on your case [ ]
> > > > >
> > > > > H[redacted] I reached out to your Service Advisor and left a message requesting the repair estimate so I can determine what cost assistance can be offered. He hasn't given me a call back with the information at this time.
> > > > >
> > > > > We'll be closed on Monday for Memorial Day, so I'll follow up again on Tuesday to get that estimate. Have a great weekend!
> > > > >
> > > > > Thank you,
> > > > > Helen
> > > > > FCA Case Specialist
> > > > > 844-378-0597 ext. 4060241
> > > > >
> > > > >
> > > > >
> > > >
> > [redacted]ef
> > [redacted]
>

Date	09/30/2019	***Subject***	[redacted]
From	dodgecustomercare@fcagroup.com	***To***	[redacted]2019 21:40 PM

Hello!

My name is Leonel and I am emailing you on behalf of your case manager Dominique in regards to your current open case with us. Dominique is currently out and will be returning on the 31st, thus I will be handling your case in the time of their absence. With that stated, if you have any concerns please feel free to reply to this email so I may address your concerns. If you would prefer us to discuss via the phone I can provide you my contact information so we may do so.

I did want to inquire that given the issues have resurfaced have you brought your vehicle back to the dealership? I do understand you are looking to further explore options aside from having the technical issues resolved however I am unable to address those given I am not your Case Manager.

Warm Regards,
Leonel

FCA Customer Care
[redacted]

Date	10/01/2019	***Subject***	[redacted]
From	dodgecustomercare@fcagroup.com	***To***	[redacted]2019 18:11 PM

Good Day,

Have you contacted a dealership to set up an appointment? If so what was the date and time provided and please confirm the dealership you chose.

Thanks
Dominique

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 9/30/2019 5:40 PM
T[redacted]
S[redacted]

Hello!

My name is Leonel and I am emailing you on behalf of your case manager Dominique in regards to your current open case with us. Dominique is currently out and will be returning on the 31st, thus I will be handling your case in the time of their absence. With that stated, if you have any concerns please feel free to reply to this email so I may address your concerns. If you would prefer us to discuss via the phone I can provide you my contact information so we may do so.

I did want to inquire that given the issues have resurfaced have you brought your vehicle back to the dealership? I do understand you are looking to further explore options aside from having the technical issues resolved however I am unable to address those given I am not your Case Manager.

Warm Regards,
Leonel

FCA Customer Care
[redacted]

Date	10/08/2019	***Subject***	[redacted]
From	dodgecustomercare@fcagroup.com	***To***	[redacted] 19 19:59 PM

Good Day,

I am following up on your case. I have been notified you returned to the Doug Smith dealership in regards to your door concern. I have been informed by the service adviser Chis that this is a concern you had in the past but it was on a different door and this repair would be an out of pocket cost to you not covered by any warranty. The service adviser informed you declined the repairs. I am not sure how you would like to proceed with the door concern. If you could please respond to this email informing of how you plan to proceed I will use the information you provide to update the case notes.

Sincerely,
Dominique

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 10/1/2019 2:11 PM
T[redacted]
S[redacted]

Good Day,

Have you contacted a dealership to set up an appointment? If so what was the date and time provided and please confirm the dealership you chose.

Thanks
Dominique

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 9/30/2019 5:40 PM
T[redacted]
S[redacted]

Hello!

My name is Leonel and I am emailing you on behalf of your case manager Dominique in regards to your current open case with us. Dominique is currently out and will be returning on the 31st, thus I will be handling your case in the time of their absence. With that stated, if you have any concerns please feel free to reply to this email so I may address your concerns. If you would prefer us to discuss via the phone I can provide you my contact information so we may do so.

I did want to inquire that given the issues have resurfaced have you brought your vehicle back to the dealership? I do understand you are looking to further explore options aside from having the technical issues resolved however I am unable to address those given I am not your Case Manager.

Warm Regards,
Leonel

FCA Customer Care
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/21/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/24/2019	**Origin**	Brand Site	**Reason**	assistance
Mileage	61,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City	myrtle beach	**Caller Country**	USA	**Caller Postal Code**	29572
Customer	[redacted]				
Customer Address					
	OLD SAYBROOK		CT	[redacted]	USA
Dealer				**Dealer Phone**	
Dealer Address					
Dealer Zone		**Sales District**		**Service District**	
Subject	RESPONSE C 23 - 2016 dodge GC locks				
Synopsis					
Customer Anomaly					
Contact Reason	C71	Available Parts And Prices	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Parts - Parts - Info about availability and prices				

Case Status History

Create Date	Status
05/21/2019 03:34 PM	New
05/22/2019 06:38 PM	Open
05/24/2019 02:04 AM	Closed

Initial Description

Hello, I own a 2016 Dodge Grand Caravan SE plus Vin

Email(s)

Date	05/21/2019	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	05/21/2019 15:34 PM

Your inquiry has been received by the Mopar Customer Care. W[redacted]nd look forward to getting back with you as soon as possible.

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

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

Mopar Brand: 800-247-9753

FCA Brand : 800-247-9753

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

Sincerely,

The Mopar Brand

To view the Mopar Privacy Policy, visit [redacted]

Date	05/23/2019	**Subject**	[redacted]	
From	moparcustomercare@fcagroup.com	**To**		05/23/2019 06:04 AM

Hello [redacted]

I can understand the importance of having the right part numbers for replacement parts for your 2016 Dodge Grand Caravan and I would be happy to check for availability.

Before I can do that though, there isn't enough information in your email to accurately determine what parts you are looking for. The subject of your email mentioned locks. Are you looking for replacement Lock Cylinders?

Thank you again for your email Paul. Have a great day.

All in service of the people who drive us.

Best wishes,
Jacob
Mopar Customer Assistance
ref:_00Dj01qsDF._5003ZsgXFM:ref

Date	[redacted]	***Subject***	Re: 2016 dodge GC locks [redacted]		
From	[redacted]	***To***	moparcustomercare@fcagroup.com	***Sent Date/Time***	05/23/2019 10:58 AM

Jacob, many thanks for the reply. This model does not have locks cylinders on either slider door. The electric sliding door lock actuators have failed. They both made loud buzzing noise before failure. I believe the part numbers are: 68030378ae (right door) and 68030379ae (left door). Hope that helps. Thanks [redacted]

> On May 23, 2019, at 2:04 AM, Mopar Customer Care <moparcustomercare@fcagroup.com> wrote:
>
>
>
> Hello [redacted]
>
> I can understand the importance of having the right part numbers for replacement parts for your 2016 Dodge Grand Caravan and I would be happy to check for availability.
>
> Before I can do that though, there isn't enough information in your email to accurately determine what parts you are looking for. The subject of your email mentioned locks. Are you looking for replacement Lock Cylinders?
>
> Thank you again for your email Paul. Have a great day.
>
> All in service of the people who drive us.
>
> Best wishes,
> Jacob
> Mopar Customer Assistance
>
>
> [redacted]

Date	05/23/2019	***Subject***	Re: 2016 dodge GC locks [redacted]		
From	[redacted]	***To***	moparcustomercare@fcag[redacted]	***Time***	05/23/2019 13:09 PM

Jacob, here's a video of one of the slider locks starting to fail [redacted]
On Thursday, May 23, 2019, 02:04:12 AM EDT, Mopar Customer Care <moparcustomercare@fcagroup.com> wrote:

Hello [redacted]

I can understand the importance of having the right part numbers for replacement parts for your 2016 Dodge Grand Caravan and I would be happy to check for availability.

Before I can do that though, there isn't enough information in your email to accurately determine what parts you are looking for. The subject of your email mentioned locks. Are you looking for replacement Lock Cylinders?

Thank you again for your email Paul. Have a great day.

All in service of the people who drive us.

Best wishes,
Jacob
Mopar Customer Assistance

[redacted]

Date	05/24/2019	***Subject***	[redacted]		
From	moparcustomercare@fcagroup.com	***To***	[redacted]		24/2019 02:04 AM

Hello [redacted]

Thank you for your response to m previous email.

After doing some research, I found that the Sliding Door Lock Actuator part numbers provided in your previous email do not verify for your 2016 Dodge Grand Caravan.

The correct parts are:

Right, Sliding Door Lock Actuator

Part Number: 05020678AB | MSRP: $148.00

Left, Sliding Door Lock Actuator

Part Number: 05020679AB | MSRP: $148.00

These parts are available for order by contacting your local authorized dealer, [redacted]. For your convenience, I have provided contact information for the closest dealership to you below, based on the zip code provided in your email.

Addy's Harbor Dodge Ram FIAT (Approx. 6.01 Miles Away)

Open Tomorrow: 7:30AM - 5:00PM
4849 Highway 501 Myrtle Beach, SC 29579-9446
843-945-3100

At this time, I will be closing this case.

If you have any other parts/accessories related questions or concerns, dont hesitate to contact us back by clicking here and sending us another email.

I also wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey, so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time, participation and for being a valued FCA customer.

All in service of the people who drive us.

Best wishes,
Jacob
Mopar Customer Assistance
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/22/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/02/2019	**Origin**	Brand Site	**Reason**	recall
Mileage	45,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]		
Caller Address	[redacted]			**Source**	Customer
Caller City	South Glastonbury	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	SOUTH GLASTONBURY		CT	[redacted]	USA
Dealer	41657	GENGRAS CHRYSLER DODGE JEEP LLC		**Dealer Phone**	8602890246
Dealer Address	460 CONNECTICUT BLVD				
	EAST HARTFORD		CT	06108 3077	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	P
Subject	2016 Dodge Grand Caravan - DriverSide Sliding Door				
Synopsis	CM refunded $148 for parts on the repair. CM is closing file				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/22/2019 06:55 PM	New
05/24/2019 01:41 AM	Open
06/11/2019 02:19 PM	Suspended
06/17/2019 04:05 AM	Open
07/02/2019 01:24 PM	Closed

Initial Description

To Whom This Concerns :\n\nThis is regarding my 2016 Dodge Grand Caravan (only 45K miles). Both sliding doors were working fine, then on May 20, 2019 the driver's sliding door just froze--can't open it electronically or manually. The lock is stuck in the locked position and the power door lock switch won't move that door's lock to the 'unlock' position. When I try to move the lock/unlock button/lever on that sliding door, it's stuck in the locked position--even with a bunch of force I can't move the lever to the unlocked position--I feel like I'm going to break the lever if I force it too much. So the door is basically unusable right now. I have [redacted]hildren and this is a MAJOR SAFETY ISSUE as they cannot exit the vehicle in a safe manner in case of an emergency.\n\nThe Dodge dealership I go to stated that this is a \342 known problem\342 with Dodge Grand Caravans and that Dodge refuses to address the issue. The dealership said the cost to fix the issue is $1,200. The bigger concern is that I went on various Dodge \342 blog sites\342 and I counted over 100 other posts where people have had the same issue.\n\nI hope that you can help in getting this issue resolved. I cannot see myself paying $1,200 to fix an issue that is obviously a manufacturers defect.\n\nI look forward to your respond.\n\n\nSincerely,\n\n[redacted]

Case Comments

Date	Comment
05/28/2019	***OUTBOUND CUSTOMER CONTACT*** Agent contacted the customer to obtain additional details. Customer informs they will schedule a diagnosis to obtain further potential assistance and provide the dealership info. Customer thanks agent.
05/29/2019	Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: 8 AM Latest call time: 8 PM Updates via email: Y[redacted] Vehicle location: [Customer] Date and Time of Appointment: [6/1/2019]. Confirmed appointment with: [Gengras Chrysler Dodge Jeep LLC] Customer in rental:N
05/30/2019	****OUTBOUND DEALER CONTACT***** Gengras Chrysler Dodge Jeep LLC | 41657 | (860) 289-7401 - CM called and spoke with SA Lewis and he advised that the last time this customer was there was in 2017 to have a trailer hitch installed. There is no open RO's for this vehicle.
05/30/2019	**********OUTBOUND CUSTOMER CALL********** [redacted] CM called and got VM. CM left VM asking for him to call back.
06/01/2019	Vehicle has arrived at dealership Gengras Chrysler Dodge Jeep LLC and attended by dealer employee
06/03/2019	AM ****OUTBOUND DEALER CONTACT***** Gengras Chrysler Dodge Jeep LLC | 41657 | (860) 289-7401 - CM called and spoke with SM Chris and he advised that he is not doing GW due to the customer does not maintain his vehicle here and wants it GW when he can pay out of pocket. CM advised that will stand behind him and have customer pay and submit.
06/03/2019	**********OUTBOUND CUSTOMER CALL********** [redacted] Dodge Customer is going to pay for the repair and submit. He is not happy and states that he went online and seen all the reports and feels that this is a safety issues. CM advised that if it was NTHSA would have issues a recall and there is no recall . SO at this time it is just a repair that he has to pay for that he feel that he should not have.
06/17/2019	***OUTBOUND DEALER CONTACT***** Gengras Chrysler Dodge Jeep LLC | 41657 | (860) 289-7401 - CM called and was informed to call back due to they are very busy and asked if CM would be able to call back later.

Date	Comment
06/19/2019	********** CM reviewed file and CM is going to refund $355.87 for the labor of the repair. CM just has to confirm home address and cut check.Customer was compensated before CM knew . There will be no compensation
06/20/2019	***OUTBOUND DEALER CONTACT***** Gengras Chrysler Dodge Jeep LLC | 41657 | (860) 289-7401 - CM called and spoke with SA Garth and he advised that they gave him a 10% discount and than the customer came back with another discount card for $50 off. So customer got a discount from DLR and the card. CM will not be refunding any repair. Customer paid in total $413.56. Customer was given GW.
06/24/2019	**********OUTBOUND CUSTOMER CALL********** [redacted] Dodge CM called and got VM. CM left VM advising that come up with an answer and for him to call back.
06/26/2019	**********OUTBOUND CUSTOMER CALL********** [redacted] Dodge CM called and got VM. CM left VM advising that come up with an answer and for him to call back.
06/28/2019	**********OUTBOUND CUSTOMER CALL********** [redacted] Dodge CM called and advised that there will be no compensation due to the fact the DLR already gave him compensation for the fact that he had to go back to thee DLR 3 times for the same
07/02/2019	**********OUTBOUND CUSTOMER CALL********** [redacted] Dodge CM called and offered $148 for parts. CM confirmed home address and is closing file.

Email(s)

Date	05/22/2019	***Subject***	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	05/22/2019 18:55 PM

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

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

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

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference numbe[redacted]

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit [redacted]

Date	05/24/2019	***Subjec***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]		AM

Hello [redacted]

Thank you for contacting Dodge Customer Care.

We are disappointed to learn of your concern with the sliding door locking concern regarding your 2016 Dodge Grand Caravan and I would like to assure you that I will do everything I can to help you out.

You mentioned you had a diagnosis and repairs. Could you please provide me with some details about your visit? This will help me determine what the next steps should be.

When was your visit?
Who was your Service Adviser or Service Manager?
What was the diagnosis?
What repairs, if any, did they complete?

Please provide the name of the dealership.

Once I have a better idea of what has taken place so far, I will be able to come up with our next best steps.

Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at 800-247-9753.

Thank you again for your email [redacted] Have a great day.

Best wishes,
Jordan
Dodge Customer Care
[redacted]

Date	05/29/2019	***Subject***	[redacted]	2016 Dodge Grand Caravan - DriverSide Sliding Door [	
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	05/29/2019 12:25 PM

Hello [redacted]

Thank you for contacting Dodge Customer Care.

We are disappointed to learn of your concern with the sliding door locking concern regarding your 2016 Dodge Grand Caravan and I would like to assure you that I will do everything I can to help you out.

You mentioned you had a diagnosis and repairs. Could you please provide me with some details about your visit? This will help me determine what the next steps should be.

When was your visit?
Who was your Service Adviser or Service Manager?
What was the diagnosis?
What repairs, if any, did they complete?

Please provide the name of the dealership.

Once I have a better idea of what has taken place so far, I will be able to come up with our next best steps.

Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at 800-247-9753.

Thank you again for your emai[redacted] Have a great day.

Best wishes,
Jordan
Dodge Customer Care
[redacted]

Date	05/29/2019	**Subject**	[redacted] 2016 Dodge Grand Caravan - DriverSide Sliding Door [
From	[redacted]	**To**	[redacted]
		Sent Date/Time	05/29/2019 17:57 PM

From [redacted]

> On May 23, 2019, at 9:39 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
>
>
>
>
> Hello ; [redacted]
>
> Thank you for contacting Dodge Customer Care.
>
> We are disappointed to learn of your concern with the sliding door locking concern regarding your 2016 Dodge Grand Caravan and I would like to assure you that I will do everything I can to help you out.
>
> You mentioned you had a diagnosis and repairs. Could you please provide me with some details about your visit? This will help me determine what the next steps should be.
>
> As we discussed, when I called the dealership after the issue initially happened they told me that this was a common problem that occurs with the Dodge Grand Caravans and it would cost roughly $1000. At that point I sent you the email. I have not had the formal diagnostics done yet. As we discussed, I have now scheduled to have the formal diagnostics done. See below.
>
> When was your visit? Scheduled for this Saturday, June 1.
> Who was your Service Adviser or Service Manager? Unknown
> What was the diagnosis? Unknown
> What repairs, if any, did they complete? To be determined
>
> Please provide the name of the dealership. Gengras Chrysler Dodge Jeep Ram. 460 Connecticut Boulevard, East Hartford, CT 06108. Service : 860-952-3592.
>
> Once I have a better idea of what has taken place so far, I will be able to come up with our next best steps.
>
> Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at 800-247-9753.
>
> Thank you again for your email Joseph. Have a great day.
>
>
> Best wishes,
> Jordan
> Dodge Customer Care
>
>
>
>
>
[redacted]

Date	05/29/2019	**Subject**	[redacted] 2016 Dodge Grand Caravan - DriverSide Sliding Door [
From	[redacted]		
		Sent Date/Time	05/29/2019 17:58 PM

Jordan,
> As we discussed, when I called the dealership after the issue initially happened they told me that this was a common problem that occurs with the Dodge Grand Caravans and it would cost roughly $1000. At that point I sent you the email. I have not had the formal diagnostics done yet. As we discussed, I have now scheduled to have the formal diagnostics done. See below.
>
> When was your visit? Scheduled for this Saturday, June 1.
> Who was your Service Adviser or Service Manager? Unknown
> What was the diagnosis? Unknown
> What repairs, if any, did they complete? To be determined
>
> Please provide the name of the dealership. Gengras Chrysler Dodge Jeep Ram. 460 Connecticut Boulevard, East Hartford, CT 06108. Service : 860-952-3592.

From [redacted]

> On May 29, 2019, at 8:25 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> Hello [redacted]
>
> Thank you for contacting Dodge Customer Care.
>
> We are disappointed to learn of your concern with the sliding door locking concern regarding your 2016 Dodge Grand Caravan and I would like to assure you that I will do everything I can to help you out.
>
> You mentioned you had a diagnosis and repairs. Could you please provide me with some details about your visit? This will help me determine what the next steps should be.
>
> When was your visit?
> Who was your Service Adviser or Service Manager?
> What was the diagnosis?
> What repairs, if any, did they complete?
>
> Please provide the name of the dealership.
>
> Once I have a better idea of what has taken place so far, I will be able to come up with our next best steps.
>
> Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at 800-247-9753.
>
> Thank you again for your email [redacted] ave a great day.
>
>
> Best wishes,
> Jordan
> Dodge Customer Care
> [redacted]

Date	05/29/2019	***Subject***	[redacted] : 2016 Dodge Grand Caravan - DriverSide Sliding Door [		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	05/29/2019 20:16 PM

Hello ; [redacted]

I am happy to have you provide this information quickly which has allowed me to escalate your case for further potential assistance from a case manager who can follow up with you promptly.

Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at 800-247-9753.

Thank you again for your email Joseph. Have a great day.

Best wishes,
Jordan
Dodge Customer Care
[redacted]

Date	06/03/2019	***Subject***	[redacted] 2016 Dodge Grand Caravan - DriverSide Sliding Door [		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	06/03/2019 13:01 PM

Jordan,
As discussed, I went to the Dodge dealership on 6/1/2019. Attached is the following :
* Diagnosis summary from the dealership
* Estimated for the repair (part/labor/tax) from the dealership
* My receipt for the diagnosis

I look forward to your response on how to handle this safety issue.
[redacted] On Wednesday, May 29, 2019, 4:16:08 PM EDT, US Customer Care <uscustomercare@fcagroup.com> wrote:

Hello [redacted]

I am happy to have you provide this information quickly which has allowed me to escalate your case for further potential assistance from a case manager who can follow up with you promptly.

Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at 800-247-9753.

Thank you again for your email Joseph. Have a great day.

Best wishes,
Jordan
Dodge Customer Care

[redacted]

Date	06/05/2019	**Subject**	[redacted] 2016 Dodge Grand Caravan - DriverSide Sliding Door [
From	uscustomercare@fcagroup.com	**To**	[redacted]
		Sent Date/Time	06/05/2019 17:57 PM

Good afternoon
I got the paper work but it is showing that you only paid for the diagnosis. I need you to pay for the whole repair than submit. I can not pay diagnosis just the repair.

---------- Original Message ----------
From: [redacted]
Sent: [redacted]
To: uscustomercare@fcagroup.com
Subject: Re: FCA Contact Center Case # [redacted] 2016 Dodge Grand Caravan - DriverSide Sliding Door [redacted]

Jordan,
As discussed, I went to the Dodge dealership on 6/1/2019. Attached is the following :
* Diagnosis summary from the dealership
* Estimated for the repair (part/labor/tax) from the dealership
* My receipt for the diagnosis

I look forward to your response on how to handle this safety issue.
-- [redacted] On Wednesday, May 29, 2019, 4:16:08 PM EDT, US Customer Care <uscustomercare@fcagroup.com> wrote:

Hello [redacted]

I am happy to have you provide this information quickly which has allowed me to escalate your case for further potential assistance from a case manager who can follow up with you promptly.

Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at 800-247-9753.

Thank you again for your email Joseph. Have a great day.

Best wishes,
Jordan
Dodge Customer Care

ref:_00Dj01qsDF._5003ZsgpUB:ref

Thank you
Vickie

[redacted]

Date	06/05/2019	**Subject**	[redacted] 016 Dodge Grand Caravan - DriverSide Sliding Door [		
From	[redacted]		uscustomercare@fcagroup.com	**Sent Date/Time**	06/05/2019 18:12 PM

Understood. It is going in to be repaired / fixed this Saturday (June 8). I will send you the paid receipt shortly afterwards.

Fron[redacted]

> On Jun 5, 2019, at 1:57 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> Good afternoon
> I got the paper work but it is showing that you only paid for the diagnosis. I need you to pay for the whole repair than submit. I can not pay diagnosis just the repair.
>
>
> ---------- Original Message ----------
> From:[redacted]
> Sent:[redacted]
> To: uscustomercare@fcagroup.com
> Subject: Re: FCA Contact Center Case #[redacted] 2016 Dodge Grand Caravan - DriverSide Sliding Door [[redacted]
>
> Jordan,
> As discussed, I went to the Dodge dealership on 6/1/2019. Attached is the following :
> * Diagnosis summary from the dealership
> * Estimated for the repair (part/labor/tax) from the dealership
> * My receipt for the diagnosis
>
> I look forward to your response on how to handle this safety issue.
> --[redacted]n Wednesday, May 29, 2019, 4:16:08 PM EDT, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> H[redacted]
>
> I am happy to have you provide this information quickly which has allowed me to escalate your case for further potential assistance from a case manager who can follow up with you promptly.
>
> Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at 800-247-9753.
>
> Thank you again for your email [redacted]Have a great day.
>
>
> Best wishes,
> Jordan
> Dodge Customer Care
>
[redacted]

> Thank you
> Vickie
>
> FCA Case Manager I 844-827-2006 Ext. 3020211
>

Date	06/09/2019	***Subject***	[redacted] 2016 Dodge Grand Caravan - DriverSide Sliding Door [		
Fro [redacted]		***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	06/09/2019 11:31 AM

Unfortunately there is a delay now. I took the van into the dealership on Saturday (6/8/2019) to have the repair done, however, it was not completed as they ordered the wrong part.

They have now ordered the correct part and the van is now scheduled to go back into the dealership on 6/15/2019 to be repaired.

I will forward you the paid receipt for the repair work next weekend once the repair is completed.

Thank you for you patience and understanding

[redacted]

> On Jun 5, 2019, at 2:12 PM, [redacted] wrote:
>
> Understood. It is going in to be repaired / fixed this Saturday (June 8). I will send you the paid receipt shortly afterwards.
>
> From [redacted]
>
>> On Jun 5, 2019, at 1:57 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>>
>> Good afternoon
>> I got the paper work but it is showing that you only paid for the diagnosis. I need you to pay for the whole repair than submit. I can not pay diagnosis just the repair.
>>
>>
>> ---------- Original Message ----------
>> From: [redacted]
>> Sent: 6/3/2019 9:01 AM
>> To: uscustomercare@fcagroup.com
>> Subject: Re: FCA Contact Center Cas[redacted]16 Dodge Grand Caravan - DriverSide Sliding Door [redacted]
>>
>> Jordan,
>> As discussed, I went to the Dodge dealership on 6/1/2019. Attached is the following :
>> * Diagnosis summary from the dealership
>> * Estimated for the repair (part/labor/tax) from the dealership
>> * My receipt for the diagnosis
>>
>> I look forward to your response on how to handle this safety issue.
>> -- [redacted] On Wednesday, May 29, 2019, 4:16:08 PM EDT, US Customer Care <uscustomercare@fcagroup.com> wrote:
>>
>> H[redacted]
>>
>> I am happy to have you provide this information quickly which has allowed me to escalate your case for further potential assistance from a case manager who can follow up with you promptly.
>>
>> Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at 800-247-9753.
>>
>> Thank you again for your email [redacted] Have a great day.
>>
>>
>> Best wishes,
>> Jordan
>> Dodge Customer Care
>> [redacted]
>> Thank you
>> Vickie
>>
>> FCA Case Manager I 844-827-2006 Ext. 3020211
>>

Date	06/11/2019	***Subje***	[redacted]	2016 Dodge Grand Caravan - DriverSide Sliding Door [	
From	uscustomercare@fcagroup.com	***To***		***Sent Date/Time***	06/11/2019 14:18 PM

Good morning
I am sorry to hear that. I am glad that they are getting the new part quickly though. I will follow up on the 16th to see how things went.

---------- Original Message ----------
From [redacted]
Sent: [redacted]
To: uscustomercare@fcagroup.com
Subject: Re: FCA Contact Center Case # [redacted] 2016 Dodge Grand Caravan - DriverSide Sliding Door [redacted]

Unfortunately there is a delay now. I took the van into the dealership on Saturday (6/8/2019) to have the repair done, however, it was not completed as they ordered the wrong part.

They have now ordered the correct part and the van is now scheduled to go back into the dealership on 6/15/2019 to be repaired.

I will forward you the paid receipt for the repair work next weekend once the repair is completed.

Thank you for you patience and understanding

[redacted]

> On Jun 5, 2019, at 2:12 PM, [redacted] rote:
>
> Understood. It is going in to be repaired / fixed this Saturday (June 8). I will send you the paid receipt shortly afterwards.
>
> From [redacted]
>
>> On Jun 5, 2019, at 1:57 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>>
>> Good afternoon
>> I got the paper work but it is showing that you only paid for the diagnosis. I need you to pay for the whole repair than submit. I can not pay diagnosis just the repair.
>>
>>
>> ---------- Original Message ----------
>> From [redacted]
>> Sent: [redacted]
>> To: uscustomercare@fcagroup.com
>> Subject: Re: FCA Contact Center Case [redacted] Dodge Grand Caravan - DriverSide Sliding Door [redacted]
>>
>> Jordan,
>> As discussed, I went to the Dodge dealership on 6/1/2019. Attached is the following :
>> * Diagnosis summary from the dealership
>> * Estimated for the repair (part/labor/tax) from the dealership
>> * My receipt for the diagnosis
>>
>> I look forward to your response on how to handle this safety issue.
>> [redacted] On Wednesday, May 29, 2019, 4:16:08 PM EDT, US Customer Care <uscustomercare@fcagroup.com> wrote:
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>> Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at 800-247-9753.
>>
>> Thank you again for your email [redacted] Have a great day.
>>
>>
>> Best wishes,
>> Jordan
>> Dodge Customer Care
>> [redacted]
>>
>> Thank you
>> Vickie
>>
>> FCA Case Manager I 844-827-2006 Ext. 3020211
>>

Thank you
Vickie

FCA Case Manager I 844-827-2006 Ext. 3020211

Date	06/17/2019	***Subject***	[redacted] 2016 Dodge Grand Caravan - DriverSide Sliding Door [		
From [redacted]		***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	06/17/2019 13:58 PM

I was able to have the van fixed this weekend (6/15/2019). Attached is the documentation / paid receipts for the initial assessment ($146.70) and the repair ($413.56).
I look forward to your response.
Thank you,
--
On Tuesday, June 11, 2019, 10:18:44 AM EDT, US Customer Care <uscustomercare@fcagroup.com> wrote:

Good morning
I am sorry to hear that. I am glad that they are getting the new part quickly though. I will follow up on the 16th to see how things went.

---------- Original Message ----------
Fro
Sent: 6/9/2019 7:31 AM
To: uscustomercare@fcagroup.com
Subject: Re: FCA Contact Center Case # 016 Dodge Grand Caravan - DriverSide Sliding Door [

Unfortunately there is a delay now. I took the van into the dealership on Saturday (6/8/2019) to have the repair done, however, it was not completed as they ordered the wrong part.

They have now ordered the correct part and the van is now scheduled to go back into the dealership on 6/15/2019 to be repaired.

I will forward you the paid receipt for the repair work next weekend once the repair is completed.

Thank you for you patience and understanding

> On Jun 5, 2019, at 2:12 PM wrote:
>
> Understood. It is going in to be repaired / fixed this Saturday (June 8). I will send you the paid receipt shortly afterwards.
>
> From
>
>> On Jun 5, 2019, at 1:57 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>>
>> Good afternoon
>> I got the paper work but it is showing that you only paid for the diagnosis. I need you to pay for the whole repair than submit. I can not pay diagnosis just the repair.
>>
>>
>> ---------- Original Message ----------
>> From:
>> Sent: 6/3/2019 9:01 AM
>> To: uscustomercare@fcagroup.com
>> Subject: Re: FCA Contact Center Case # 2016 Dodge Grand Caravan - DriverSide Sliding Door [
>>
>> Jordan,
>> As discussed, I went to the Dodge dealership on 6/1/2019. Attached is the following :
>> * Diagnosis summary from the dealership
>> * Estimated for the repair (part/labor/tax) from the dealership
>> * My receipt for the diagnosis
>>
>> I look forward to your response on how to handle this safety issue.
>> -- On Wednesday, May 29, 2019, 4:16:08 PM EDT, US Customer Care <uscustomercare@fcagroup.com> wrote:
>>
>> He
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>> I am happy to have you provide this information quickly which has allowed me to escalate your case for further potential assistance from a case manager who can follow up with you promptly.
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>> Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at 800-247-9753.
>>
>> Thank you again for your ema Have a great day.
>>
>>
>> Best wishes,
>> Jordan
>> Dodge Customer Care
>>
>>
>>
>> Thank you
>> Vickie
>>
>> FCA Case Manager I 844-827-2006 Ext. 3020211
>>

Thank you
Vickie

FCA Case Manager I 844-827-2006 Ext. 3020211

Date	06/17/2019	***Subjec***		2016 Dodge Grand Caravan - DriverSide Sliding Door [	
From	uscustomercare@fcagroup.com	***To***		***Sent Date/Time***	06/17/2019 17:52 PM

Good afternoon
I got a email stating that you sent in the paper work but nothing is actually showing on the file. It is just showing a blank screen. LOL If you could send it again that would be great. I am sorry bout that.

---------- Original Message ----------
From[redacted]
Sent: 6/17/2019 9:58 AM
To: uscustomercare@fcagroup.com
Subject: Re: FCA Contact Center Case[redacted]: 2016 Dodge Grand Caravan - DriverSide Sliding Door [ ]

I was able to have the van fixed this weekend (6/15/2019). Attached is the documentation / paid receipts for the initial assessment ($146.70) and the repair ($413.56).
I look forward to your response.
Thank-you.
--[redacted]
On Tuesday, June 11, 2019, 10:18:44 AM EDT, US Customer Care <uscustomercare@fcagroup.com> wrote:

Good morning
I am sorry to hear that. I am glad that they are getting the new part quickly though. I will follow up on the 16th to see how things went.

---------- Original Message ----------
From:[redacted]net]
Sent: 6/9/2019 7:31 AM
To: uscustomercare@fcagroup.com
Subject: Re: FCA Contact Center Case #[redacted]2016 Dodge Grand Caravan - DriverSide Sliding Door [ ]

Unfortunately there is a delay now. I took the van into the dealership on Saturday (6/8/2019) to have the repair done, however, it was not completed as they ordered the wrong part.

They have now ordered the correct part and the van is now scheduled to go back into the dealership on 6/15/2019 to be repaired.

I will forward you the paid receipt for the repair work next weekend once the repair is completed.

Thank you for you patience and understanding

-[redacted]

> On Jun 5, 2019, at 2:12 PM,[redacted]> wrote:
>
> Understood. It is going in to be repaired / fixed this Saturday (June 8). I will send you the paid receipt shortly afterwards.
>
> From[redacted]
>
>> On Jun 5, 2019, at 1:57 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>>
>> Good afternoon
>> I got the paper work but it is showing that you only paid for the diagnosis. I need you to pay for the whole repair than submit. I can not pay diagnosis just the repair.
>>
>>
>> ---------- Original Message ----------
>> From:[redacted]]
>> Sent: 6/3/2019 9:01 AM
>> To: uscustomercare@fcagroup.com
>> Subject: Re: FCA Contact Center Case #[redacted]: 2016 Dodge Grand Caravan - DriverSide Sliding Door [ ]
>>
>> Jordan,
>> As discussed, I went to the Dodge dealership on 6/1/2019. Attached is the following :
>> * Diagnosis summary from the dealership
>> * Estimated for the repair (part/labor/tax) from the dealership
>> * My receipt for the diagnosis
>>
>> I look forward to your response on how to handle this safety issue.
>> --[redacted] Wednesday, May 29, 2019, 4:16:08 PM EDT, US Customer Care <uscustomercare@fcagroup.com> wrote:
>>
>> Hello ;[redacted]
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>> I am happy to have you provide this information quickly which has allowed me to escalate your case for further potential assistance from a case manager who can follow up with you promptly.
>>
>> Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at 800-247-9753.
>>
>> Thank you again for your emai[redacted]. Have a great day.
>>
>>
>> Best wishes,
>> Jordan
>> Dodge Customer Care
>>
>>
>>
>> Thank you
>> Vickie
>>
>> FCA Case Manager I 844-827-2006 Ext. 3020211
>>

Thank you
Vickie

FCA Case Manager I 844-827-2006 Ext. 3020211

Thank you
Vickie

FCA Case Manager I 844-827-2006 Ext. 3020211

[redacted]

Date	06/17/2019	***Subject***	[redacted] 2016 Dodge Grand Caravan - DriverSide Sliding Door [		
Fro [redacted]		***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	06/17/2019 20:22 PM

Please let me know if you can open the attached PDF. Thanks.

From [redacted]

> On Jun 17, 2019, at 1:52 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> Good afternoon
> I got a email stating that you sent in the paper work but nothing is actually showing on the file. It is just showing a blank screen. LOL If you could send it again that would be great. I am sorry bout that.
>
>
> ---------- Original Message ----------
>[redacted]
> Sent: 6/17/2019 9:58 AM
> To: uscustomercare@fcagroup.com
> Subject: Re: FCA Contact Center Case #[redacted]: 2016 Dodge Grand Caravan - DriverSide Sliding Door [ ]
>
> I was able to have the van fixed this weekend (6/15/2019). Attached is the documentation / paid receipts for the initial assessment ($146.70) and the repair ($413.56).
> I look forward to your response.
> Thank-you.
> --[redacted]
> On Tuesday, June 11, 2019, 10:18:44 AM EDT, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> Good morning
> I am sorry to hear that. I am glad that they are getting the new part quickly though. I will follow up on the 16th to see how things went.
>
>
> ---------- Original Message ----------
> From [redacted]]
> Sent: 6/9/2019 7:31 AM
> To: uscustomercare@fcagroup.com
> Subject: Re: FCA Contact Center Case[redacted]: 2016 Dodge Grand Caravan - DriverSide Sliding Door [ ]
>
> Unfortunately there is a delay now. I took the van into the dealership on Saturday (6/8/2019) to have the repair done, however, it was not completed as they ordered the wrong part.
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> They have now ordered the correct part and the van is now scheduled to go back into the dealership on 6/15/2019 to be repaired.
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> I will forward you the paid receipt for the repair work next weekend once the repair is completed.
>
> Thank you for you patience and understanding
>
> -[redacted]
>
> > On Jun 5, 2019, at 2:12[redacted]> wrote:
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> > Understood. It is going in to be repaired / fixed this Saturday (June 8). I will send you the paid receipt shortly afterwards.
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> >>
> >>
> >> ---------- Original Message ----------
> >> From:[redacted]]
> >> Sent: 6/3/2019 9:01 AM
> >> To: uscustomercare@fcagroup.com
> >> Subject: Re: FCA Contact Center Case[redacted]: 2016 Dodge Grand Caravan - DriverSide Sliding Door [ ]
> >>
> >> Jordan,
> >> As discussed, I went to the Dodge dealership on 6/1/2019. Attached is the following :
> >> * Diagnosis summary from the dealership
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> >> * My receipt for the diagnosis
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> >> I look forward to your response on how to handle this safety issue.
> >> --[redacted] On Wednesday, May 29, 2019, 4:16:08 PM EDT, US Customer Care <uscustomercare@fcagroup.com> wrote:
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> >> Hello ;[redacted]
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> >> I am happy to have you provide this information quickly which has allowed me to escalate your case for further potential assistance from a case manager who can follow up with you promptly.
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> >> Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at 800-247-9753.
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> >> Thank you again for your email[redacted]. Have a great day.
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> >>
> >> Best wishes,
> >> Jordan
> >> Dodge Customer Care
> >>

> >>
> >>
> >> Thank you
> >> Vickie
> >>
> >> FCA Case Manager I 844-827-2006 Ext. 3020211
> >>
>
> Thank you
> Vickie
>
> FCA Case Manager I 844-827-2006 Ext. 3020211
>
> Thank you
> Vickie
>
> FCA Case Manager I 844-827-2006 Ext. 3020211
[redacted]

Date	06/19/2019	***Subje***	[redacted]	2016 Dodge Grand Caravan - DriverSide Sliding Door [	
From	uscustomercare@fcagroup.com	***To***		***Sent Date/Time***	06/19/2019 13:20 PM

Good morning
I got the documents thank you so much I will review and give you a call when I have it reviewed.

---------- Original Message ----------
From [redacted]
Sent: 6/17/2019 4:22 PM
To: uscustomercare@fcagroup.com
Subject: Re: FCA Contact Center Case [redacted]: 2016 Dodge Grand Caravan - DriverSide Sliding Door [ ]

Please let me know if you can open the attached PDF. Thanks.

From [redacted]

> On Jun 17, 2019, at 1:52 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> Good afternoon
> I got a email stating that you sent in the paper work but nothing is actually showing on the file. It is just showing a blank screen. LOL If you could send it again that would be great. I am sorry bout that.
>
>
> ---------- Original Message ----------
> From: [redacted]
> Sent: 6/17/2019 9:58 AM
> To: uscustomercare@fcagroup.com
> Subject: Re: FCA Contact Center Case [redacted]: 2016 Dodge Grand Caravan - DriverSide Sliding Door [ ]
>
> I was able to have the van fixed this weekend (6/15/2019). Attached is the documentation / paid receipts for the initial assessment ($146.70) and the repair ($413.56).
> I look forward to your response.
> Thank-you.
> -- [redacted]
> On Tuesday, June 11, 2019, 10:18:44 AM EDT, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> Good morning
> I am sorry to hear that. I am glad that they are getting the new part quickly though. I will follow up on the 16th to see how things went.
>
>
> ---------- Original Message ----------
> From: [redacted]
> Sent: 6/9/2019 7:31 AM
> To: uscustomercare@fcagroup.com
> Subject: Re: FCA Contact Center Case #[redacted]: 2016 Dodge Grand Caravan - DriverSide Sliding Door [ ]
>
> Unfortunately there is a delay now. I took the van into the dealership on Saturday (6/8/2019) to have the repair done, however, it was not completed as they ordered the wrong part.
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> They have now ordered the correct part and the van is now scheduled to go back into the dealership on 6/15/2019 to be repaired.
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> I will forward you the paid receipt for the repair work next weekend once the repair is completed.
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> Thank you for you patience and understanding
>
> -[redacted]
>
> > On Jun 5, 2019, at 2:12 PM [redacted] wrote:
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> > Understood. It is going in to be repaired / fixed this Saturday (June 8). I will send you the paid receipt shortly afterwards.
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> >>
> >>
> >> ---------- Original Message ----------
> >> From: [redacted]
> >> Sent: 6/3/2019 9:01 AM
> >> To: uscustomercare@fcagroup.com
> >> Subject: Re: FCA Contact Center Case [redacted]: 2016 Dodge Grand Caravan - DriverSide Sliding Door [ ]
> >>
> >> Jordan,
> >> As discussed, I went to the Dodge dealership on 6/1/2019. Attached is the following :
> >> * Diagnosis summary from the dealership
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> >> I look forward to your response on how to handle this safety issue.
> >> -[redacted] On Wednesday, May 29, 2019, 4:16:08 PM EDT, US Customer Care <uscustomercare@fcagroup.com> wrote:
> >>
> >> Hello ; [redacted]
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> >> I am happy to have you provide this information quickly which has allowed me to escalate your case for further potential assistance from a case manager who can follow up with you promptly.
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> >> Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at 800-247-9753.
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> >> Thank you again for your email [redacted] ave a great day.
> >>
> >>
> >> Best wishes,
> >> Jordan
> >> Dodge Customer Care
> >>
> >>
> >>
> >> Thank you
> >> Vickie
> >>
> >> FCA Case Manager I 844-827-2006 Ext. 3020211
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>
> Thank you
> Vickie
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>

Thank you
Vickie

FCA Case Manager I 844-827-2006 Ext. 3020211
[redacted]

Date	06/19/2019	***Sub***	[redacted]	: 2016 Dodge Grand Caravan - DriverSide Sliding Door [	
Fro	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	06/19/2019 13:51 PM

Thank-you. I await your response.

From [redacted]

> On Jun 19, 2019, at 9:20 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
>
> Good morning
> I got the documents thank you so much I will review and give you a call when I have it reviewed.
>
> ---------- Original Message ----------
> From: [redacted]]
> Sent: 6/17/2019 4:22 PM
> To: uscustomercare@fcagroup.com
> Subject: Re: FCA Contact Center Case # [redacted] : 2016 Dodge Grand Caravan - DriverSide Sliding Door [ ]
>
> Please let me know if you can open the attached PDF. Thanks.
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> From [redacted]
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> > On Jun 17, 2019, at 1:52 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
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> > Good afternoon
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> >
> >
> > ---------- Original Message ----------
> > From [redacted]]
> > Sent: 6/17/2019 9:58 AM
> > To: uscustomercare@fcagroup.com
> > Subject: Re: FCA Contact Center Case [redacted] : 2016 Dodge Grand Caravan - DriverSide Sliding Door [ ]
> >
> > I was able to have the van fixed this weekend (6/15/2019). Attached is the documentation / paid receipts for the initial assessment ($146.70) and the repair ($413.56).
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> > I am sorry to hear that. I am glad that they are getting the new part quickly though. I will follow up on the 16th to see how things went.
> >
> >
> > ---------- Original Message ----------
> > From: [redacted]
> > Sent: 6/9/2019 7:31 AM
> > To: uscustomercare@fcagroup.com
> > Subject: Re: FCA Contact Center Case # [redacted] : 2016 Dodge Grand Caravan - DriverSide Sliding Door [ ]
> >
> > Unfortunately there is a delay now. I took the van into the dealership on Saturday (6/8/2019) to have the repair done, however, it was not completed as they ordered the wrong part.
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> > They have now ordered the correct part and the van is now scheduled to go back into the dealership on 6/15/2019 to be repaired.
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> >
> > - [redacted]
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> > > Understood. It is going in to be repaired / fixed this Saturday (June 8). I will send you the paid receipt shortly afterwards.
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> > > From [redacted]
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> > >> Good afternoon
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> > >>
> > >>
> > >> ---------- Original Message ----------
> > >> [redacted]
> > >> Sent: 6/3/2019 9:01 AM
> > >> To: uscustomercare@fcagroup.com
> > >> Subject: Re: FCA Contact Center Case [redacted] : 2016 Dodge Grand Caravan - DriverSide Sliding Door [ ]
> > >>
> > >> Jordan,
> > >> As discussed, I went to the Dodge dealership on 6/1/2019. Attached is the following :
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> > >> I look forward to your response on how to handle this safety issue.
> > >> -- [redacted] On Wednesday, May 29, 2019, 4:16:08 PM EDT, US Customer Care <uscustomercare@fcagroup.com> wrote:
> > >>
> > >> H[redacted]
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> > >> I am happy to have you provide this information quickly which has allowed me to escalate your case for further potential assistance from a case manager who can follow up with you promptly.
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> > >> Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at 800-247-9753.
> > >>
> > >> Thank you again for your emai[redacted] Have a great day.
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> > >>
> > >> Best wishes,
> > >> Jordan
> > >> Dodge Customer Care
> > >>
> > >>
> > >>
> > >> Thank you
> > >> Vickie
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> > >> FCA Case Manager I 844-827-2006 Ext. 3020211
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> >
>
> Thank you
> Vickie
>
> FCA Case Manager I 844-827-2006 Ext. 3020211
>
[redacted]

Date	06/26/2019	***Subjec***	[redacted]	2016 Dodge Grand Caravan - DriverSide Sliding Door [	
From	uscustomercare@fcagroup.com	***To***		***Sent Date/Time***	06/26/2019 15:52 PM

Good afternoon
I appreciate you taking the time to work with us and the dealership(s) to resolve your concerns. At this point as your vehicle concerns are resolved I will be closing your file with us.
If you have any questions or difficulties in the future with your vehicle, please do not hesitate to give us a call, we would be more than happy to work with you again.
I am also going to send an email regarding the closing of your case.

I want to thank you again for working with me [redacted] , it has been a pleasure.

---------- Original Message ----------
From: [redacted]]
Sent: 6/19/2019 9:51 AM
To: uscustomercare@fcagroup.com
Subject: Re: FCA Contact Center Case [redacted]: 2016 Dodge Grand Caravan - DriverSide Sliding Door [ ]

Thank-you. I await your response.

From [redacted]

> On Jun 19, 2019, at 9:20 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
>
> Good morning
> I got the documents thank you so much I will review and give you a call when I have it reviewed.
>
> ---------- Original Message ----------
> From: [redacted]
> Sent: 6/17/2019 4:22 PM
> To: uscustomercare@fcagroup.com
> Subject: Re: FCA Contact Center Case #[redacted]: 2016 Dodge Grand Caravan - DriverSide Sliding Door [ ]
>
> Please let me know if you can open the attached PDF. Thanks.
>
>
>
> From [redacted]
>
> > On Jun 17, 2019, at 1:52 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
> >
> > Good afternoon
> > I got a email stating that you sent in the paper work but nothing is actually showing on the file. It is just showing a blank screen. LOL If you could send it again that would be great. I am sorry bout that.
> >
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> > ---------- Original Message ----------
> > From: [redacted]]
> > Sent: 6/17/2019 9:58 AM
> > To: uscustomercare@fcagroup.com
> > Subject: Re: FCA Contact Center Case #[redacted]: 2016 Dodge Grand Caravan - DriverSide Sliding Door [ ]
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> > I was able to have the van fixed this weekend (6/15/2019). Attached is the documentation / paid receipts for the initial assessment ($146.70) and the repair ($413.56).
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> > Good morning
> > I am sorry to hear that. I am glad that they are getting the new part quickly though. I will follow up on the 16th to see how things went.
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> > ---------- Original Message ----------
> > From: [redacted]
> > Sent: 6/9/2019 7:31 AM
> > To: uscustomercare@fcagroup.com
> > Subject: Re: FCA Contact Center Case # [redacted]: 2016 Dodge Grand Caravan - DriverSide Sliding Door [ ]
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> > Unfortunately there is a delay now. I took the van into the dealership on Saturday (6/8/2019) to have the repair done, however, it was not completed as they ordered the wrong part.
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> > They have now ordered the correct part and the van is now scheduled to go back into the dealership on 6/15/2019 to be repaired.
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> > I will forward you the paid receipt for the repair work next weekend once the repair is completed.
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> > Thank you for you patience and understanding
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> > -[redacted]
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> > > On Jun 5, 2019, at 2:12 [redacted] > wrote:
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> > > Understood. It is going in to be repaired / fixed this Saturday (June 8). I will send you the paid receipt shortly afterwards.
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> > >> From: [redacted]
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> > >> Subject: Re: FCA Contact Center Case # [redacted] 2016 Dodge Grand Caravan - DriverSide Sliding Door [ ]
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> > >> Jordan,
> > >> As discussed, I went to the Dodge dealership on 6/1/2019. Attached is the following :
> > >> * Diagnosis summary from the dealership
> > >> * Estimated for the repair (part/labor/tax) from the dealership
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> > >> I look forward to your response on how to handle this safety issue.
> > >> -- [redacted] On Wednesday, May 29, 2019, 4:16:08 PM EDT, US Customer Care <uscustomercare@fcagroup.com> wrote:
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> > >> I am happy to have you provide this information quickly which has allowed me to escalate your case for further potential assistance from a case manager who can follow up with you promptly.
> > >>
> > >> Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at 800-247-9753.
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> > >> Thank you again for your email Joseph. Have a great day.
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> > >> Best wishes,
> > >> Jordan
> > >> Dodge Customer Care
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> > >> Thank you
> > >> Vickie
> > >>
> > >> FCA Case Manager I 844-827-2006 Ext. 3020211
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[redacted]

Date	06/26/2019	***Subject***	[redacted] 016 Dodge Grand Caravan - DriverSide Sliding Door [		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	06/26/2019 16:53 PM

So you are telling me that Dodge is taking no responsibility in this obvious manufacturing defect that can be clearly documented in the 100+ identical cases that I have been able to find on-line so far ?

I paid out approximately $550 to fix this and you / Dodge will not be reimbursing me ANY of these costs ?

In fact what have you actually done to help me through this ? I have arranged all the diagnostics/ scheduling / repairs / cost payment.

I would like a response to the above.

From [redacted]

> On Jun 26, 2019, at 11:52 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
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> Good afternoon
> I appreciate you taking the time to work with us and the dealership(s) to resolve your concerns. At this point as your vehicle concerns are resolved I will be closing your file with us.
> If you have any questions or difficulties in the future with your vehicle, please do not hesitate to give us a call, we would be more than happy to work with you again.
> I am also going to send an email regarding the closing of your case.
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> I want to thank you again for working with me [redacted] , it has been a pleasure.
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> > > >>
> > > >> ------[redacted]
> > > >> From[redacted]
> > > >> Sent: 6/3/2019 9:01 AM
> > > >> To: uscustomercare@fcagroup.com
> > > >> Subject: Re: FCA Contact Center Case #[redacted]016 Dodge Grand Caravan - DriverSide Sliding Door [ ]
> > > >>
> > > >> Jordan,
> > > >> As discussed, I went to the Dodge dealership on 6/1/2019. Attached is the following :
> > > >> * Diagnosis summary from the dealership
> > > >> * Estimated for the repair (part/labor/tax) from the dealership
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> > > >>
> > > >> Thank you
> > > >> Vickie
> > > >>
> > > >> FCA Case Manager I 844-827-2006 Ext. 3020211
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> > > > FCA Case Manager I 844-827-2006 Ext. 3020211
> > > [redacted]

Date	06/26/2019	***Subject***	[redacted]2016 Dodge Grand Caravan - DriverSide Sliding Door [		
Fro	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	06/26/2019 18:30 PM

If Dodge is not willing to help me defray the costs associated with this manufacturing defect I will be forced to file an offical complaint with the NHTSA and, if need be, retain legal representation

I really hope that this is not necessary and that Dodge steps up and does the right thing.

From [redacted]

> On Jun 26, 2019, at 12:53 PM, [redacted].net> wrote:
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> So you are telling me that Dodge is taking no responsibility in this obvious manufacturing defect that can be clearly documented in the 100+ identical cases that I have been able to find on-line so far ?
>
> I paid out approximately $550 to fix this and you / Dodge will not be reimbursing me ANY of these costs ?
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> In fact what have you actually done to help me through this ? I have arranged all the diagnostics/ scheduling / repairs / cost payment.
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>> > > >> From:[redacted]]
>> > > >> Sent: 6/3/2019 9:01 AM
>> > > >> To: uscustomercare@fcagroup.com
>> > > >> Subject: Re: FCA Contact Center Case [redacted]: 2016 Dodge Grand Caravan - DriverSide Sliding Door [ ]
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Date	07/01/2019	***Subjec***		2016 Dodge Grand Caravan - DriverSide Sliding Door [	
From	uscustomercare@fcagroup.com	***To***		***Sent Date/Time***	07/01/2019 16:40 PM

Good afternoon
I appreciate you taking the time to work with us and the dealership(s) to resolve your concerns. At this point as your vehicle concerns are resolved I will be closing your file with us.
If you have any questions or difficulties in the future with your vehicle, please do not hesitate to give us a call, we would be more than happy to work with you again.
I am also going to send an email regarding the closing of your case.

I want to thank you again for working with me [redacted], it has been a pleasure.

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Sent: 6/26/2019 2:30 PM
To: uscustomercare@fcagroup.com
Subject: Re: FCA Contact Center Case [redacted]: 2016 Dodge Grand Caravan - DriverSide Sliding Door [ ]

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>> > > >> I am happy to have you provide this information quickly which has allowed me to escalate your case for further potential assistance from a case manager who can follow up with you promptly.
>> > > >>
>> > > >> Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at 800-247-9753.
>> > > >>
>> > > >> Thank you again for your email Joseph. Have a great day.
>> > > >>
>> > > >>
>> > > >> Best wishes,
>> > > >> Jordan
>> > > >> Dodge Customer Care
>> > > >>
>> > > >>
>> > > >>
>> > > >> Thank you
>> > > >> Vickie
>> > > >>
>> > > >> FCA Case Manager I 844-827-2006 Ext. 3020211
>> > > >>
>> > > >
>> > > > Thank you
>> > > > Vickie
>> > > >
>> > > > FCA Case Manager I 844-827-2006 Ext. 3020211
>> > > >
>> > > > Thank you
>> > > > Vickie

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>> > > FCA Case Manager I 844-827-2006 Ext. 3020211
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>> > Thank you
>> > Vickie
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>> > FCA Case Manager I 844-827-2006 Ext. 3020211
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>> Thank you
>> Vickie
>>
>> FCA Case Manager I 844-827-2006 Ext. 3020211
>>
>>

Thank you
Vickie

[redacted]

Date	07/01/2019	***Subject***	[redacted]16 Dodge Grand Caravan - DriverSide Sliding Door [		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	07/01/2019 16:52 PM

You really should forward this to your Manager / Legal department as you will now be hearing from both the NHTSA as well as my attorney on this.

From [redacted]

> On Jul 1, 2019, at 12:40 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> NHTSA and, if need be, retain legal representation

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2017	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/22/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/23/2019	**Origin**	Telephone	**Reason**	
Mileage	66,545 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	HOLLY		CO		
Dealer	X7547	EAN HOLDINGS - DALLAS DFW		**Dealer Phone**	9726155440
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	door is locked and will not open				
Synopsis	advised no GW				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/22/2019 11:58 PM	Open
05/23/2019 12:10 AM	Closed

Initial Description

door is locked and will not open, drivers side passengers sliding door.

Case Comments

Date	Comment
05/23/2019	called and stated that her drivers side passenger sliding door will not come out of the lock position, stated she has used the key fob and it will not work as well manually unlocking and it will not work. Requesting to get assistance with this is it is not her fault and feels she should not have to pay for the fix. Customer has no loyalty No CS No service contract Warranty expired by miles Agent had advised that she bring to a dealer for further assistance.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/23/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/31/2019	**Origin**	Telephone	**Reason**	
Mileage	37,500 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	MIDDLEBURY		IN	[redacted]	USA
Dealer	25055	LOCHMANDY MOTOR SLS INC		**Dealer Phone**	5742641174
Dealer Address	920 N NAPPANEE ST				
	ELKHART		IN	46514 1248	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	L
Subject	Door Malfunctioning				
Synopsis	Vehicle repaired and returned to customer				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/23/2019 01:46 PM	Open
05/31/2019 08:44 PM	Closed

Initial Description

Door Malfunctioning

Case Comments

Date	Comment
05/23/2019	Customer seeking assistance with: Drivers side door lock is malfunctioning Customer expecting: Cost assistance Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: 520 404 4998 Earliest call time: Latest call time: Vehicle location: Dealer Date and Time of Appointment: 5/20/2019 Confirmed appointment with: 25055 SA Bruce Customer in rental: N Authorized by: Rental start date: [Date]
05/24/2019	*****OUTBOUND DEALER CONTACT****** Lochmandy Motor Sls Inc | 25055 | 574-264-1174 CM contacted DLR spoke with SA Kaylie who advised vehicle was repaired and returned to customer. DLR GW with a $300 copay
05/24/2019	*******OUTBOUND CUSTOMER CONTACT***** [redacted] CM contacted customer to se when he was picking up vehicle. Customer advised Tuesday. CM advised will follow up on 05/29. Customer thanked CM
05/29/2019	*******OUTBOUND CUSTOMER CONTACT***** [redacted] CM contacted customer for follow up. Customer advised they have not picked up vehicle yet and will be picking it up tomorrow. CM advised will follow up in 2 days.
05/31/2019	*******OUTBOUND CUSTOMER CONTACT***** [redacted] CM contacted customer for follow up. Customer advised everything is great and thanked CM for following up .

Email(s)

Date	05/31/2019	**Subject**	[redacted]	
From	uscustomercare@fcagroup.com	**To**	[redacted]	05/31/2019 20:44 PM

Good Afternoon [redacted]

I am glad you are satisfied with repair.
I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is: [redacted]

The FCA Case Management Telephone Number is: 1-844-827-1999

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best

Danielle| FCA Case Manager

Phone: 1-844-827-1999

Thank You
Danielle
FCA Specialist
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/23/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/23/2019	**Origin**	Telephone	**Reason**	
Mileage	39,000 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	ZUMBRO FALLS		MN		
Dealer	65666	SUNCOAST CHRYSLER JEEP DODGE RAM		**Dealer Phone**	7273934621
Dealer Address	8755 PARK BOULEVARD				
	SEMINOLE		FL	33777 4334	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	C
Subject	Sliding door				
Synopsis					
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/23/2019 03:48 PM	Open
05/23/2019 03:53 PM	Closed

Initial Description

Customer said the sliding door on the driver side is stuck in the lock position.

Case Comments

Date	Comment
05/23/2019	Customer name: [redacted] Customer cell phone number: [redacted] Customer email address: [redacted] Customer mailing address: [redacted] Zumbro Falls, MN [redacted] Customer said the sliding door on the driver side is stuck in lock position. Customer said he found on Google that 50 people have the same problem. Customer said he is concerned that his 13 other vans will all need repair. Customer said he has not brought the issue to a dealer nor made a dealer appointment. Agent advised customer that recalls are VIN-specific, this vehicle does not have any recall listed. Agent documented case.

New Customer Assistance Inquiry Record (CAIR)#

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH55	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/23/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/05/2019	**Origin**	Telephone	**Reason**	
Mileage	29,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	SPRING		TX	[redacted]	USA
Dealer	60590	AUTONATION CHRYSLER DODGE JEEP		**Dealer Phone**	2816513600
Dealer Address	21027 NORTH FWY # IH-45				
	SPRING		TX	77388 5606	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	F
Subject	Vehicle issues				
Synopsis	Traded in				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/23/2019 08:11 PM	Open
06/05/2019 05:07 PM	Closed

Initial Description

A/C not blowing good and passenger side sliding door does not lock. Customer worried because basic warranty ended today and none of the DLRs able to get her in until next week. Customer seeking help with coverage.

Case Comments

Date	Comment
05/23/2019	Advised customer would need to schedule appointment and let us know when and where so we can work with DLR on coverage possibility. Customer will arrange appointment and CB.
05/23/2019	Appointment scheduled for 5/31/2019 at 11 am.
06/03/2019	Contacted SA Joey and he stated that customer's vehicle isn't at DLR or have an open ticket.
06/03/2019	Tried to contact customer, n/a. Left voice mail.
06/05/2019	Contacted customer and he stated that he ended up trading vehicle in. Closing case.

Email(s)

Date	05/28/2019	**Subject**	[redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	[redacted]	05/28/2019 21:14 PM

Hello there [redacted]
This is Danny with FCA I did want to go ahead and inform you that I am the case specialist that will be handling your case. My days of work are Monday-Friday 10:00 AM - 6:30 PM Pacific Time. If you have any questions for me feel free to go ahead and email me back or give me a call at 844-378-0575 extension 4060074 if I do not answer please leave me a voice media and I will get back to you as soon as possible.

Thank you,
Danny
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/24/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/31/2019	**Origin**	Telephone	**Reason**	
Mileage	39,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Addres	[redacted]				
	HUNTERSVILLE		NC	[redacted]	USA
Dealer	45552	HENDRICK CHRYSLER DODGE JEEP RAM F		**Dealer Phone**	7044563000
Dealer Address	7630 HENDRICK AUTO PLAZA NW				
	CONCORD		NC	28027 8334	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	P
Subject	Door Lock Actuator				
Synopsis	No Response or no required action from customer				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C87	Warranty Repair Reimbursement	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Warranty - Reimbursement request - Repair carried out and paid by Customer				

Case Status History

Create Date	Status
05/24/2019 03:37 PM	Open
05/24/2019 04:01 PM	Suspended
05/31/2019 04:00 PM	Closed

Initial Description

Locks and Seals, cannot unlock to exit or enter car. Safety issue

Case Comments

Date	Comment
05/24/2019	OB to Dealer 45552, 7044563000, SA Randy for diagnosis
05/24/2019	SA not available, left message with Operator Case number, VIN and requesting Diagnosis, Parts and Labor to repair
05/24/2019	Caller wants to pick up car today so updating to reimbursement request. Sending email
05/24/2019	Summary of Conversation: Does Caller have these documents: No Select the address of the Repair Payer: Owner Mailing address: Street: [redacted] City: HUNTERSVILLE State: NC Zip: [redacted] Country: USA Mileage at the time of Repair: 39,000 Date of Repair: May 24, 2019 Repair Facility: CDJR Dealer 45552 Amount of Reimbursement Request: $500 Does the caller currently own the vehicle ? Yes How Caller paid for the repairs ? Check How will Caller submit the docuents ? Email Select the email address of Repair Payer : Owner

Email(s)

Date	05/24/2019	**Subject**	[redacted]
From	uscustomercare@fcagroup.com	**To**	[redacted] M

Cas[redacted]
Dea
Thank you for your recent inquiry regarding reimbursement consideration for repairs made on your VIN [redacted] - 2016 CHRYSLER TOWN & COUNTRY TOURING
Please forward your original repair order and proof of payment receipt by replying to this email.
Proof of payment consists of credit card receipt, front and back of cancelled check, repair order stamped "paid in full", credit card/bank statement, or cash register receipt if cash was paid.
We will review the matter when we receive the documents and contact you with the response.
Sincerely,
Susan
[redacted]

Date	05/24/2019	**Subject**	[redacted]
From	uscustomercare@fcagroup.com	**To**	[redacted] M

Cas[redacted]

Dea[redacted]
Thank you for your recent inquiry regarding reimbursement consideration for repairs made on your VIN.

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

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

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

Sincerely,
JEFFREY
Customer Care, FCA.

Date	06/05/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted]

Dea[redacted]
Thank you for contacting Chrysler Customer Care.
Our records indicate that case numbe[redacted] closed.
If you require further assistance please contact us at (800) 247-9753 and we would be happy to assist.
Thank you and have a great day.
Chrysler Customer Care

[redacted]

Date	06/05/2019	***Subject***	Re: Documents required for Reimbursement Request [[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	06/05/2019 11:48 AM

Attached please find invoice and payment records for 409.32.
On Friday, May 24, 2019, 10:55:37 AM CDT, US Customer Care <uscustomercare@fcagroup.com> wrote:

| |
| |
|
| Case[redacted]
| Thank you for your recent inquiry regarding reimbursement consideration for repairs made on your VIN[redacted] 2016 CHRYSLER TOWN & COUNTRY TOURING Please forward your original repair order and proof of payment receipt by replying to this email. Proof of payment consists of credit card receipt, front and back of cancelled check, repair order stamped "paid in full", credit card/bank statement, or cash register receipt if cash was paid. We will review the matter when we receive the documents and contact you with the response. |
| Sincerely, Susan Customer Care, FCA |

|
| |
| |
| |

[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/29/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/29/2019	**Origin**	Telephone	**Reason**	
Mileage	60,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	BOISE		ID	[redacted]	USA
Dealer	X7831	EAN HOLDINGS - SAN JOSE		**Dealer Phone**	4082884662
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	vehicle concern				
Synopsis	cst states driver side sliding door is locked and cannot be unlocked and cst states she has heard numerous 2016-2016 caravans having this issue cst has diagnosis appointment July 4th 2019				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/29/2019 01:52 PM	Open
05/29/2019 02:00 PM	Closed

Initial Description

cst states driver side sliding door is locked and cannot be unlocked and cst states she has heard numerous 2016-2016 caravans having this issue cst has diagnosis appointment July 4th 2019

Case Comments

Date	Comment
05/29/2019	cst states driver side sliding door is locked and cannot be unlocked and cst states she has heard numerous 2016-2016 caravans having this issue cst has diagnosis appointment July 4th 2019 cst is looking for assistance with the repair agent advised once diagnosis is performed then case would merit for escalation

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM33	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/29/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/29/2019	**Origin**	Telephone	**Reason**	
Mileage	60,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	BOISE		ID	[redacted]	USA
Dealer	X7831	EAN HOLDINGS - SAN JOSE		**Dealer Phone**	4082884662
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	complaint				
Synopsis	cst states driver side sliding door is locked and cannot be unlocked and cst states she has heard numerous 2016-2016 caravans having this issue cst states that she wanted to state her complaint				
Customer Anomaly					
Contact Reason	C167	Negative Comments About FCA Media	**Customer Anomaly**		
Reason Code	FCA World - Feedback - Marketing - Negative comments & Suggestions - Newspaper article/TV story				

Case Status History

Create Date	Status
05/29/2019 01:58 PM	Open
05/29/2019 02:00 PM	Closed

Initial Description

cst states driver side sliding door is locked and cannot be unlocked and cst states she has heard numerous 2016-2016 caravans having this issue cst states that she wanted to state her complaint

Case Comments

Date	Comment
05/29/2019	cst states driver side sliding door is locked and cannot be unlocked and cst states she has heard numerous 2016-2016 caravans having this issue cst states that she wanted to state her complaint

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	

Open Date	05/30/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/08/2019	**Origin**	Brand Site	**Reason**	assistance
Mileage	51,000 Miles	**Market**	U	**Language**	English

Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City	Wheeling	**Caller Country**	USA	**Caller Postal Code**	26003

Customer	[redacted]				
Customer Address					
	WHEELING		WV	[redacted]	USA

Dealer	27029	Elm Grove Chrysler Dodge Jeep Ram		**Dealer Phone**	3042431999
Dealer Address	2538 NATIONAL RD				
	WHEELING		WV	26003 5368	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	J

Subject	Recall				
Synopsis					
Customer Anomaly					
Contact Reason	C169	Request For Rental Reimbursement	**Customer Anomaly**		

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

Case Status History

Create Date	Status
05/30/2019 03:19 PM	New
05/31/2019 06:15 AM	Open
06/08/2019 05:50 AM	Closed

Initial Description

My sliding door latch failed on my drivers side which cost me a $709 repair. The door was locked and could not be opened either remotely, electrically or manually. I believe this to be a real safety issue if an accident occurred and rear seat passengers could not easliy get out of the vehicle. The people at the dealership were great but I believer Dodge should have covered the repair.

Case Comments

Date	Comment
06/05/2019	added to tracker please inquire with dlr about [redacted]epair history on sliding door has it been goodwill before
06/05/2019	***outbound LDR contact*** John 29th they fixed it for him drivers rear sliding door October They replaced the passenger sliding door when asked about if they good willed it he did not respond
06/06/2019	RE-ADDED TO TRACKER PLEASE ASK DLR IF REPAIR ON SLIDING DOOR IN OCT WAS GOOD WILLED WE ARE REVIEWING REIMBURSING THE CUSTOMER, WE NEED TO KNOW IF IT WAS EVER REPAIRED UNDER DLR GOODWILL
06/06/2019	***outbound DLR contact*** Spoke to SM John who advised the passenger side sliding door that was replaced in October was good willed as he was at 38000 miles at that point and OOW
06/07/2019	Customer offered reimbursement amount of 609.14 Customer had had sliding door repaired 3 times now, was previously assisted by dlr with costs Provided invoice and receipt for recent repair - 709.14 TL Nicole advised offer 609.14, the 100 dollars he will pay for would be the deductible amount he would have paid had he had a service contract

Email(s)

Date	05/30/2019	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	05/30/2019 15:19 PM

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

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

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

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

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

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit [redacted]

Date	05/31/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] :18 AM

Hello [redacted]
Thank you for contacting Dodge Customer Care.
We are disappointed to learn of your concern with door latch regarding your Grand Caravan.

I would be more than happy to look into your reimbursement request; however, in order for your file to be reviewed in full I would need to get further information.

If you could reply and attach a copy of the work order, as well as the proof of payment for the repairs, that would be greatly appreciated.

Once your documents have been received, the reimbursement request will be reviewed.

Rest assured, once theres an update available, you will be contacted as soon as possible.
Please do not hesitate to contact us if you need any further assistance by replying or calling us at (800) 423-6343.
Thank you again for your email [redacted] Have a great day.
Best wishes,
Jennifer
Dodge Customer Care
[redacted]

Date	05/31/2019	***Subject***	Re: FCA Contact Center Case # [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	05/31/2019 19:29 PM

Jennifer,
Attached you will find the service report and my credit card receipt for the repair of my 2016 Dodge Grand Caravan drivers side sliding door lock actuator as you requested.

Thanks

[redacted]

Wheeling WV [redacted]

From: US Customer Care
Se[redacted]
To[redacted]
Su[redacted]

Hel[redacted]

Thank you for contacting Dodge Customer Care.

We are disappointed to learn of your concern with door latch regarding your Grand Caravan.

I would be more than happy to look into your reimbursement request; however, in order for your file to be reviewed in full I would need to get further information.

If you could reply and attach a copy of the work order, as well as the proof of payment for the repairs, that would be greatly appreciated.

Once your documents have been received, the reimbursement request will be reviewed.

Rest assured, once theres an update available, you will be contacted as soon as possible.

Please do not hesitate to contact us if you need any further assistance by replying or calling us at (800) 423-6343.

Thank you again for your email[redacted] Have a great day.

Best wishes,
Jennifer
Dodge Customer Care

[redacted]

Date	06/01/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 02:43 AM

Hello[redacted]
Thank you for sending in the documents needed!
I will now have your request for reimbursement reviewed, and once the weekend is over I will advise you of what we can offer.
Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at (800) 423-6343.
Thank you again for your email[redacted] Have a great day.
Best wishes,
Jennifer
Dodge Customer Care
[redacted]

Date	06/07/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 3:20 AM

Hello[redacted]
Thank you for your patience while we reviewed your request for reimbursement.
We can see that this issue has happened before a couple times in the past, and one of the previous repairs were covered by the dealership. That being said, we completely understand how frustrating this issue must be, and we appreciate your loyalty to our brand, so we would be willing to reimburse you $609.14.

We would strongly recommend you get a service contract through MVP to cover yourself for future costs. If you did you would only have to pay the $100 deductible for these repairs. So our reimbursement offer is reflective of the fact that had you had a contract, this would have only cost you $100.

Please let us know if you accept the reimbursement amount of $609.14. Once you have accepted we will mail it out to the mailing address you provided.
Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at (800) 423-6343.
Thank you again for your email[redacted] Have a great day.
Best wishes,
Jennifer
Dodge Customer Care
[redacted]

Date	06/07/2019	***Subject***	[redacted]
From	[redacted]	***To***	[redacted] 09:13 AM

Jennifer,
Thank you for your review and I will accept your offer of $609.14 for the repair.

[redacted]

From: US Customer Care
Sent: Thursday, June 06, 2019 11:20 PM
To [redacted]
Subject [redacted]

Hello [redacted]

Thank you for your patience while we reviewed your request for reimbursement.

We can see that this issue has happened before a couple times in the past, and one of the previous repairs were covered by the dealership. That being said, we completely understand how frustrating this issue must be, and we appreciate your loyalty to our brand, so we would be willing to reimburse you $609.14.

We would strongly recommend you get a service contract through MVP to cover yourself for future costs. If you did you would only have to pay the $100 deductible for these repairs. So our reimbursement offer is reflective of the fact that had you had a contract, this would have only cost you $100.

Please let us know if you accept the reimbursement amount of $609.14. Once you have accepted we will mail it out to the mailing address you provided.

Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at (800) 423-6343.

Thank you again for your email [redacted] Have a great day.

Best wishes,
Jennifer
Dodge Customer Care

[redacted]

Date	06/08/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 50 AM

Dea [redacted]

Thank you for your patience while I reviewed this for you. I wanted you to know that the claim was processed and a check for $609.14 was approved on June 7th. You should see that in 15 to 20 business days. If you still haven't seen it after 30 days, please get a hold of us so we can look into this for you.

At this time I will be closing this case but if you need further assistance please feel free to contact us back.

JR
Customer Service Representative
Dodge Customer Assistance Center
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/30/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/03/2019	**Origin**	Telephone	**Reason**	
Mileage	58,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	LOS ANGELES		CA	[redacted]	USA
Dealer	27100	LOS ANGELES CHRYSLER DODGE JEEP RA		**Dealer Phone**	8338665795
Dealer Address	2025 S FIGUEROA ST				
	LOS ANGELES		CA	90007 1340	USA
Dealer Zone	California	**Sales District**		**Service District**	Y
Subject	Buyback inquiry				
Synopsis	cost assistance denied				
Customer Anomaly					
Contact Reason	C221	Dispute Resolution - Buyback/Lemon Law	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Product - Dispute Resolution - Buyback/Lemon Law Request				

Case Status History

Create Date	Status
05/30/2019 09:18 PM	Open
06/03/2019 05:47 PM	Closed

Initial Description

Customer is inquiring about buyback because the vehicle has been at the DLR since 04/20/2019.

Case Comments

Date	Comment
05/30/2019	Customer was informed that by making this request they are NOT actually filing lemon law or any related process. Their case is being escalated for a review of the vehicle's repair history to determine if their request merits further action and that due to the nature of their request, it will require a call back which will take place within 1-2 business days. The outcome of the review does NOT dete[redacted] Law eligibility. Preferred Morning/Midday call back number is [redacted] Preferred Afternoon/Evening call back number is [redacted] Who has possession of the vehicle? DLR 27100
05/30/2019	Customer is inquiring about buyback because the vehicle has been at the DLR since 04/20/2019. Customer stated the vehicle is in the shop due to a transmission issue but the DLR is unable to locate the part. Customer is wondering what FCA is going to do for her. Agent advised the customer that I can send this up to Dispute Resolution and she should be contacted in 1-2 business days.
06/03/2019	Customer states she was notified on Saturday, her vehicle was ready to pick up as repairs have been completed. Customer states there are concerns with the door as it will not open, possibly jammed. Customer states she was advised the warranty has expired. Writer advised the customer the vehicle was outside of the warranty parameters when the vehicle was purchased. Writer advised FCA would not provide cost assistance.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/31/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/15/2019	**Origin**	Telephone	**Reason**	
Mileage	47,317 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	COLUMBIA		TN	[redacted]	USA
Dealer	60501	COLUMBIA CHRYSLER DODGE JEEP RAM		**Dealer Phone**	9313800830
Dealer Address	106 S JAMES CAMPBELL BLVD				
	COLUMBIA		TN	38401 4324	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	S
Subject	Reimbursement request				
Synopsis	Customer is not responding. Close case.				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C160	Vehicle Product Specifications	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	Sales - Information & Assistance requests - Product - Vehicle features - Product Specifications				

Case Status History

Create Date	Status
05/31/2019 01:18 PM	Open
07/08/2019 07:15 PM	Suspended
07/15/2019 03:14 PM	Open
07/15/2019 03:15 PM	Closed

Initial Description

Reimbursement request for fixing the right side actuator.

Case Comments

Date	Comment
05/31/2019	Customer seeking reimbursement for the right side actuator that just got fixed. Agent sending email to customer to submit receipts for review. Agent submitting up to CM for review due to loyalty score of 661. Customer contact number [redacted]
07/03/2019	Custome[redacted] calling in to see if we received his documents. Agent was unable to see any documents. Agent advised customer to try sending in again.
07/03/2019	Agent advised customer no documents, he states he will fax.
07/08/2019	Received RO without stamp and has no receipt. Request for acceptable documents through email.
07/15/2019	Customer is not responding. Close case.

Email(s)

Date	05/31/2019	**Subject**	[redacted]	
From	dodgecustomercare@fcagroup.com	**To**	[redacted]	05/31/2019 13:20 PM

Please attach receipts for review. Thank you.

[redacted]

Date	05/31/2019	**Subject**	[redacted]	
From	dodgecustomercare@fcagroup.com	**To**	[redacted]	05/31/2019 13:23 PM

Please attach receipts for review. Thank you.

[redacted]

Date	07/08/2019	**Subject**	[redacted]	
From	dodgecustomercare@fcagroup.com	**To**	[redacted]	07/08/2019 19:14 PM

Dear [redacted],

Good day! Thank you for allowing DODGE Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

This is to inform you that we have reviewed your case and for us to process your request for rental reimbursement, please submit any of the following documents:

1) A copy of the Repair Order from the dealer.

2) The necessary proof of payment. Documents acceptable as proof of payment are as follows:

· Repair order (stamped)
· Credit card receipt
· Credit card or bank statement
· Cancelled check (both sides)
· Cash register receipt (if paid cash)

Your case number is 58681770. Should you have any more questions or concerns, please don't hesitate to make contact and we would be more than willing to assist you. Thank you for your patience and cooperation!

Regards,

Barbie
Reimbursement Specialist
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/01/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/02/2019	**Origin**	Brand Site	**Reason**	assistance
Mileage	68,042 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City	Davenport	**Caller Country**	USA	**Caller Postal Code**	52807
Customer	[redacted]				
Customer Address					
	DAVENPORT		IA	[redacted]	USA
Dealer	43649	BRAD DEERY MOTORS INC		**Dealer Phone**	5636524900
Dealer Address	112 NORTH SECOND STREET				
	MAQUOKETA		IA	52060 2220	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	U
Subject	Head and valve cylinder replacement				
Synopsis	Declined Assistance for vehicle concern outside of warranty				
Customer Anomaly	Drivability				
	Product Handling (Poor Ride)				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	120	Poor Handling or Rough Ride
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/01/2019 01:42 PM	New
06/02/2019 10:26 PM	Open
06/02/2019 10:27 PM	Closed

Initial Description

I\342 ve been having issues with my Chrysler town and country. The van would shake and act like it wanted to shut off. It would do this when idling and when going down the highway. The check engine light came on so I took it to the shop. They said new spark plugs etc. So we replaced plugs wires tune up and fuel injector cleaner. It didn\342 t fix anything so they replaced fuel injector. It still didn\342 t fix it. Also driver side door wouldn\342 t open. Door has been stuck 3-4 months at this point. They said they fixed door but when I got home it didn\342 t work again. They did compression testing on cylinder and one was bad they sent me to Chrysler dealership. I went to brad deery motors in Maquoketa. They replaced cylinder head $2333 and door for $571 plus tax came to $3125.85. Took van homeand within 3 days it now overheats. I now have to go back to brad deery. I have $4000 wrapped up in this and it is still not fixed. I am very disappointed in the vans performance and reliability. I have all documentation from the van. I really believe Chrysler should be responsible and reimburse me for the work done at brad deery motors. I look forward to your response. Thank you [redacted]

Email(s)

Date	06/01/2019	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	06/01/2019 13:42 PM

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

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

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

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference numbe[redacted]

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit

[redacted]

Date	06/02/2019	Subject	[redacted]	
From	chryslercustomercare@fcagroup.com	To	[redacted]	06/02/2019 22:25 PM

Hell[redacted]

Thank you for contacting Chrysler Customer Care.

In regards to your 2016 Chrysler Town and Country Touring, we fully appreciate your concern, particularly in view of the expense and inconvenience involved, however, we are unable to accommodate your request for out-of-warranty consideration. The vehicle has exceeded the time and/or mileage limitations of the warranty (or warranties) we offered on the vehicle at the time it was purchased. Although we are unable to provide a more favourable reply, we appreciate the opportunity to review your request.

We're sorry we cannot provide a more favourable reply. Thank you again for your email [redacted]

Best wishes,

Cherie
Chrysler Customer Care
[redacted]

Date	06/20/2019	Subject	[redacted]
From	uscustomercare@fcagroup.com	To	[redacted]

Dea[redacted]
Thank you for contacting Chrysler Customer Care.
Our records indicate that case number [redacted] s closed.
If you require further assistance please contact us at (800) 247-9753 and we would be happy to assist.
Thank you and have a great day.
Chrysler Customer Care

[redacted]

Date	06/20/2019	Subject	Re: Vehicle unrepaired concern [redacted]		
From	[redacted]	To	chryslercustomercare@fcagroup.com	Sent Date/Time	06/20/2019 22:53 PM

I understand it is out of warranty. Its just disappointing to have something fall apart right after the warranty. I really thought Chrysler might pay for parts which came to $868.73 which is 1/4 of the total bill. Thank you for your time.

[redacted]

Sent from my iPhone

On Jun 2, 2019, at 5:45 PM, Chrysler Customer Care <chryslercustomercare@fcagroup.com<mailto:chryslercustomercare@fcagroup.com>> wrote:

Hell[redacted]

Thank you for contacting Chrysler Customer Care.

In regards to your 2016 Chrysler Town and Country Touring, we fully appreciate your concern, particularly in view of the expense and inconvenience involved, however, we are unable to accommodate your request for out-of-warranty consideration. The vehicle has exceeded the time and/or mileage limitations of the warranty (or warranties) we offered on the vehicle at the time it was purchased. Although we are unable to provide a more favourable reply, we appreciate the opportunity to review your request.

We're sorry we cannot provide a more favourable reply. Thank you again for your emai[redacted]

Best wishes,

Cherie
Chrysler Customer Care

[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/01/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/01/2019	**Origin**	Telephone	**Reason**	
Mileage	76,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	NORTH PORT		FL	[redacted]	USA
Dealer	X8101	EAN HOLDINGS - GREENVILLE		**Dealer Phone**	
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Recall Assistance				
Synopsis	There are no recalls for this vehicle.				
Customer Anomaly	Electronics				
	Key Fob / Remote				
Contact Reason	C200	Vehicle Not Part Of The Recall Campaign	**Customer Anomaly**	21	Key fob/remote problems
Reason Code	After Sales - Information & Assistance requests - Recall Campaign - Recall Campaign - VIN Check - Recall Doesn't Apply				

Case Status History

Create Date	Status
06/01/2019 02:10 PM	Open
06/01/2019 02:13 PM	Closed

Initial Description

Is there a recall for the door lock actuator?

Case Comments

Date	Comment
06/01/2019	Writer verified information on file. Briefly summarize why the customer is contacting Chrysler: Customer called about the door lock actuator to see if there is a recall. Briefly summarize what the customer was informed: Writer explained there are n recalls on this vehicle..

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYS53	**Vehicle**	CHRYSLER TOWN & COUNTRY LTD PLATINUM		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/04/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/25/2019	**Origin**	Telephone	**Reason**	
Mileage	38,540 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	VIRGINIA BCH		VA	[redacted]	USA
Dealer	66460	SOUTHERN CHRYSLER JEEP AT		**Dealer Phone**	7574244600
Dealer Address	1414 S MILITARY HWY				
	CHESAPEAKE		VA	23320 2604	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	L
Subject	doors.				
Synopsis	Goodwill offered. Vehicle repaired and returned. Customer satisfied.				
Customer Anomaly	Body				
	Liftgate				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	170	Liftgate Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/04/2019 05:19 PM	Open
06/25/2019 06:42 PM	Closed

Initial Description

driver's side slider doesn't work

Case Comments

Date	Comment
06/04/2019	CX states the rear door actuator is not working, DLR said the as for warranty info as the vehicle had 728 mile when they bought it, CX is original owner and also has two other FCA vehicles they own, CX seeking warranty coverage. Possible 24/24 eligible.
06/05/2019	**********BC 35 REVIEW********** In-Service Date: 6/27/2016 Original Owner: Yes Mileage: 38,540 Vehicle purchase Loyalty: 10 new Multiple Repairs/ Previous related repairs: No MVP plans: No Basic expires: Expired Powertrain expires: 25 Months or 21,460 Miles LS: 729 CC: 0 Open Recalls: 0 **********
06/05/2019	***INBOUND CUSTOMER CALL [redacted] Customer states the vehicle has not yet been diagnosed by a CDJR DLR. CM advised Customer to schedule an appointment with a CDJR DLR, and email CM with the date/time/location. CM advised we can review for cost assistance after the vehicle has been diagnosed.
06/07/2019	***INBOUND CUSTOMER CALL [redacted] Customer states DLR 66460-Southern Chrysler Jeep At Greenbrier is unable to schedule an appointment until 6/19 so Customer would like to bring vehicle 26769-Hall of Virginia Beach. Customer will schedule an appointment with Baker.
06/12/2019	***INBOUND DLR CALL 26769-Hall CDJR of Virginia Beach | 757-498-2200 SA Baker contacted CM to advise Customer needs a new Lock Actuator Cinch Assembly, and B-Pillar Applique. SA to send warranty pricing for CM to consider. CM thanked SA.
06/12/2019	***INBOUND DLR CALL 26769-Hall CDJR of Virginia Beach | 757-498-2200 SA Baker contacted CM to advise of the following pricing: Parts: Latch: 467.60 Applique: 88.27 Labor: LOP: 2.5 @ 136.40 Tax: 33.35 Total: 930.22
06/14/2019	***OUTBOUND CUSTOMER CALL [redacted] CM contacted Customer to advise all repairs have been authorized, and parts are ordered. No answer. CM left VM.
06/19/2019	***INBOUND DLR CALL 26769-Hall CDJR of Virginia Beach | 757-498-2200 CM spoke to SA Ken who confirmed vehicle was picked up over the weekend.
06/19/2019	***OUTBOUND CUSTOMER CALL [redacted] CM attempted to contact Customer to test for repair satisfaction. No answer. CM left VM.
06/21/2019	***OUTBOUND CUSTOMER CALL [redacted] CM contacted Customer to test for repair satisfaction. No answer. CM left VM.
06/25/2019	CUSTOMER EMAIL RECEIVED Hello Amy Sorry about the communication on my end. I sent an email to you from my phone but it didn't go thru for some reason. The whole process at Hall Dodge went great. The door works again!!! THANK YOU so much for your help and staying on top of the process. It definitely made it stress free. Take care and if I ever need anything, I'll definitely ask for you to handle it. [redacted] Sent from Yahoo Mail on Android

Email(s)

Date	06/05/2019	**Subject**	[redacted]	
From	uscustomercare@fcagroup.com	**To**		19:32 PM

Hello [redacted]

My name is Amy and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number is [redacted]
The Chrysler Case Management telephone number is: 1-866-932-3873
My direct extension: 304-0166

Please reply to this email to let me know the date, time and location of your appointment so I may follow up with the dealership.

Regards,
Amy
FCA Case Management
[redacted]

Date	06/08/2019	**Subject**	Re: Chrysler Case Management | [redacted]		
From	[redacted]	**To**	uscustomercare@fcagroup.com	**Sent Date/Time**	06/08/2019 19:58 PM

Hello Amy
I was able to get an earlier appointment with Hall Dodge in VA Bch. The appointment is for Wednesday June 12th first thing in the morning. Baker Alder is my Service Advisor.
Thank you [redacted]

Sent from Yahoo Mail on Android

On Wed, Jun 5, 2019 at 15:32, US Customer Care<uscustomercare@fcagroup.com> wrote: Hello [redacted]

My name is Amy and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number is [redacted]
The Chrysler Case Management telephone number is: 1-866-932-3873
My direct extension: 304-0166

Please reply to this email to let me know the date, time and location of your appointment so I may follow up with the dealership.

Regards,
Amy
FCA Case Management

[redacted]

Date	06/10/2019	**Subject**	Re: Chrysler Case Management | Cas[redacted]		
From	[redacted]ercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	06/10/2019 12:33 PM

Hel[redacted]
Thank you for letting me know. I will reach out to Baker and let him know to send me the information from your appointment. I will follow up with you after the dealership has diagnosed your vehicle.

Best Wishes,
Amy

---------- Original Message ----------
Fro[redacted]
Sent: [redacted]
To: uscustomercare@fcagroup.com
Subject: Re: Chrysler Case Management | Case [redacted]

Hello Amy
I was able to get an earlier appointment with Hall Dodge in VA Bch. The appointment is for Wednesday June 12th first thing in the morning. Baker Alder is my Service Advisor.
Thank you [redacted]

Sent from Yahoo Mail on Android

On Wed, Jun 5, 2019 at 15:32, US Customer Care<uscustomercare@fcagroup.com> wrote: Hel[redacted]

My name is Amy and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number is [redacted]
The Chrysler Case Management telephone number is: 1-866-932-3873
My direct extension: 304-0166

Please reply to this email to let me know the date, time and location of your appointment so I may follow up with the dealership.

Regards,
Amy
FCA Case Management

[redacted]

Date	06/10/2019	**Subject**	[redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]		:33 PM

Hello [redacted]
Thank you for letting me know. I will reach out to Baker and let him know to send me the information from your appointment. I will follow up with you after the dealership has diagnosed your vehicle.

Best Wishes,
Amy

---------- Original Message ----------
From: [redacted]
Sent: [redacted]
To: uscustomercare@fcagroup.com
Subject: Re: Chrysler Case Management | Case [redacted]

Hello Amy
I was able to get an earlier appointment with Hall Dodge in VA Bch. The appointment is for Wednesday June 12th first thing in the morning. Baker Alder is my Service Advisor.
Thank you [redacted]

Sent from Yahoo Mail on Android

On Wed, Jun 5, 2019 at 15:32, US Customer Care<uscustomercare@fcagroup.com> wrote: Hello [redacted]

My name is Amy and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number is [redacted]
The Chrysler Case Management telephone number is: 1-866-932-3873
My direct extension: 304-0166

Please reply to this email to let me know the date, time and location of your appointment so I may follow up with the dealership.

Regards,
Amy
FCA Case Management

[redacted]

Date	06/23/2019	***Subject***	Re: Chrysler Case Management | Case [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	06/23/2019 15:17 PM

Hello Amy
Sorry about the communication on my end. I sent an email to you from my phone but it didn't go thru for some reason. The whole process at Hall Dodge went great. The door works again!!! THANK YOU so much for your help and staying on top of the process. It definitely made it stress free. Take care and if I ever need anything, I'll definitely ask for you to handle it.
[redacted]
Sent from Yahoo Mail on Android

On Mon, Jun 10, 2019 at 8:33, US Customer Care<uscustomercare@fcagroup.com> wrote: Hello [redacted]
Thank you for letting me know. I will reach out to Baker and let him know to send me the information from your appointment. I will follow up with you after the dealership has diagnosed your vehicle.

Best Wishes,
Amy

---------- Original Message ----------
From: [redacted]
Sent: 6/8/2019 3:58 PM
To: uscustomercare@fcagroup.com
Subject: Re: Chrysler Case Management | Case [redacted]

Hello Amy
I was able to get an earlier appointment with Hall Dodge in VA Bch. The appointment is for Wednesday June 12th first thing in the morning. Baker Alder is my Service Advisor.
Thank you [redacted]

Sent from Yahoo Mail on Android

On Wed, Jun 5, 2019 at 15:32, US Customer Care<uscustomercare@fcagroup.com> wrote: Hello [redacted]

My name is Amy and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number is 58707190
The Chrysler Case Management telephone number is: 1-866-932-3873
My direct extension: 304-0166

Please reply to this email to let me know the date, time and location of your appointment so I may follow up with the dealership.

Regards,
Amy
FCA Case Management

[redacted]

Date	06/25/2019	**Subject**	[redacted]
From	uscustomercare@fcagroup.com	**To**	[redacted] :36 PM

Hello [redacted]
I am so happy to hear that everything went smoothly. I will send you our closing email, and if you need additional assistance please feel free to reach out. Have a great day. It was a pleasure working with you.

Best Wishes,
Amy

---------- Original Message ----------
Fro[redacted]
Sent: 6/23/2019 11:17 AM
To: uscustomercare@fcagroup.com
Subject: Re: Chrysler Case Management | Case 58707190 [ ]

Hello Amy
Sorry about the communication on my end. I sent an email to you from my phone but it didn't go thru for some reason. The whole process at Hall Dodge went great. The door works again!!! THANK YOU so much for your help and staying on top of the process. It definitely made it stress free. Take care and if I ever need anything, I'll definitely ask for you to handle it.
[redacted]
Sent from Yahoo Mail on Android

On Mon, Jun 10, 2019 at 8:33, US Customer Care<uscustomercare@fcagroup.com> wrote: Hello [redacted]
Thank you for letting me know. I will reach out to Baker and let him know to send me the information from your appointment. I will follow up with you after the dealership has diagnosed your vehicle.

Best Wishes,
Amy

---------- Original Message ----------
From[redacted]
Sent: 6/8/2019 3:58 PM
To: uscustomercare@fcagroup.com
Subject: Re: Chrysler Case Management | [redacted]

Hello Amy
I was able to get an earlier appointment with Hall Dodge in VA Bch. The appointment is for Wednesday June 12th first thing in the morning. Baker Alder is my Service Advisor.
Thank you[redacted]

Sent from Yahoo Mail on Android

On Wed, Jun 5, 2019 at 15:32, US Customer Care<uscustomercare@fcagroup.com> wrote: Hello [redacted]

My name is Amy and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number [redacted]
The Chrysler Case Management telephone number is: 1-866-932-3873
My direct extension: 304-0166

Please reply to this email to let me know the date, time and location of your appointment so I may follow up with the dealership.

Regards,
Amy
FCA Case Management
[redacted]

Date	06/25/2019	**Subject**	[redacted]
From	uscustomercare@fcagroup.com	**To**	[redacted] :36 PM

Hello [redacted]
I am so happy to hear that everything went smoothly. I will send you our closing email, and if you need additional assistance please feel free to reach out. Have a great day. It was a pleasure working with you.

Best Wishes,
Amy

---------- Original Message ----------
From [redacted]
Sent: 6/23/2019 11:17 AM
To: uscustomercare@fcagroup.com
Subject: Re: Chrysler Case Management | Case [redacted]

Hello Amy
Sorry about the communication on my end. I sent an email to you from my phone but it didn't go thru for some reason. The whole process at Hall Dodge went great. The door works again!!! THANK YOU so much for your help and staying on top of the process. It definitely made it stress free. Take care and if I ever need anything, I'll definitely ask for you to handle it.
[redacted]
Sent from Yahoo Mail on Android

On Mon, Jun 10, 2019 at 8:33, US Customer Care<uscustomercare@fcagroup.com> wrote: Hello [redacted]
Thank you for letting me know. I will reach out to Baker and let him know to send me the information from your appointment. I will follow up with you after the dealership has diagnosed your vehicle.

Best Wishes,
Amy

From [redacted]
Sent [redacted]
To: uscustomercare@fcagroup.com
Subject: Re: Chrysler Case Management | Case [redacted]

Hello Amy
I was able to get an earlier appointment with Hall Dodge in VA Bch. The appointment is for Wednesday June 12th first thing in the morning. Baker Alder is my Service Advisor.
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On Wed, Jun 5, 2019 at 15:32, US Customer Care<uscustomercare@fcagroup.com> wrote: Hello [redacted]

My name is Amy and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number is [redacted]
The Chrysler Case Management telephone number is: 1-866-932-3873
My direct extension: 304-0166

Please reply to this email to let me know the date, time and location of your appointment so I may follow up with the dealership.

Regards,
Amy
FCA Case Management
[redacted]

Date	06/25/2019	***Subject***	Re: Chrysler Case Management | Case [redacted]		
From	uscustomercare@fcagroup.com	***To***		***Sent Date/Time***	06/25/2019 18:40 PM

Hello [redacted]
I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is [redacted]
[redacted] number is: 1-866-932-3873
My direct extension is: 3040166

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and we hope we were able to resolve your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a Case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best
Amy

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 6/25/2019 2:36 PM
To: [redacted]
Subject: Re: Chrysler Case Management | Case [redacted]

Hello [redacted],
I am so happy to hear that everything went smoothly. I will send you our closing email, and if you need additional assistance please feel free to reach out. Have a great day. It was a pleasure working with you.

Best Wishes,
Amy

---------- Original Message ----------
From [redacted]
Sent: 6/23/2019 11:17 AM
To: uscustomercare@fcagroup.com
Subject: Re: Chrysler Case Management | Case [redacted]

Hello Amy
Sorry about the communication on my end. I sent an email to you from my phone but it didn't go thru for some reason. The whole process at Hall Dodge went great. The door works again!!! THANK YOU so much for your help and staying on top of the process. It definitely made it stress free. Take care and if I ever need anything, I'll definitely ask for you to handle it.
[redacted]
Sent from Yahoo Mail on Android

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Thank you for letting me know. I will reach out to Baker and let him know to send me the information from your appointment. I will follow up with you after the dealership has diagnosed your vehicle.

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Amy

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From: [redacted]
Sent: 6/8/2019 3:58 PM
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Subject: Re: Chrysler Case Management | Case [redacted]

Hello Amy
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Thank [redacted]

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Your case number is [redacted]
The Chrysler Case Management telephone number is: 1-866-932-3873
My direct extension: 304-0166

Please reply to this email to let me know the date, time and location of your appointment so I may follow up with the dealership.

Regards,
Amy
FCA Case Management
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/04/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/04/2019	**Origin**	Telephone	**Reason**	
Mileage	67,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]			**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	WHITEWOOD		SD	[redacted]	USA
Dealer	65577	JUNEKS SERVICE INC		**Dealer Phone**	6056422651
Dealer Address	644 W JACKSON BL				
	SPEARFISH		SD	57783 1911	USA
Dealer Zone	Denver	**Sales District**		**Service District**	R
Subject	sliding doors				
Synopsis	no diagnosis				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/04/2019 07:54 PM	Open
06/04/2019 08:06 PM	Closed

Initial Description

Passenger sliding door will not open in position and the passenger side will not work automatically.

Case Comments

Date	Comment
06/04/2019	Passenger sliding door will not open in position and the passenger side will not work automatically. Customer had a 2013 vehicle same brand and the same thing was happening. Customer saying that FCA should recall this on the vehicle because with the sliding doors doing this it isn't trustworthy. Adviser looked into this to see what assistance could be provided but do to the mileage on the vehicle it will be an out of pocket expense. However was told if recalled we will reimburse for the repair. Customer understood but wanted it noted that this will be the last Chrysler product they purchase

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/07/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/07/2019	**Origin**	Telephone	**Reason**	
Mileage	58,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	LITTLE ELM		TX	[redacted]	USA
Dealer	60447	WAXAHACHIE DODGE CHRYSLER JEEP		**Dealer Phone**	4695170030
Dealer Address	2405 N. INTERSTATE 35E				
	WAXAHACHIE		TX	75165	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	D
Subject	Warranty				
Synopsis					
Customer Anomaly					
Contact Reason	C183	Vehicle Warranty Plan Coverage	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Warranty - Warranty - Coverage Information				

Case Status History

Create Date	Status
06/07/2019 08:53 PM	Open
06/07/2019 09:01 PM	Closed

Initial Description

The customer would like to verify the warranty on the vehicle

Case Comments

Date	Comment
06/07/2019	The customer stated that would like to verify the warranty on the vehicle. The customer would like to know if anything covered the locks. The customer stated that when unlocks the side passenger door is make a loud buzzing sound. Informed the customer that the warranty that is left on the vehicle is Power Train with 26 months or 2,000 miles, Corrosion with 26 months, and Major emission with 62 months or 22,000 miles. Also, Informed the customer that looks to show a service contract and it doesn't show what can be cover and offered to connect the customer to verify. Advise that the customer that the vehicle will want to be take to the DLR to view.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/08/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/08/2019	**Origin**	Telephone	**Reason**	
Mileage	32,924 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	

Customer	[redacted]				
Customer Address					
	PALMETTO		FL	[redacted]	USA
Dealer	23955	FIRKINS CHRYSLER JEEP DODGE RAM		**Dealer Phone**	9417486510
Dealer Address	2700 1ST STREET				
	BRADENTON		FL	34208 3859	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	D

Subject	Door lock				
Synopsis	dealer should look up warranty				
Customer Anomaly	Electronics				
	Security Systems				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	20	Vehicle security system (car alarm) issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/08/2019 12:24 AM	Open
06/08/2019 12:33 AM	Closed

Initial Description

Door lock is not working, staying locked

Case Comments

Date	Comment
06/08/2019	customer was told that the basic warranty was no longer good. Basic Warranty is still good, so he wants warranty to cover the door lock. Dealer trying to get him to pay for it and says no warranty left, going by build date not in-service date.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/10/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/21/2019	**Origin**	Letter	**Reason**	
Mileage	39,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	HUNTERSVILLE		NC	[redacted]	USA
Dealer	45552	HENDRICK CHRYSLER DODGE JEEP RAM F		**Dealer Phone**	7044563000
Dealer Address	7630 HENDRICK AUTO PLAZA NW				
	CONCORD		NC	28027 8334	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	P
Subject	reimbursement				
Synopsis	CLOSED				
Customer Anomaly					
Contact Reason	C83	Request For Goodwill Reimbursement	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Product - Reimbursement request - Compensation/Goodwill				

Case Status History

Create Date	Status
06/10/2019 01:38 PM	Open
07/15/2019 02:26 PM	Suspended
07/19/2019 12:12 PM	Open
08/21/2019 02:33 PM	Closed

Initial Description

customer called in seeking reimbursement

Case Comments

Date	Comment
06/10/2019	Customer called in seeking reimbursement for a repair for the vehicle. Customer had called in previously about this issue and went to send in the documents and was informed that the case was closed before he could attach the documents please reference to case [redacted] I am attaching the documents to the new case.
06/13/2019	The customer is calling in regards to the reimbursement. The customer was informed that it can take 24 hours and advise the customer that will have to wait due to being reviewed at this moment.
07/11/2019	Customer looking for an update on the reimbursement status. Customer was uinformed that it is still being reviewed and the total processing period takes anywhere from 30-90 days. Customer is also now experiencing the same issue with the passenger side door and wondered what we would be able to do for them. Adviser looked further into the situation and informed the customer that because they are OOW it would be an out of pocket expense unless it becomes recalled in the future then we can go ahead with reimbursing for the repair
07/15/2019	Customer reached out on Twitter: Bottom line is @Chrysler has produced a vehicle where something fails and the refuse to recall it. This is a safety issue. Being able to get people out of a vehicle in the event of an emergency is a basic function. Your unwillingness to help is negligent! Not only am I out the $ to fix the driver side slider actuator, the passenger side not but 3 weeks after getting the driver side fixed is now making grinding noises and is not allowing the door to be unlocked... just like the other one! Id really like to not have to shell out more $$$ then wait to MAYBE get reimbursed some 90-120 days later. This is a safety issue. Its a faulty actuator... 2 bad ones on one vehicle (van has 39,000 miles) and its seals the door in a locked position! This is a safety hazard god forbid the other door becomes pinned in an accident. I trusted Chrysler to keep my family safe when I chose you over a Honda or a Toyota... my confidence is shattered with this entire ordeal
07/15/2019	Customer is seeking for reimbursement for a repair done on his vehicle. Customer provided the Repair Order but no proof of payment included. Asked the customer via email to provide the said additional document to further review and process his request. Conclusion: Waiting for customer's response and additional documents needed. Case suspended.
07/19/2019	Customer reached out on Twitter: My case is under review for the first actuator... can you add to the case for the second one so i can have it repaired without money out of my pocket or do I have to go through this run around Two separate bad actuators on the same car (one with 39,000 miles on it) would seem like faulty parts from your supplier. This should be a recall I thought this could be worked out without it, however it would seem i will be forced to consult legal counsel. There seems to be a large number of owners that this has happened to, and Chrysler seems far more concerned about collecting $500 per repair then correcting a problem that Chrysler is negligent in
07/19/2019	Case Update: Customer reached out again via Twitter with a new concern. Please contact customer and inform/advise him with the following: 1. Inform customer to have his vehicle be inspected in a dealership with regards to the same issue occurring right now and let us see how FCA can help him in terms of reimbursement. 2. Advise customer that the reimbursement for his sliding door repair is already in the right department. However, I sent him email for request to provide proof of payment last June 15, 2019 but as of the moment, there was no response from him yet. Inform the customer that the document requested is essential for reimbursement process. Conclusion: Reassign case to DV - Follow Up Required team to contact customer. Please see customer details below. [redacted]
08/21/2019	Tried contacting the customer but no one answered, left a voicemail.
08/21/2019	The customer does not qualify for the reimbursement because the repairs are not covered under a recall. The case is denied.

Email(s)

Date	07/15/2019	**Subject**	Reimbursement Request (Request for Additional Documents) [re		
From	uscustomercare=fcagroup.com@fcagroup.com	**To**		**Sent Date/Time**	07/15/2019 14:23 PM

Dear

Thank you for allowing Chrysler Customer Care to address your concern. Your satisfaction is our primary concern.

My name is Faith and I will be your advocate to ensure your questions and concerns are addressed accordingly.

We are reaching out to you in regard to your reimbursement request for repair done on your 2016 CHRYSLER TOWN & COUNTRY TOURING with Case No review of your case, we found the need to ask you with the following additional document/s to further assist you with your request:

Proof of Payment (cash register receipt (if paid in cash), credit card receipt, and/or credit card/bank statement) - Please make sure to provide a receipt matching the full amount that appears from the Repair Order

These documents will help us to further review and process for your request for reimbursement.

Should you have any more questions or concerns, please don't hesitate to make contact and we would be more than willing to assist you. Thank you for your patience and cooperation!

Sincerely,

Faith
Reimbursement Specialist

Date	08/21/2019	**Subject**	
From	uscustomercare@fcagroup.com	**To**	

Hello

This email is regarding your case dge Customer Care. We have been trying to reach you regarding your case here with us. Please give us a contact back regarding this manner at (833) 585-0144.

Thank You
Dodge Customer Care

---------- Original Message ----------
From: Angela Faith Dizon [uscustomercare=fcagroup.com@fcagroup.com]
Sent: 7/15/2019 10:23 AM
To:
Su

De

Thank you for allowing Chrysler Customer Care to address your concern. Your satisfaction is our primary concern.

My name is Faith and I will be your advocate to ensure your questions and concerns are addressed accordingly.

We are reaching out to you in regard to your reimbursement request for repair done on your 2016 CHRYSLER TOWN & COUNTRY TOURING with Case No. review of your case, we found the need to ask you with the following additional document/s to further assist you with your request:

Proof of Payment (cash register receipt (if paid in cash), credit card receipt, and/or credit card/bank statement) - Please make sure to provide a receipt matching the full amount that appears from the Repair Order

These documents will help us to further review and process for your request for reimbursement.

Should you have any more questions or concerns, please don't hesitate to make contact and we would be more than willing to assist you. Thank you for your patience and cooperation!

Sincerely,

Faith
Reimbursement Specialist

Date	08/21/2019	**Subject**	
From	uscustomercare@fcagroup.com	**To**	

Hello [redacted]

This email is regarding your case [redacted] Dodge Customer Care. We have been trying to reach you regarding your case here with us. Please give us a contact back regarding this manner at (833) 585-0144.

Thank You
Dodge Customer Care

---------- Original Message ----------
From: Angela Faith Dizon [uscustomercare=fcagroup.com@fcagroup.com]
Sent: 7/15/2019 10:23 AM
To [redacted]
Subject: Reimbursement Request (Request for Additional Documents) [redacted]

Dear [redacted] ,

Thank you for allowing Chrysler Customer Care to address your concern. Your satisfaction is our primary concern.

My name is Faith and I will be your advocate to ensure your questions and concerns are addressed accordingly.

We are reaching out to you in regard to your reimbursement request for repair done on your 2016 CHRYSLER TOWN & COUNTRY TOURING with Case No. [redacted] . review of your case, we found the need to ask you with the following additional document/s to further assist you with your request:

Proof of Payment (cash register receipt (if paid in cash), credit card receipt, and/or credit card/bank statement) - Please make sure to provide a receipt matching the full amount that appears from the Repair Order

These documents will help us to further review and process for your request for reimbursement.

Should you have any more questions or concerns, please don't hesitate to make contact and we would be more than willing to assist you. Thank you for your patience and cooperation!

Sincerely,

Faith
Reimbursement Specialist
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2016	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	06/11/2019	CAIR Type	Top Care	Status	Closed
Close Date	06/14/2019	Origin	Email	Reason	
Mileage	52,000 Miles	Market	U	Language	English
Contact Email					
Caller Address				Source	Top Management
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	FORT MYERS		FL		USA
Dealer	66732	Galeana Chrysler Dodge Jeep Ram FI		Dealer Phone	2394812600
Dealer Address	14375 S TAMIAMI TRL				
	FORT MYERS		FL	33912 1943	USA
Dealer Zone	Southeast	Sales District		Service District	D
Subject	Top Care Case - Power Sliding Door Inoperable				
Synopsis	closed				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/11/2019 06:39 AM	Open
06/14/2019 02:24 PM	Closed

Initial Description

Top Care Case - Power Sliding Door Inoperable

Case Comments

Date	Comment
06/11/2019	6/11/19..... Writer spoke with Dwayne Coleman (SA) who stated that vehicle needs a door latch assembly since there is a problem with the power sliding door. Writer advised Dwayne that writer would like to cover repair as goodwill and that DM notes would be added approving the repair. Cost of repair approx. $1,200.
06/11/2019	6/11/19..... Writer sent Billy (SM) the following email as he requested and added DM notes approving the door latch assembly repair.
06/11/2019	6/11/19..... Writer called owner and apologized for the problem with his sliding door. Writer advised owner that due to age and mileage, writer was going to cover the repair as a goodwill gesture and since dealer has the parts in stock, the repair should be completed sometime today. Writer advised owner that he would follow up with him on Friday (6/14/19), to make sure that owner is satisfied with his repair and that owner can call writer before then, if necessary.
06/13/2019	6/13/19.....Writer spoke with Dwayne Coleman (SA), who stated that repairs would be completed today and owner will be picking up his vehicle this afternoon. Writer called owner and provided him with an update and advised owner, that writer would follow up with him tomorrow, to make sure he is satisfied with his repair.
06/14/2019	6/14/19..... Writer spoke with owner who stated that he picked up his vehicle this morning and everything is running fine and he appreciates everything that was done. Writer advised owner to call writer in the future, if he ever has any questions/concerns.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/11/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/08/2019	**Origin**	Telephone	**Reason**	
Mileage	72,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	STANLEY		ND	[redacted]	USA
Dealer	43942	MINOT AUTOMOTIVE CENTER, INC.		**Dealer Phone**	7018520151
Dealer Address	3615 SOUTH BROADWAY				
	MINOT		ND	58701 7455	USA
Dealer Zone	Denver	**Sales District**		**Service District**	S
Subject	Dealership Complaint				
Synopsis	vehicle repaired.				
Customer Anomaly					
Contact Reason	C163	Service Problem Not Resolved	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Network - Treatment in workshop - Service Problem Not Resolved				

Case Status History

Create Date	Status
06/11/2019 04:27 PM	Open
06/11/2019 04:39 PM	Closed
06/11/2019 08:47 PM	Open
06/20/2019 08:30 PM	Suspended
07/01/2019 04:03 AM	Open
07/08/2019 01:45 PM	Closed

Initial Description

Treatment in workshop

Case Comments

Date	Comment
06/11/2019	Customer took vehicle into DLR because passenger door does not open, and after $700 later they got the door to open but customer now states that the door does not stay in the open position it will rapidly close, causing his grandsons arm to get caught in it. Now DLR is stating that the locking mechanism needs to be replaced and they are seeking $642 to fix it. customer is upset because he already paid to have the door in a working condition and it has not been fixed.
06/12/2019	***INBOUND DLR CALL*** CM spoke with SM Ryan who stated they repaired top door latch for $700 - advised customer to reach out to FCA for possible assistance. Customer paid the bill and went home to find another issue with door. Door closed on customers grandson. Customer brought vehicle back to DLR to find out the bottom latch also needed to be replaced $642.00. CM advised case was not escalated. After review with SM - customer to be reimbursed $200 from $700.00 repair. Notes will be entered to cover second latch repair on door.
06/12/2019	***OUTBOUND CUSTOMER CALL** [redacted] Full mailbox could not leave VM.
06/12/2019	DLR EMAIL Warranty Cost of repair = $641.28
06/13/2019	***OUTBOUND CUSTOMER CALL*** [redacted] Full mailbox could not leave VM.
06/13/2019	***OUTBOUND DLR CALL*** SA Lisa states customer contact info is: [redacted]
06/14/2019	***OUTBOUND CUSTOMER CALL*** [redacted] CM spoke with [redacted] CM advised after speaking with DLR we want to cover the second door repair. Customer states he will call DLR to set appointment. Customer to send in receipts from repair 1 for possible reimbursement. [redacted]
06/21/2019	Vehicle has arrived at dealership Minot Automotive Center Inc. and attended by dealer employee
07/03/2019	***OUTBOUND CUSTOMER CALL*** [redacted] From initial contact with DLR regarding this case - After review with SM - customer to be reimbursed $200 from $700.00 repair. Address on file correct. Vehicle repaired.

Email(s)

Date	06/14/2019	**Subject**	2016 DODGE GRAND CARAVAN SXT [[redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	06/14/2019 21:05 PM

My name is Tyler and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your case number is [redacted]
The Case Management telephone number is: 1-844-827-1926
My direct extension is: 3020574
If you have any questions or concerns regarding your vehicle that I can assist with, please feel free to contact me.
Our hours of operation are:

Monday to Friday: 8am - 8pm
Eastern Time

Thank you,
Tyler
Case Manager
[redacted]

Date	06/18/2019	***Subject***	2016 DODGE GRAND CARAVAN SX[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	06/18/2019 19:41 PM

Good afternoon Scott, have you had the opportunity to speak with the dealership to set an appointment date for the door repair?

Tyler
Dodge Case Management
844-827-1926 x3020574
[redacted]

Date	06/18/2019	***Subject***	Re: 2016 DODGE GRAND CARAVAN SXT[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	06/18/2019 20:56 PM

Yes I am bringing it to them Thursday and dropping it off hopefully it'll be done by Tuesday

Sent from Yahoo Mail on Android

On Tue, Jun 18, 2019 at 2:41 PM, US Customer Care<uscustomercare@fcagroup.com> wrote: Good afternoo[redacted]ave you had the opportunity to speak with the dealership to set an appointment date for the door repair?

Tyler
Dodge Case Management
844-827-1926 x3020574
[redacted]

Date	06/20/2019	***Subject***	Re: 2016 DODGE GRAND CARAVAN SXT[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	06/20/2019 20:28 PM

Good afternoon [redacted]hank you for the update. I am out of office all next week and returning the week of July 1. I will follow up with you once I return to make sure everything is good after the repair. If you need any type of assistance while I am out, please call the Case Management line at 844-827-1926 and my colleagues will be able to assist you.

Tyler
Dodge Case Management
844-827-1926 x3020574
[redacted]

Date	07/01/2019	***Subject***	Re: 2016 DODGE GRAND CARAVAN SXT [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	07/01/2019 14:06 PM

Got the van back two days late but it seems to be working ., Thank you for stepping in and helping us out..

Sent from Yahoo Mail on Android

On Thu, Jun 20, 2019 at 3:28 PM, US Customer Care<uscustomercare@fcagroup.com> wrote: Good afternoon [redacted]hank you for the update. I am out of office all next week and returning the week of July 1. I will follow up with you once I return to make sure everything is good after the repair. If you need any type of assistance while I am out, please call the Case Management line at 844-827-1926 and my colleagues will be able to assist you.

Tyler
Dodge Case Management
844-827-1926 x3020574
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/11/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/13/2019	**Origin**	Chat	**Reason**	
Mileage	55,207 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	X7627	HERTZ DAILY RENTALS-SanAntonio TX		**Dealer Phone**	2108418822
Dealer Address	910 W Cargo Drive				
	SAN ANTONIO		TX	78216 4209	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Others				
Synopsis	issues with sliding door				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/11/2019 05:27 PM	New
06/11/2019 05:35 PM	Open
06/13/2019 10:53 AM	Closed

Initial Description

Chat Started: Tuesday, June 11, 2019, 13:27:08 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Chelee (14s) Chelee: Hi, my name is Chelee with FCA Customer Care, How may I help you? (37s) Visitor: yes, I have a problem with my 2016 Dodge Caravan sliding door (1m 18s) Visitor: it won't unlock manually or with key fob or button, so door won't open (1m 49s) Visitor: I don't see any recall notice but there are a huge amount of complaints online regarding this issue (1m 55s) Chelee: Hi [redacted] I'm sorry to hear that your sliding door won't lock for you and would be happy to try and assist you with this today. Before we begin, we require verification of your information in our system, is that ok? (2m 9s) Visitor: sure (2m 19s) Chelee: Great! May I have the last 8 characters of the vin number with Letters & numbers please? (2m 40s) Visitor: [redacted] (3m 20s) Chelee: Excellent! May I have the name, complete address with zip code, phone number, email address to who the vehicle is registered to as current mileage please? (4m 6s) Visitor: [redacted] san antonio, tx [redacted] and mileage 55207 (4m 37s) Visitor [redacted] (6m 13s) Chelee: Awesome & thank you for verifying your information for me, it's greatly appreciated! Please allow me a few moments to pull up your information in our system for you. I will be back as quickly as I can (6m 21s) Visitor: ok (10m 33s) Chelee: Hi [redacted] thank you for holding. Have you taken your vehicle to your local dealership for a diagnosis yet to see what's causing this issue? (10m 59s) Visitor: no, because they want to charge me over $100 just to run the diagnostic (11m 25s) Chelee: Ok. We won't know what is causing this issue without a diagnosis from the dealership (12m 45s) Visitor: considering this is a constant issue with this van why isn't there some kind of warning or recall? Why do I have to pay the $100 for an ongoing issue (13m 7s) Chelee: Every dealership charges for a diagnosis fee and that is something that we can not waive (13m 31s) Visitor: so on top of the $100 I then have to pay to fix the door that Dodge knows is faulty (14m 21s) Visitor: I have one door making a loud noise when it unlocks and now one doesn't even unlock and the car is barely 2 yrs (16m 49s) Chelee: We can always see if there is anything that we can do to assist you however we need the vehicle to be diagnosed at the dealership first. Once it's diagnosed, you can contact us and we will review your case for you. (18m 32s) Chelee: As for it being a recall, there are no recalls on this vehicle. You can always contact NHTSA at 888-327-4236 and inform them that this is an ongoing issue and to look into putting a recall on it in the near future (19m 52s) Visitor: I'm sure they know about it, I'm not the 1st complaint online. They obviously don't care...this will probably be my 1st and last dodge. Pay for their mistakes on the vehicles,

Case Comments

Date	Comment
06/11/2019	customer states that her sliding door as it won't unlock manually or with key fob or button, so door won't open / agent apologized & referred customer to DLR for diagnosis / Survey By-Pass No Diagnosis - Possible DLR GW

Live Chats

Date

Date	
06/11/2019	Chat Started: Tuesday, June 11, 2019, 13:27:08 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Chelee (14s) Chelee: Hi, my name is Chelee with FCA Customer Care, How may I help you? (37s) Visitor: yes, I have a problem with my 2016 Dodge Caravan sliding door (1m 18s) Visitor: it won't unlock manually or with key fob or button, so door won't open (1m 49s) Visitor: I don't see any recall notice but there are a huge amount of complaints online regarding this issue (1m 55s) Chelee: Hi [redacted] I'm sorry to hear that your sliding door won't lock for you and would be happy to try and assist you with this today. Before we begin, we require verification of your information in our system, is that ok? (2m 9s) Visitor: sure (2m 19s) Chelee: Great! May I have the last 8 characters of the vin number with Letters & numbers please? (2m 40s) Visitor: [redacted] (3m 20s) Chelee: Excellent! May I have the name, complete address with zip code, phone number, email address to who the vehicle is registered to as current mileage please? (4m 6s) Visitor: [redacted] san antonio, tx [redacted] and mileage 55207 (4m 37s) Visitor: [redacted] (6m 13s) Chelee: Awesome & thank you for verifying your information for me, it's greatly appreciated! Please allow me a few moments to pull up your information in our system for you. I will be back as quickly as I can (6m 21s) Visitor: ok (10m 33s) Chelee: Hi Melanie, thank you for holding. Have you taken your vehicle to your local dealership for a diagnosis yet to see what's causing this issue? (10m 59s) Visitor: no, because they want to charge me over $100 just to run the diagnostic (11m 25s) Chelee: Ok. We won't know what is causing this issue without a diagnosis from the dealership (12m 45s) Visitor: considering this is a constant issue with this van why isn't there some kind of warning or recall? Why do I have to pay the $100 for an ongoing issue (13m 7s) Chelee: Every dealership charges for a diagnosis fee and that is something that we can not waive (13m 31s) Visitor: so on top of the $100 I then have to pay to fix the door that Dodge knows is faulty (14m 21s) Visitor: I have one door making a loud noise when it unlocks and now one doesn't even unlock and the car is barely 2 yrs (16m 49s) Chelee: We can always see if there is anything that we can do to assist you however we need the vehicle to be diagnosed at the dealership first. Once it's diagnosed, you can contact us and we will review your case for you. (18m 32s) Chelee: As for it being a recall, there are no recalls on this vehicle. You can always contact NHTSA at 888-327-4236 and inform them that this is an ongoing issue and to look into putting a recall on it in the near future (19m 52s) Visitor: I'm sure they know about it, I'm not the 1st complaint online. They obviously don't care...this will probably be my 1st and last dodge. Pay for their mistakes on the vehicles,

Date	
06/11/2019	

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/12/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/17/2019	**Origin**	Telephone	**Reason**	
Mileage	85,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	VILLAS		NJ	[redacted]	USA
Dealer	44814	SPORT DODGE		**Dealer Phone**	6096461200
Dealer Address	6831 BLACK HORSE PIKE				
	EGG HARBOR TOWNSHIP		NJ	08234 4131	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	B
Subject	Vehicle Issues				
Synopsis	Customer needs diagnosis for paint peeling concern.				
Customer Anomaly	Engine				
	Cylinder Head				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	23	Engine cylinder head / block issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/12/2019 07:13 PM	Open
06/12/2019 08:10 PM	Closed
06/17/2019 02:58 PM	Open
07/17/2019 01:39 PM	Closed

Initial Description

Customer is seeking assistance with the vehicle misfiring on cylinder #2.

Case Comments

Date	Comment
06/12/2019	Customer is having issues with the vehicle misfiring on cylinder #2, as the engine light was on, and is seeking assistance with the cost of the repair. Customer states, he brought vehicle to a shop, and they found that, cylinder #2 misfiring and psi - 110, and cylinder #4 psi-185. Agent searched in VIP and found that PT has expired by miles - 1/12/2019 or 60,000. Customer has 85,000 he thinks. Agent advised that he would have to bring vehicle to a Chrysler Dealer, and have this diagnosed by a Tech, and FCA can review for assistance. Agent advised to give a call back, once he books the appointment. Customer understood and thanked agent. Agent provided a case number for reference. Agent branded call - Chrysler. LS>569 CC>0 Original Owner - 85,000? - He will confirm when calling back. PT Warranty - 1/12/2021/60,000 miles
06/17/2019	CUSTOMER CALL BACK STATING HE GOT DIAGNOSIS FROM DLR ALREADY REGARDING HIS VEHICLE FOR COST ASSISTANCE. cylinder #2 misfiring and psi - 110, and cylinder #4 psi-185. Door latch is falling. Agent advised it will be send for review for possible cost assistance for diagnosis he receive from dlr. Original owner. loyalty score of 0569
06/18/2019	**********BC 35 REVIEW********** In-Service Date: 1/12/2016 Original Owner: Yes Mileage: 85,000 Vehicle purchase Loyalty: 2 New | 1 Used Multiple Repairs/ Previous related repairs: No MVP plans: None Basic expires: January 12, 2019 Expired (Time) Powertrain expires: January 12, 2021 Expired (Odometer) LS: 0569 CC: 0 Open Recalls: 0 ********** - ***INBOUND EMAIL FROM THE DEALER*** I dont have any record of vehicle being here for diagnosis. - ***OUTBOUND CUSTOMER CONTACT*** [redacted] CM is following up to verify what dealer the vehicle, customers vehicle is at Sport and the engine repair is going to be $1800.00 and the door is going to be $758.00, roughly over $3000.00 in repairs. - ***OUTBOUND DEALERSHIP CONTACT*** SPORT DODGE | 6096461200 CM is following up to speak with Doug regarding possible assistance towards repairs. DLR is going to call CM back regarding vehicle
06/18/2019	***INBOUND DEALERSHIP CONTACT*** SPORT DODGE | 6096461200 Left Cylinder and intake manifold need to be replaced $1825.00 plus tax Door $782.00 Plus tax. Customer is looking into going through with an extended warranty on his own. CM advised it will be reviewed and the CM will call the SM back, customer has never been to that dealer and has 88,000 miles on the vehicle, customer is 52,000 miles outside of the basic warranty.
06/20/2019	***OUTBOUND CUSTOMER CONTACT*** [redacted] CM is following up to seek if he was going through his own extended warranty, customer claims they are going to look at it tomorrow and decide if its going to be covered through them or not. CM will follow up on Monday.
06/22/2019	customer called back because there is issues with the dealer. the dealer is saying the are not breaking down the full engine until Monday and they are upset because the insurance requested the engine be broke fully down yesterday and it hasn't been done. customer isn't able to get rental coverage because it is mechanical issues and they need it because the dealer is pushing the job
06/24/2019	***OUTBOUND CUSTOMER CONTACT*** [redacted] CM is following up with the customer regarding dealer tearing down engine, CM LVM.

Date	Comment
06/24/2019	Customer called in to get in contact with the case manager. ***Agent Advised*** A note will be left to the case manager to get in contact.
06/24/2019	***OUTBOUND CUSTOMER CONTACT*** [redacted] Customer is in need of a rental, CM advised the CM will follow up and see what can be done.
06/28/2019	***OUTBOUND DEALERSHIP CONTACT*** SPORT DODGE | 6096461200 CM is following up with Doug regarding mutual customers vehicle. CM spoke with Doug and advised that the extended warranty is taking care of it and rental.
06/28/2019	***OUTBOUND CUSTOMER CONTACT*** [redacted] CM is following up to inform that if the customer. Customer got approval for repair through extended warranty (that isn't a Chrysler extended warranty) Customer has point bubbling on hood. CM informed the customer will have to have a dealer look at the hood to determine repairs, may or may not have a service bulletin on that concern. Customer understood. CM cannot provide a rental since he is going through extended warranty, CUSTOMER IS ALSO PAYING FOR DEDUCTIBLE FROM EXTENDED WARRANTY, CASE MANAGER DECLINED REIMBURSEMENT AND RENTAL.
07/02/2019	*****Outbound Dealership Contact***** Sport Dodge | 44814 | 609-646-1200 SA advised the vehicle was done about a week ago. - *****Outbound Customer Contact***** [redacted] CM reached out to customer and left VM.

Email(s)

Date	06/18/2019	Subject	[redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]	Date/Time	06/18/2019 18:14 PM

Good Afternoon,

I am emailing you from FCA just wanted to inform you i spoke with Doug he is going to call me back regarding your vehicle.

Best Regards.

Clorissa | FCA Specialist
866-932-3873 | Extension: 3020205
[redacted]

Date	06/26/2019	Subject	[redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]	/Time	06/26/2019 17:50 PM

Hello,

I have reached out to Doug I am waiting for a response back regarding the rental and your vehicle, at this time if you are in need of a rental you can pay out of pocket for submit for reimbursement, i can approve 5 days until we can figure out if your extended warranty is covering the repairs or not.

Best Regards.

Clorissa | FCA Specialist
866-932-3873 | Extension: 3020205
[redacted]

Date	06/26/2019	Subject	Re [redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	06/26/2019 18:55 PM

Other problem this 2016 which i suprising seen on couple other Chrysler is
the paint is bubbling up on the hood

On Wed, Jun 26, 2019, 1:50 PM US Customer Care <uscustomercare@fcagroup.com>
wrote:

> Hello,
>
> I have reached out to Doug I am waiting for a response back regarding the
> rental and your vehicle, at this time if you are in need of a rental you
> can pay out of pocket for submit for reimbursement, i can approve 5 days
> until we can figure out if your extended warranty is covering the repairs
> or not.
>
> Best Regards.
>
> Clorissa | FCA Specialist
> 866-932-3873 | Extension: 3020205
>
> [redacted]

Date	06/28/2019	Subject	[redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]	e/Time	06/28/2019 14:58 PM

Good Morning,

I am emailing you to advise i spoke with Doug and he informed that your working with your extended warranty and that they are taking care of it - also the rental too.

Best Regards.

Clorissa | FCA Specialist
866-932-3873 | Extension: 3020205
[redacted]

Date	06/28/2019	Subject	[redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	06/28/2019 15:07 PM

I have no rental yet nor been contacted about a rental car! I STILL have to put out 250 dollars out my own pocket! STILL have a hood that the paint peeling off on a 3 year old vehicle! This vehicle has been a nightmare. My Vacation starts Monday and i need of my van!!!! Have tickets booked and no way to get there!!!
A phone call be nice 6097802044!!!!!

On Fri, Jun 28, 2019, 10:58 AM US Customer Care <uscustomercare@fcagroup.com> wrote:

> Good Morning,
>
> I am emailing you to advise i spoke with Doug and he informed that your
> working with your extended warranty and that they are taking care of it -
> also the rental too.
>
>
> Best Regards.
>
> Clorissa | FCA Specialist
> 866-932-3873 | Extension: 3020205
> [redacted]

Date	07/05/2019	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***e/Time***	07/05/2019 14:05 PM

Good Morning [redacted]

I am reaching out to follow up on your case. I was advised by the dealership the vehicle has been returned to you. Are you satisfied with the repairs completed? I will be closing your case in 2 business days if there are no further concerns.

Thank you for your time.

Stacy
FCA Case Management
866-932-3873 ext 3020889
[redacted]

Date	07/09/2019	***Subject***	[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	07/09/2019 11:46 AM

Now i wamna open case for my peeling paint job!

On Fri, Jul 5, 2019, 10:05 AM US Customer Care <uscustomercare@fcagroup.com> wrote:

> Good Morning [redacted]
>
> I am reaching out to follow up on your case. I was advised by the
> dealership the vehicle has been returned to you. Are you satisfied with the
> repairs completed? I will be closing your case in 2 business days if there
> are no further concerns.
>
>
> Thank you for your time.
>
> Stacy
> FCA Case Management
> 866-932-3873 ext 3020889
>
>
>
> [redacted]

Date	07/09/2019	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Time***	07/09/2019 15:07 PM

Has the concern been diagnosed by the dealership?

Stacy
FCA Case Management
866-932-3873 ext 3020889

---------- [redacted]
From: [redacted]
Sent: [redacted]
To: uscustomercare@fcagroup.com
Subject: Re[redacted]

Now i wamna open case for my peeling paint job!

On Fri, Jul 5, 2019, 10:05 AM US Customer Care <uscustomercare@fcagroup.com>
wrote:

> Good Morning [redacted]
>
> I am reaching out to follow up on your case. I was advised by the
> dealership the vehicle has been returned to you. Are you satisfied with the
> repairs completed? I will be closing your case in 2 business days if there
> are no further concerns.
>
>
> Thank you for your time.
>
> Stacy
> FCA Case Management
> 866-932-3873 ext 3020889
>
>
>
>
[redacted]

Date	07/11/2019	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***		***Time***	07/11/2019 14:19 PM

Good Morning

Has the vehicle been taken into the dealership for your paint concern; or has an appointment been scheduled?

Stacy
FCA Case Management
866-932-3873 ext 3020889

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 7/9/2019 11:07 AM
To: [redacted]
Sul[redacted]

Has the concern been diagnosed by the dealership?

Stacy
FCA Case Management
866-932-3873 ext 3020889

---------- Original Message ----------
From[redacted]
Sent: 7/9/2019 7:46 AM
To: uscustomercare@fcagroup.com
Subject: R[redacted]

Now i wamna open case for my peeling paint job!

On Fri, Jul 5, 2019, 10:05 AM US Customer Care <uscustomercare@fcagroup.com>
wrote:

> Good Morning[redacted]
>
> I am reaching out to follow up on your case. I was advised by the
> dealership the vehicle has been returned to you. Are you satisfied with the
> repairs completed? I will be closing your case in 2 business days if there
> are no further concerns.
>
>
> Thank you for your time.
>
> Stacy
> FCA Case Management
> 866-932-3873 ext 3020889
>
>
>
>
>[redacted]

Date	07/11/2019	***Subject***	Re:[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	07/11/2019 14:55 PM

I call Monday to make an appointment

On Thu, Jul 11, 2019, 10:19 AM US Customer Care <uscustomercare@fcagroup.com>
wrote:

> Good Morning
>
> Has the vehicle been taken into the dealership for your paint concern; or
> has an appointment been scheduled?
>
> Stacy
> FCA Case Management
> 866-932-3873 ext 3020889
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 7/9/2019 11:07 AM
> To: [redacted]
> Sub[redacted]
>
> Has the concern been diagnosed by the dealership?
>
> Stacy
> FCA Case Management
> 866-932-3873 ext 3020889
>
>
> ---------- Original Message ----------
> From: [redacted]
> Sent: [redacted]
> To: uscustomercare@fcagroup.com
> Subject: Re: [redacted]
>
> Now i wamna open case for my peeling paint job!
>
> On Fri, Jul 5, 2019, 10:05 AM US Customer Care <
> uscustomercare@fcagroup.com>
> wrote:
>
> > Good Morning [redacted]
> >
> > I am reaching out to follow up on your case. I was advised by the
> > dealership the vehicle has been returned to you. Are you satisfied with
> the
> > repairs completed? I will be closing your case in 2 business days if
> there
> > are no further concerns.
> >
> >
> > Thank you for your time.
> >
> > Stacy
> > FCA Case Management
> > 866-932-3873 ext 3020889
> >
> >
> >
> >
> >
>
> [redacted]

Date	07/15/2019	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***		***Time***	07/15/2019 13:30 PM

Please let me know when you have your appointment scheduled for.

Stacy
FCA Case Management
866-932-3873 ext 3020889

---------- Original Message
From [redacted]
Sent: [redacted]
To: uscustomercare@fcagroup.com
Subject: Re: [redacted]

I call Monday to make an appointment

On Thu, Jul 11, 2019, 10:19 AM US Customer Care <uscustomercare@fcagroup.com>
wrote:

> Good Morning
>
> Has the vehicle been taken into the dealership for your paint concern; or
> has an appointment been scheduled?
>
> Stacy
> FCA Case Management
> 866-932-3873 ext 3020889
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 7/9/2019 11:07 AM
> To: [redacted]
> Subject: [redacted]
>
> Has the concern been diagnosed by the dealership?
>
> Stacy
> FCA Case Management
> 866-932-3873 ext 3020889
>
>
> ---------- Original Message ----------
> From: [redacted]
> Sent: [redacted]
> To: uscustomercare@fcagroup.com
> Subject: Re: [redacted]
>
> Now i wamna open case for my peeling paint job!
>
> On Fri, Jul 5, 2019, 10:05 AM US Customer Care <
> uscustomercare@fcagroup.com>
> wrote:
>
> > Good Morning [redacted]
> >
> > I am reaching out to follow up on your case. I was advised by the
> > dealership the vehicle has been returned to you. Are you satisfied with
> the
> > repairs completed? I will be closing your case in 2 business days if
> there
> > are no further concerns.
> >
> >
> > Thank you for your time.
> >
> > Stacy
> > FCA Case Management
> > 866-932-3873 ext 3020889
> >
> >
> >
> >
> >
> >
>
[redacted]

Date	07/17/2019	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***		***Time***	07/17/2019 13:37 PM

Hello [redacted]

I will be temporarily closing your case at this time. Please contact me at 866-932-3873 ext 3020889 once an appointment is scheduled. Once we have your appointment time and date I will reopen your case.

Thank you for your time.

Stacy
FCA Case Management
866-932-3873 ext 3020889

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 7/15/2019 9:30 AM
To: [redacted]
Subject: Re: [redacted]

Please let me know when you have your appointment scheduled for.

Stacy
FCA Case Management
866-932-3873 ext 3020889

---------- Original Message ----------
From: [redacted]
Sent: 7/11/2019 10:55 AM
To: uscustomercare@fcagroup.com
Subject: Re: [redacted]

I call Monday to make an appointment

On Thu, Jul 11, 2019, 10:19 AM US Customer Care <uscustomercare@fcagroup.com>
wrote:

> Good Morning
>
> Has the vehicle been taken into the dealership for your paint concern; or
> has an appointment been scheduled?
>
> Stacy
> FCA Case Management
> 866-932-3873 ext 3020889
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 7/9/2019 11:07 AM
> To [redacted]
> Subject: Re [redacted]
>
> Has the concern been diagnosed by the dealership?
>
> Stacy
> FCA Case Management
> 866-932-3873 ext 3020889
>
>
> ---------- Original Message ----------
> From: [redacted]
> Sent: 7/9/2019 7:46 AM
> To: uscustomercare@fcagroup.com
> Subject: Re [redacted]
>
> Now i wamna open case for my peeling paint job!
>
> On Fri, Jul 5, 2019, 10:05 AM US Customer Care <
> uscustomercare@fcagroup.com>
> wrote:
>
> > Good Morning [redacted],
> >
> > I am reaching out to follow up on your case. I was advised by the
> > dealership the vehicle has been returned to you. Are you satisfied with
> the
> > repairs completed? I will be closing your case in 2 business days if
> there
> > are no further concerns.
> >
> >
> > Thank you for your time.
> >
> > Stacy
> > FCA Case Management
> > 866-932-3873 ext 3020889
> >

> >
> >
> >
> >
>
[redacted]

Date	10/08/2019	**Subjec**	[redacted]
From	uscustomercare@fcagroup.com	**To**	

Dear [redacted]
Thank you for contacting FCA Customer Care.
Our records indicate that case number 58763291 is closed.
If you require further assistance please contact us and we would be happy to assist.
Thank you and have a great day.
FCA Customer Care

[redacted]

Date	10/08/2019	**Subject**	Re[redacted]		
From	[redacted]	**To**	uscustomercare@fcagroup.com	**Sent Date/Time**	10/08/2019 13:46 PM

Actually finally got my car in to kinda ford they will be contacting
Chrysler about my hood.

On Wed, Jul 17, 2019, 9:37 AM US Customer Care <uscustomercare@fcagroup.com>
wrote:

> Hello [redacted]
>
> I will be temporarily closing your case at this time. Please contact me at
> 866-932-3873 ext 3020889 once an appointment is scheduled. Once we have
> your appointment time and date I will reopen your case.
>
> Thank you for your time.
>
> Stacy
> FCA Case Management
> 866-932-3873 ext 3020889
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 7/15/2019 9:30 AM
> To [redacted]
> Subject: Re: [redacted]
>
> Please let me know when you have your appointment scheduled for.
>
> Stacy
> FCA Case Management
> 866-932-3873 ext 3020889
>
>
> ---------- Original Message ----------
> From: [redacted]]
> Sent: 7/11/2019 10:55 AM
> To: uscustomercare@fcagroup.com
> Subject: Re [redacted]
>
> I call Monday to make an appointment
>
> On Thu, Jul 11, 2019, 10:19 AM US Customer Care <
> uscustomercare@fcagroup.com>
> wrote:
>
> > Good Morning
> >
> > Has the vehicle been taken into the dealership for your paint concern; or
> > has an appointment been scheduled?
> >
> > Stacy
> > FCA Case Management
> > 866-932-3873 ext 3020889
> >
> >
> > ---------- Original Message ----------
> > From: US Customer Care [uscustomercare@fcagroup.com]
> > Sent: 7/9/2019 11:07 AM
> > To: [redacted]
> >
> > Has the concern been diagnosed by the dealership?
> >
> > Stacy
> > FCA Case Management
> > 866-932-3873 ext 3020889
> >
> >
> > ---------- Original Message ----------
> > From: [redacted]
> > Sent: 7/9/2019 7:46 AM
> > To: uscustomercare@fcagroup.com
> > Subject: Re: [redacted]
> >
> > Now i wamna open case for my peeling paint job!
> >
> > On Fri, Jul 5, 2019, 10:05 AM US Customer Care <
> > uscustomercare@fcagroup.com>
> > wrote:
> >
> > > Good Morning [redacted],
> > >
> > > I am reaching out to follow up on your case. I was advised by the
> > > dealership the vehicle has been returned to you. Are you satisfied with
> > the
> > > repairs completed? I will be closing your case in 2 business days if
> > there
> > > are no further concerns.

> > >
> > >
> > > Thank you for your time.
> > >
> > > Stacy
> > > FCA Case Management
> > > 866-932-3873 ext 3020889
> > >
> > >
> > >
> > >
> > >
> >
> >
>
>[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/12/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/08/2019	**Origin**	Telephone	**Reason**	
Mileage	59,300 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	NASHVILLE		TN		USA
Dealer	67396	BOB FRENSLEY CHRYSLER JEEP DODGE R		**Dealer Phone**	6158590000
Dealer Address	2210 GALLATIN PIKE N				
	MADISON		TN	37115 2006	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	S
Subject	left side Sliding door will not open.				
Synopsis	Vehicle has been repaired and picked up by customer				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/12/2019 08:35 PM	Open
06/12/2019 08:44 PM	Closed
06/14/2019 05:30 PM	Open
07/08/2019 07:12 PM	Closed

Initial Description

Customer having issues with his left side sliding door. Customer states the servicing dealer said the latch to his sliding door is not covered under warranty and they are charging him $800.00 to replace the latch.

Case Comments

Date	Comment
06/12/2019	Customer having issues with his left side sliding door. Customer states the servicing dealer said the latch to his sliding door is not covered under warranty and they are charging him $800.00 to replace the latch. Customer states the pppart should fall under his extended warranty but he is confused as to why the dealership says it is not covered. Dealership name: Bob Frensly CDJR located at 2210 Gallatin Pike N Madison, TN 37115 Dealership phone: (615) 859-0000 Customer callback: Customer Email
06/14/2019	Customer seeking cost assistance for left sliding door. Customer took to the dealership June 12. Agent escalating as there is 2 vehicle's under web coin. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number Click to dial Earliest call time: Latest call time: Updates via email: Y/N [Email address] Vehicle location: Home Date and Time of Appointment: June, 12 BOB FRENSLEY CHRYSLER JEEP DODGE Confirmed appointment with: [Dealer and Dealer Contact] Customer in rental: Y/N Authorized by: Rental start date: [Date]
06/14/2019	*****CUSTOMER SNAPSHOT****** WARRANTY: Powertrain MVP CONTRACTS: No MILEAGE: 59,300 IN SERVICE DATE: 02/18/2016 ORIGINAL OWNER: NO HOUSEHOLD VEHICLES: 2 REGULAR MAINTENANCE: No DEALER LOYALTY: NO REPEAT ISSUE: NO STAR TICKETS OPEN: No RESTRICTION: No RECALLS: No PRIOR GOODWILL: No
06/17/2019	On June 6th the customer was out on vacation and wednesday morning the sliding door would not open. They took the vehicle to Bob Fresnsley. Paid 200 for a diagnosis and was told that the latch was broken and they needed an actuator and a latch. He is concerned because the vehicle is only 3 and a half years old. Customer wants to know if the left latch is a default. Sent Email to the SM to see if goodwill is an option
06/18/2019	Customer called about his case looking for a call back at
06/18/2019	Contacted the customer back and advised that I was still working with the dealership and would contact him once I received an answer.
06/19/2019	Contacted the customer and advised that we will be waiting until his appointment on Tuesday before making a decision on cost assistance
06/25/2019	Vehicle has arrived at dealership Bob Frensley Chrysler Jeep Dodge Ram FIAT and attended by dealer employee
06/25/2019	Customer states he would like to speak to CM in regards to case. Agent advised that CM was currently assisting another caller and that a chatter would be sent for CM to call customer back. Customer states he is at the DLR waiting for the SM to come in and if you can please call him on his cell phone
06/25/2019	Spoke with customer who wanted to know if we were going to cover the parts for his vehicle. Advised customer that we needed to wait until the vehicle has been looked at to know what we are looking at for parts before we can make a decision on cost assistance.
06/26/2019	Email sent to SM for goodwill warranty breakdown
06/28/2019	Received Email from SM with warranty breakdown parker labor $138.95 parts =$555.87 latch and actuator total=$694.82
07/02/2019	SM accepted the DM notes for the repair of the vehicle. Contacted the customer to advise-left VM with update and contact information.
07/05/2019	Contacted the customer to advise-left VM with update and contact information.
07/08/2019	Contacted the customer and everything with the door is working well with the completed repairs. CM advised case would be closed but if he has any further concerns he can reach back out to us

Email(s)

Date	06/12/2019	**Subject**	left side Sliding door will not open. [		
From	uscustomercare@fcagroup.com	**To**		**Sent Date/Time**	06/12/2019 20:43 PM

Hello Your claim number is Thank you for calling Dodge Customer Care.

Sincerely, Jacob
Dodge Customer Care Team

Date	06/12/2019	**Subject**	left side Sliding door will not open. [		
From	uscustomercare@fcagroup.com	**To**		**Sent Date/Time**	06/12/2019 20:43 PM

Hello Your claim number is Thank you for calling Dodge Customer Care.

Sincerely, Jacob
Dodge Customer Care Team

Date	06/17/2019	**Subject**	Dodge Customer Care [		
From	uscustomercare@fcagroup.com	**To**	uscustomercare@fcagroup.com	**Sent Date/Time**	06/17/2019 15:13 PM

Dear

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

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

Your case number is
The Chrysler Southeast Case Management telephone number: 1-844-378-0573
My direct extension:4060763
My work hours are: 8:30 am - 5:00 pm Eastern Standard Time Monday-Friday.

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

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent:
To:
Subject: left side Sliding door will not open. [ ]

Hello Mr. Parker. Your claim number is Thank you for calling Dodge Customer Care.

Sincerely, Jacob

Date	06/17/2019	**Subject**	Dodge Customer Care [		
From	uscustomercare@fcagroup.com	**To**	uscustomercare@fcagroup.com	**Sent Date/Time**	06/17/2019 15:13 PM

Dear [redacted]

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

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

Your case number is [redacted]
The Chrysler Southeast Case Management telephone number: 1-844-378-0573
My direct extension:4060763
My work hours are: 8:30 am - 5:00 pm Eastern Standard Time Monday-Friday.

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

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 6/12/2019 4:43 PM
To [redacted]
Subject: left side Sliding door will not open. [ ]

Hello [redacted] Your claim number is [redacted] Thank you for calling Dodge Customer Care.

Sincerely, Jacob
Dodge Customer Care Team
[redacted]

Date	06/17/2019	***Subject***	Dodge Customer Care [redacted]		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	06/17/2019 15:13 PM

Dear [redacted]

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

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

Your case number is [redacted]
The Chrysler Southeast Case Management telephone number: 1-844-378-0573
My direct extension:4060763
My work hours are: 8:30 am - 5:00 pm Eastern Standard Time Monday-Friday.

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

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 6/12/2019 4:43 PM
To: [redacted]
Subject: left side Sliding door will not open. [ ]

Hello [redacted] Your claim number is [redacted] hank you for calling Dodge Customer Care.

Sincerely, Jacob
Dodge Customer Care Team
[redacted]

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	Model Year	2016	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	06/13/2019	CAIR Type	Regular	Status	Closed
Close Date	06/13/2019	Origin	Telephone	Reason	
Mileage	42,000 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	[redacted]		
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer	[redacted]				
Customer Address					
	LONGWOOD		FL	[redacted]	USA
Dealer	60522	FIELDS CHRYSLER JEEP DODGE RAM		Dealer Phone	4078787710
Dealer Address	750 TOWNE CENTER BLVD				
	SANFORD		FL	32771 7493	USA
Dealer Zone	Southeast	Sales District		Service District	E
Subject	sliding door				
Synopsis	closed				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/13/2019 02:11 PM	Open
06/13/2019 08:54 PM	Closed

Initial Description

Customer stated sliding door when she locks and unlocks it has a buzzing sound and just started

Case Comments

Date	Comment
06/13/2019	Customer stated her sliding door when she locks and unlocks the door makes a buzzing sound. Agent transferred customer to speak to Amber at Field's dealership to schedule appointment

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/13/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/16/2019	**Origin**	Telephone	**Reason**	
Mileage	47,739 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**ct Phone**	[redacted]		
Caller Address	[redacted]			**Source**	Customer
Caller City	ST LOUIS	**Caller Country**	USA	**Caller Postal Code**	63105
Customer	[redacted]				
Customer Address					
	NEW BALTIMORE	MI	[redacted]		USA
Dealer	68748	PARKWAY DODGE CHRYSLER JEEP		**Dealer Phone**	5864657210
Dealer Address	21560 HALL RD				
	CLINTON TOWNSHIP	MI	48038 1540		USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	A
Subject	door and transmission				
Synopsis	vehicle repaired and picked up.				
Customer Anomaly	Gears & Transmission				
	Shifter				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	46	Gear shifter issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/13/2019 10:34 PM	Open
06/18/2019 01:25 PM	Suspended
07/05/2019 04:10 AM	Open
07/16/2019 06:26 PM	Closed

Initial Description

customer has ongoing unresolved issues with the sliding door and transmission

Case Comments

Date	Comment
06/13/2019	Customer stated that the Sliding door on passenger side was not unlocking and locking took it to dealership on May 14th and also has issues with the transmission when driving at certain speeds it will jerk like it is slamming gears. Customer stated they are going on vacation tomorrow and they need the vehicle back. Customer stated the latch cable they ordered for the doors broke so they reordered another one and it came in today, however dealership stated they could not have it done until tomorrow around 12.00. Customer still has ongoing issues with the transmission that has not been resolved as well. Customer seeking assistance with: [Insert Vehicle Concern]. Getting cable put on for door issue as she has to go on vacation tomorrow and the part is in. Also to have issue resolved with vehicle jerking slamming into gears Customer expecting: [Insert Request]. To have these issues completed before tomorrow as they are starting their vacation Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: 7:00 am Latest call time: 10:00 pm Updates via text: Y/N [Mobile number] Updates via email: Y/N [Email address] Vehicle location: [Dealer] Date and Time of Appointment: [Insert Date and Time]. 6/6/19 @ 9:40 am Confirmed appointment with: [Dealer and Dealer Contact] 68748 PARKWAY DODGE CHRYSLER JEEP Customer in rental: Y Authorized by: dealership Rental start date: [Date] 6/6/19
06/14/2019	In-Service Date: 4/28/2016 Original Owner: Yes Mileage: 47739 Vehicle purchase loyalty: 7 originals, 1 previous Multiple Repairs/ Previous related repairs: Yes MVP plans: LIFETIME MAXIMUM CARE Other: Powertrain warranty active. No open recalls.
06/14/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] Writer contacted the customer to discuss concerns. Writer was informed the phone number is incorrect as it was Enterprise.
06/14/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] Writer contacted the customer to discuss concerns. Writer left a voicemail.
06/14/2019	customer called to speak to CM CM please call customer
06/18/2019	****OUTBOUND DEALERSHIP CONTACT***** PARKWAY DODGE CHRYSLER JEEP | 586-465-7262 CM called and spoke with SM Darren, he stated they have tried to duplicate the transmission issue but can not. He did state the owner worked at Roseville for 12 years as a tech so hes not dumb. Everytime they went and tried to fix the door latch it created another problem. They have ordered some parts but the customer has taken there vehicle on there family vacation and will not be back to July 5th. SM let CM know not to contact them on there vacation and to follow up on July 5th.
06/18/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM called and spoke with the customer regarding there vehicle concerns. Transmission is acting up still on there trip. He stated that they will be home on the 28th, CM is going to follow up with them then. Going to see what his work schedule is and to see if he is able to go on a drive with the SM or someone from the dealership to duplicate the concern.
06/28/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM called and spoke with the customer. He said the trip was good but could not believe the transmission made it through the trip with all the shaking and noises it made. Customer has an appointment for Monday July 1st to go back to the dealership to have the vehicle looked at. The part for the door is in as well. CM to follow up with SM to make sure that he drives the vehicle so he can see what the customer is stating with the transmission.
07/01/2019	Vehicle has arrived at dealership Parkway Dodge Chrysler Jeep and attended by dealer employee

Date	Comment
07/01/2019	***Being looked at today, CM will follow up with dealer as well as customer tomorrow***
07/02/2019	****OUTBOUND DEALERSHIP CONTACT***** PARKWAY DODGE CHRYSLER JEEP | 586-465-7262 Email from SM Darren, Door is fixed now they are just driving the vehicle to see if they can find the transmission issue the customer is having.
07/02/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM called and LVM for the customer to return my call.
07/05/2019	****OUTBOUND DEALERSHIP CONTACT***** PARKWAY DODGE CHRYSLER JEEP | 586-465-7262 Email from SM Darren, he stated that a torque converter has been ordered and vehicle should be ready next week.
07/05/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM called and spoke with customer regarding his vehicle repairs. He is upset with the way the dealership runs there mechanics as there is no mechanics anymore just part replacers. The part will be there by mid week and hopefully repairs finished by next week. CM to follow up next week.
07/09/2019	****OUTBOUND DEALERSHIP CONTACT***** PARKWAY DODGE CHRYSLER JEEP | 586-465-7262 CM called and spoke with Cathy, she said we are waiting on parts, CM spoke with parts department, (Brian and Bob) Torque converter is in, valve body is D2D and will be there by end of the week. CM to follow up with customer.
07/09/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM called and LVM for the customer letting him know that some of his parts arrived and the other one will be in next day or so
07/11/2019	****OUTBOUND DEALERSHIP CONTACT***** PARKWAY DODGE CHRYSLER JEEP | 586-465-7262 CM called dealership and we are still waiting on the valve body to arrive.
07/16/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM called and spoke with the customer, he picked his vehicle up, and he says everything seems good on it, doesn't have any issues at the moment. CM and customer agreed to close the case. Closing email will be sent.

Email(s)

Date	07/16/2019	***Subject***	door and transmission [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	07/16/2019 18:24 PM

Hello [redacted]

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is [redacted]

The FCA Case Management Telephone Number is: 1-844-827-1999

My Direct Extension is: 3020190

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best

RYAN | FCA Case Manager

[redacted]

Date	07/16/2019	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]		07/16/2019 18:24 PM

Hello [redacted]

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is [redacted]

The FCA Case Management Telephone Number is: 1-844-827-1999

My Direct Extension is: 3020190

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best

RYAN | FCA Case Manager

[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/14/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/14/2019	**Origin**	Telephone	**Reason**	
Mileage	34,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	COLUMBIA		MO	[redacted]	USA
Dealer	65399	ROCHESTER HILLS CHRYSLER JEEP		**Dealer Phone**	2486529650
Dealer Address	1301 ROCHESTER RD				
	ROCHESTER HILLS		MI	48307 3123	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	B
Subject	door				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/14/2019 07:17 PM	Open
06/14/2019 07:29 PM	Closed

Initial Description

door

Case Comments

Date	Comment
06/14/2019	Customer called in and mentioned they're having issues with door making buzzing noise, the vehicle is at the dealer right now for repairs, dealer is asking foe 1200$ in repairs and customer is outside of warranty and looking to see if there is anything we can do, no gw, decline

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/15/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/15/2019	**Origin**	Roadside Assistance	**Reason**	
Mileage	60,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	FCA
Caller City	BARTLESVILLE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	POTSDAM	NY	[redacted]		USA
Dealer				**Dealer Phone**	
Dealer Address					
Dealer Zone		**Sales District**		**Service District**	
Subject	LOCK				
Synopsis	Roadside/Tow completed				
Customer Anomaly	Roadside				
	Lockout - In Ignition				
Contact Reason	C88	Roadside Event	**Customer Anomaly**	123	Roadside - Lockout
Reason Code	After Sales - Information & Assistance requests - Roadside Assistance - No action needed - Closed				

Case Status History

Create Date	Status
06/15/2019 09:15 AM	Closed

Initial Description

My key fob got me to work appeared dead when I went to unlock it had the battery changed in remote at Blevins van still won't unlock. Physical key in fob doesn't open door. Can't guarentee it will start again once door open.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/16/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/17/2019	**Origin**	Brand Site	**Reason**	assistance
Mileage	62,400 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City	Kernersville	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
	KERNERSVILLE		NC		USA
Dealer	44311	KERNERSVILLE CHRYSLER DODGE JEEP		**Dealer Phone**	3369964111
Dealer Address	950 NC HIGHWAY 66 S				
	KERNERSVILLE		NC	27284 3133	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	O
Subject	Failure of electrical side door locks on Grand Car				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/16/2019 04:26 PM	New
06/17/2019 08:37 AM	Open
06/17/2019 08:39 AM	Closed

Initial Description

On 04/09/19 my Dodge service replaced the right side door lock/actuator assy at cost of $1009.40. On 04/29/19, I was back with failure on left door. I have not replaced it yet. I have owned 5 Dodge vans and never had this problem with any of them. It seems to me you received some faulty actuators on these lock assemblies. I know my warranty has expired, however as a long time Dodge customer I am asking for some help on this 2nd door. My customer no. at Kernersville N.C. dealer is Thank you.

Email(s)

Date	06/16/2019	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**		**Sent Date/Time**	06/16/2019 16:26 PM

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

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

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

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

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

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit

Date	06/17/2019	**Subject**	FCA Contact Center Case ure of electrical side door locks on Grand Car [		
From	uscustomercare@fcagroup.com	**To**		**Sent Date/Time**	06/17/2019 08:39 AM

Hello [redacted]
Thank you for contacting Dodge Customer Care.
In regards to your Grand Caravan, we fully appreciate your concern, particularly in view of the expense and inconvenience involved, however, we are unable to accommodate your request for out-of-warranty consideration. The vehicle has exceeded the time and/or mileage limitations of the warranty we offered on the vehicle at the time it was purchased. Although we are unable to provide a more favorable reply, we appreciate the opportunity to review your request.

We're sorry we cannot provide a more favorable reply.
Please do not hesitate to contact us if you need any further assistance by calling us at (800) 423-6343.
Thank you again for your email Albert. Have a great day.
Best wishes,
Jennifer
Dodge Customer Care
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/17/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/17/2019	**Origin**	Brand Site	**Reason**	null
Mileage	66,736 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	Henderson	**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	HENDERSON		NV	[redacted]	USA
Dealer				**Dealer Phone**	
Dealer Address					
Dealer Zone		**Sales District**		**Service District**	
Subject	App Customer Support Request				
Synopsis					
Customer Anomaly					
Contact Reason	C160	Vehicle Product Specifications	**Customer Anomaly**		
Reason Code	Sales - Information & Assistance requests - Product - Vehicle features - Product Specifications				

Case Status History

Create Date	Status
06/17/2019 12:14 AM	New
06/17/2019 08:16 PM	Open
06/17/2019 08:16 PM	Closed

Initial Description

The rear sliding door on the passenger side makes an awful buzzing noise when I unlock the doors or first try to open the door remotely.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/17/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/18/2019	**Origin**	Brand Site	**Reason**	null
Mileage	66,736 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	Henderson	**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	ST.LOUIS		MO		USA
Dealer	60553	SIERRA CHRYSLER DODGE JEEP RAM		**Dealer Phone**	6267395400
Dealer Address	1305 S MOUNTAIN AVE				
	MONROVIA		CA	91016 4203	USA
Dealer Zone	California	**Sales District**		**Service District**	Y
Subject	App Customer Support Request				
Synopsis					
Customer Anomaly	Interior				
	Wind Noise				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	106	Wind noise issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/17/2019 12:14 AM	New
06/17/2019 08:26 PM	Open
06/18/2019 12:33 PM	Closed

Initial Description

The rear sliding door on the passenger side makes an awful buzzing noise when I unlock the doors or first try to open the door remotely.

Email(s)

Date	06/17/2019	**Subject**	FCA Contact Center Case # [redacted] : App Customer Support Request [redacted]
From	uscustomercare@fcagroup.com	**To**	[redacted]
		Sent Date/Time	06/17/2019 20:25 PM

Hello [redacted]

Thank you for contacting Dodge Customer Care.

We are disappointed to learn of your concern with your door buzzing noise regarding your 2016 Dodge Grand Caravan and I would like to assure you that I will do everything I can to help you out.

You mentioned you had a diagnosis and repairs. Could you please provide me with some details about your visit? This will help me determine what the next steps should be.

When was your visit?
Who was your Service Adviser or Service Manager?
What was the diagnosis?
What repairs, if any, did they complete?

Please confirm your dealership name.

The best method of assistance if you have not scheduled an appointment is to schedule an appointment by locating the dealership with: [redacted]

Once I have a better idea of what has taken place so far, I will be able to come up with our next best steps.

Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at 800-247-9753.

Thank you again for your email [redacted] Have a great day.

Best wishes,
Jordan
Dodge Customer Care
[redacted]

Date	06/18/2019	**Subject**	RE: FCA Contact Center Case [redacted] App Customer Support Request [[redacted]

From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	06/18/2019 12:32 PM

Hello [redacted]

Thank you for contacting Dodge Customer Care.

We are disappointed to learn of your concern with your door buzzing noise regarding your 2016 Dodge Grand Caravan and I would like to assure you that I will do everything I can to help you out.

You mentioned you had a diagnosis and repairs. Could you please provide me with some details about your visit? This will help me determine what the next steps should be.

When was your visit?
Who was your Service Adviser or Service Manager?
What was the diagnosis?
What repairs, if any, did they complete?

Please confirm your dealership name.

The best method of assistance if you have not scheduled an appointment is to schedule an appointment by locating the dealership with: https://www.dodge.com/find-dealer.html

Once I have a better idea of what has taken place so far, I will be able to come up with our next best steps.

Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at 800-247-9753.

Thank you again for your emai[redacted] Have a great day.

Best wishes,
Jordan
Dodge Customer Care
[redacted]

Date	06/18/2019	Subject	RE: FCA Contact Center Case[redacted] App Customer Support Request [redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	06/18/2019 12:32 PM

Hello [redacted]

Thank you for contacting Dodge Customer Care.

We are disappointed to learn of your concern with your door buzzing noise regarding your 2016 Dodge Grand Caravan and I would like to assure you that I will do everything I can to help you out.

You mentioned you had a diagnosis and repairs. Could you please provide me with some details about your visit? This will help me determine what the next steps should be.

When was your visit?
Who was your Service Adviser or Service Manager?
What was the diagnosis?
What repairs, if any, did they complete?

Please confirm your dealership name.

The best method of assistance if you have not scheduled an appointment is to schedule an appointment by locating the dealership with: https://www.dodge.com/find-dealer.html

I will be closing your case at this time with being able to provide you a dealership referral for a diagnosis.

Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at 800-247-9753.

Thank you again for your emai[redacted] Have a great day.

Best wishes,
Jordan
Dodge Customer Care
[redacted]

Date	07/18/2019	Subject	Regarding your Case [redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	07/18/2019 04:05 AM

Dear [redacted]
Thank you for contacting FCA Customer Care.
Our records indicate that case number [redacted] is closed.
If you require further assistance please contact us and we would be happy to assist.
Thank you and have a great day.
FCA Customer Care

[redacted]

Date	07/18/2019	**Subject**	Re: FCA Contact Center Case # [redacted] App Customer Support Request [[redacted]		
From	[redacted]	**To**	uscustomercare@fcagroup.com	**Sent Date/Time**	07/18/2019 04:05 AM

On May 30th I went to Towbin Dodge in Henderson, NV. I dont know who the technician was. I was told that my door would not be inspected unless I paid $165. That is independent of any repairs that may need to occur. I thought that was outrageous and declined. Today, I visited Molstead Motors in Charles City, IA. They inspected my door FOR FREE but were unable to determine the cause of the buzzing noise. Have other customers complained of this buzzing sound? And what are some possible causes? Thank you for your time.

Sent from my iPhone

> On Jun 18, 2019, at 7:32 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> Hello [redacted]
>
> Thank you for contacting Dodge Customer Care.
>
> We are disappointed to learn of your concern with your door buzzing noise regarding your 2016 Dodge Grand Caravan and I would like to assure you that I will do everything I can to help you out.
>
> You mentioned you had a diagnosis and repairs. Could you please provide me with some details about your visit? This will help me determine what the next steps should be.
>
> When was your visit?
> Who was your Service Adviser or Service Manager?
> What was the diagnosis?
> What repairs, if any, did they complete?
>
> Please confirm your dealership name.
>
> The best method of assistance if you have not scheduled an appointment is to schedule an appointment by locating the dealership with: https://www.dodge.com/find-dealer.html
>
> I will be closing your case at this time with being able to provide you a dealership referral for a diagnosis.
>
> Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at 800-247-9753.
>
> Thank you again for your email [redacted] Have a great day.
>
>
> Best wishes,
> Jordan
> Dodge Customer Care
>
>

[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/17/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/17/2019	**Origin**	Brand Site	**Reason**	null
Mileage	66,736 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	Henderson	**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	HENDERSON		NV	[redacted]	USA
Dealer				**Dealer Phone**	
Dealer Address					
Dealer Zone		**Sales District**		**Service District**	
Subject	App Customer Support Request				
Synopsis					
Customer Anomaly					
Contact Reason	C160	Vehicle Product Specifications	**Customer Anomaly**		
Reason Code	Sales - Information & Assistance requests - Product - Vehicle features - Product Specifications				

Case Status History

Create Date	Status
06/17/2019 12:14 AM	New
06/17/2019 08:18 PM	Open
06/17/2019 08:19 PM	Closed

Initial Description

The rear sliding door on the passenger side makes an awful buzzing noise when I unlock the doors or first try to open the door remotely.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/17/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/17/2019	**Origin**	Telephone	**Reason**	
Mileage	43,500 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	LONGWOOD		FL	[redacted]	USA
Dealer	60522	FIELDS CHRYSLER JEEP DODGE RAM		**Dealer Phone**	4078787710
Dealer Address	750 TOWNE CENTER BLVD				
	SANFORD		FL	32771 7493	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	E
Subject	Locking system issue				
Synopsis	Dealer Diagnosis advised				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/17/2019 01:01 PM	Open
06/17/2019 10:15 PM	Closed

Initial Description

Dealer said need to replace a motot

Case Comments

Date	Comment
06/17/2019	Back passenger sliding door Makes horrible, Buzzing sound. No open recalls
06/17/2019	Fields CDJR # [redacted] anford Fl, SA Andy was with a customer, left message with another CA to call back with case number, next CA please obtain Diagnosis, parts, labor and total to fix. Caller states she had Had Volvo over 300,000 miles and am appalled that my 1st Chrysler is falling apart transmission issue and now locking system car only 3 years old [redacted] Caller has no LS, CCS 30.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/17/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/17/2019	**Origin**	Telephone	**Reason**	
Mileage	72,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	MARIETTA		GA	[redacted]	USA
Dealer	X7768	HERTZ DAILY RENTALS-Dania FL		**Dealer Phone**	9547125280
Dealer Address	1950 NE 7TH AVE				
	DANIA		FL	33004 2507	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Recall				
Synopsis					
Customer Anomaly					
Contact Reason	C81	Vehicle Open Recalls	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Recall Campaign - Recall Campaign - VIN check & Contents				

Case Status History

Create Date	Status
06/17/2019 04:05 PM	Open
06/17/2019 04:08 PM	Closed

Initial Description

Customer called and stated that the back door is not opening and his mother who is the driver of the vehicle told him that someone told her that there was a recall on that issue. Mr Tony wants to know if there is any recall on vehicle.

Case Comments

Date	Comment
06/17/2019	Customer called and stated that the back door is not opening and his mother who is the driver of the vehicle told him that someone told her that there was a recall on that issue [redacted] wants to know if there is any recall on vehicle. Agent checked file and is not seeing any recall and there was no recall ever issued on the vehicvle. Agent informed customer of that information and advised customer to take the vehicle to our FCA DLR and have it inspected to see what is causing the issue. Agent told customer to call us back if he has any fruther questions or concerns.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/18/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/03/2019	**Origin**	Telephone	**Reason**	
Mileage	68,500 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	STARBUCK	WA	[redacted]	USA	
Dealer	26947	CHRYSLER DODGE JEEP RAM OF WALLA		**Dealer Phone**	5095299500
Dealer Address	2695 E. ISAACS AVE.				
	WALLA WALLA	WA	99362 2273	USA	
Dealer Zone	West	**Sales District**		**Service District**	N
Subject	CX calling about door expense				
Synopsis	SM discounted the part and service for customer and CM can not get in contact with customer				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/18/2019 07:01 PM	Open
06/18/2019 07:09 PM	Closed
06/19/2019 06:47 PM	Open
07/03/2019 07:24 PM	Closed

Initial Description

Drivers side rear door

Case Comments

Date	Comment
06/18/2019	CX states that the costs are too high to repair the vehicle and the door is the next problem. $800 to fix is not acceptable after the other expenses. Noted with CX that he is not original owner, may contribute to history, will talk with JR, service advisor at DLR
06/18/2019	Spoke with Bob, SM, at DLR. Brand new SM with 40 years of experience will review the quote and reach out to CX
06/19/2019	Customer called in regarding his case yesterday. DLR quoted the door latch to be $880. DLR did say they would take off $180 but it will still cost $700. Customer just paid $650 to get the heater fan switched. Customers phone is [redacted] If he cant be reached please contact his wife at [redacted]
06/19/2019	*Outbound email to customer stating case has been escalated to Case Management and that CM will follow up with customer within one business day.
06/20/2019	*Outbound call to customer at [redacted] o get case expectations. Customer states that he opened the case because he feels that FCA should help him pay to repair the latch. He feels that way because he feels that it is a defect in the vehicle's build since the vehicle only has 70,000 miles on it. *Agent advised that if customer paid out of pocket that FCA will review for possible reimbursement. Agent sent email requesting proof of payment and invoice from customer. Agent also advised customer that it may take up to 60 days *Customer understood and Thanked!
06/25/2019	**********No documents received. Agent sent email requesting documents for possible reimbursement
06/27/2019	**********No documents received. Agent sent email requesting documents for possible reimbursement
06/28/2019	*Outbound email to customer advising that if there was any concerns that needed to be addressed that CM will be in the office until 10:30pm eastern time today and will be back in the Office on Monday at 2:00pm eastern time. Agent left West Business Center contact information
07/01/2019	*Outbound call to customer at [redacted] to customer because there are still no documents submitted nor any replies from the customer. NO answer from customer and voicemail has not been set up yet.
07/01/2019	**********No documents received. Agent sent email requesting documents for possible reimbursement
07/03/2019	*Outbound call to customer at [redacted] o customer because there are still no documents submitted nor any replies from the customer. No answer from customer and voicemail has not been set up yet. *Outbound call to DLR at 5095299500 to see if vehicle has actually been diagnosed. Spoke to SA Kandi, the vehicle has been diagnosed. Appointment has been scheduled for 29th for a door latch installment. SM discounted the part and the customer was happy about that. *CM can not get in contact with customer so CM will close case. If customer wants to submit documents for possible reimbursement after appointment then new case can be opened

Email(s)

Date	06/19/2019	***Subject***	[redacted]	
From	uscustomercare@fcagroup.com	***To***	[redacted]	06/19/2019 19:41 PM

Dear [redacted]

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

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

Your case number is [redacted]
The Chrysler West Business Center Case Management telephone number: 1-844-378-0597
My direct extension: 4060764
My work hours are: 2:00pm to 10:30pm Eastern Standard Time Monday-Friday).
I will contact you within one business day of your appointment by telephone to discuss your case.

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

Chantel
[redacted]

Date	06/20/2019	***Subject***	[redacted]	
From	uscustomercare@fcagroup.com	***To***	[redacted]	06/20/2019 21:02 PM

Dear [redacted]

Thank you for your recent inquiry regarding reimbursement consideration for
a repair.

I am Chantel, your Case Manager. I will be assisting you. Please feel free to email me your concerns or other communications that need to get to me. I or another case manager will get back to you at our earliest convenience.

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

Proof of payment consist of:

credit card receipt,
front and back of cancelled
check
invoice stamped "paid in full"
credit card/bank statement
cash register receipt if cash was paid

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

Thank you for your patience,

Chantel

FCA West Business Center
844-378-0597 extension 4060764

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 6/19/2019 3:41 PM
To: [redacted]
Subject: Level 2 Initial Contact [ ]

Dear [redacted]

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

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

Your case number is [redacted]
The Chrysler West Business Center Case Management telephone number: 1-844-378-0597
My direct extension: 4060764
My work hours are: 2:00pm to 10:30pm Eastern Standard Time Monday-Friday).
I will contact you within one business day of your appointment by telephone to discuss your case.

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

Chantel
[redacted]

Date	06/25/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 06/25/2019 21:48 PM

Dear [redacted],

Thank you for your recent inquiry regarding reimbursement consideration for
a repair.

I am Chantel, your Case Manager. I will be assisting you. Please feel free to email me your concerns or other communications that need to get to me. I or another case manager will get back to you at our earliest convenience.

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

Proof of payment consist of:

credit card receipt,
front and back of cancelled
check
invoice stamped "paid in full"
credit card/bank statement
cash register receipt if cash was paid

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

Thank you for your patience,

Chantel

FCA West Business Center
844-378-0597 extension 4060764

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 6/20/2019 5:02 PM
To [redacted]
Subject: Reimbursement Inquiry [ ]

Dear [redacted],

Thank you for your recent inquiry regarding reimbursement consideration for
a repair.

I am Chantel, your Case Manager. I will be assisting you. Please feel free to email me your concerns or other communications that need to get to me. I or another case manager will get back to you at our earliest convenience.

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

Proof of payment consist of:

credit card receipt,
front and back of cancelled
check
invoice stamped "paid in full"
credit card/bank statement
cash register receipt if cash was paid

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

Thank you for your patience,

Chantel

FCA West Business Center
844-378-0597 extension 4060764

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 6/19/2019 3:41 PM
To [redacted]
Subject: Level 2 Initial Contact [ ]

Dear [redacted]

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

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

Your case number is [redacted]
The Chrysler West Business Center Case Management telephone number: 1-844-378-0597
My direct extension: 4060764
My work hours are: 2:00pm to 10:30pm Eastern Standard Time Monday-Friday).
I will contact you within one business day of your appointment by telephone to discuss your case.

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

Chantel
[redacted]

Date	06/27/2019	***Subject***	[redacted]	
From	uscustomercare@fcagroup.com	***To***		06/27/2019 20:19 PM

Dear [redacted],

Thank you for your recent inquiry regarding reimbursement consideration for a repair.

I am Chantel, your Case Manager. I will be assisting you. Please feel free to email me your concerns or other communications that need to get to me. I or another case manager will get back to you at our earliest convenience.

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

Proof of payment consist of:

credit card receipt,
front and back of cancelled
check
invoice stamped "paid in full"
credit card/bank statement
cash register receipt if cash was paid

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

Thank you for your patience,

Chantel

FCA West Business Center
844-378-0597 extension 4060764

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 6/25/2019 5:48 PM
To [redacted]
Subject: Reimbursement Inquiry [ ]

Dear [redacted],

Thank you for your recent inquiry regarding reimbursement consideration for a repair.

I am Chantel, your Case Manager. I will be assisting you. Please feel free to email me your concerns or other communications that need to get to me. I or another case manager will get back to you at our earliest convenience.

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

Proof of payment consist of:

credit card receipt,
front and back of cancelled
check
invoice stamped "paid in full"
credit card/bank statement
cash register receipt if cash was paid

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

Thank you for your patience,

Chantel

FCA West Business Center
844-378-0597 extension 4060764

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 6/20/2019 5:02 PM
To [redacted]
Subject: Reimbursement Inquiry [ ]

Dear [redacted]

Thank you for your recent inquiry regarding reimbursement consideration for a repair.

I am Chantel, your Case Manager. I will be assisting you. Please feel free to email me your concerns or other communications that need to get to me. I or another case manager will get back to you at our earliest convenience.

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

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cash register receipt if cash was paid

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with the response.

Thank you for your patience,

Chantel

FCA West Business Center
844-378-0597 extension 4060764

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 6/19/2019 3:41 PM
To [redacted]
Subject: Level 2 Initial Contact [ ]

Dea [redacted]

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

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

Your case number is [redacted]
The Chrysler West Business Center Case Management telephone number: 1-844-378-0597
My direct extension: 4060764
My work hours are: 2:00pm to 10:30pm Eastern Standard Time Monday-Friday).
I will contact you within one business day of your appointment by telephone to discuss your case.

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

Chantel
[redacted]

Date	06/28/2019	***Subject***	[redacted]	
From	uscustomercare@fcagroup.com	***To***		06/28/2019 18:10 PM

Hello!

It's Chantel! It's a pleasure assisting you!

I wanted to see if there was any concerns that needed to be addressed
before I leave the office today?

I will be in the office today until 10:30 pm eastern time and will return on
Monday at 2:00 pm eastern time.

Feel free to contact me via phone or email.

Have a great weekend!

Chantel
FCA West Business Center
844-378-0597 extension 4060764

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 6/27/2019 4:19 PM
To: [redacted]
Subject: Reimbursement Inquiry [ ]

Dear [redacted],

Thank you for your recent inquiry regarding reimbursement consideration for
a repair.

I am Chantel, your Case Manager. I will be assisting you. Please feel free to email me your concerns or other communications that need to get to me. I or another case manager will get back to you at our earliest convenience.

Please forward your original invoice and proof of payment receipt by
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Proof of payment consist of:

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front and back of cancelled
check
invoice stamped "paid in full"
credit card/bank statement
cash register receipt if cash was paid

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

Thank you for your patience,

Chantel

FCA West Business Center
844-378-0597 extension 4060764

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 6/25/2019 5:48 PM
To: [redacted]
Subject: Reimbursement Inquiry [ ]

Dear [redacted]

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a repair.

I am Chantel, your Case Manager. I will be assisting you. Please feel free to email me your concerns or other communications that need to get to me. I or another case manager will get back to you at our earliest convenience.

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invoice stamped "paid in full"
credit card/bank statement
cash register receipt if cash was paid

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

Thank you for your patience,

Chantel

FCA West Business Center
844-378-0597 extension 4060764

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 6/20/2019 5:02 PM
To [redacted]
Subject: Reimbursement Inquiry [ ]

Dea [redacted]
Thank you for your recent inquiry regarding reimbursement consideration for
a repair.

I am Chantel, your Case Manager. I will be assisting you. Please feel free to email me your concerns or other communications that need to get to me. I or another case manager will get back to you at our earliest convenience.

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front and back of cancelled
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invoice stamped "paid in full"
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cash register receipt if cash was paid

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Thank you for your patience,

Chantel

FCA West Business Center
844-378-0597 extension 4060764

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 6/19/2019 3:41 PM
To [redacted]
Subject: Level 2 Initial Contact [ ]

Dea [redacted]

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

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

Your case number is [redacted]
The Chrysler West Business Center Case Management telephone number: 1-844-378-0597
My direct extension: 4060764
My work hours are: 2:00pm to 10:30pm Eastern Standard Time Monday-Friday).
I will contact you within one business day of your appointment by telephone to discuss your case.

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

Chantel
[redacted]

Date	07/01/2019	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***		***Time***	07/01/2019 18:35 PM

Dear [redacted],

Thank you for your recent inquiry regarding reimbursement consideration for a repair.

I am Chantel, your Case Manager. I will be assisting you. Please feel free to email me your concerns or other communications that need to get to me. I or another case manager will get back to you at our earliest convenience.

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

Proof of payment consist of:

credit card receipt,
front and back of cancelled
check
invoice stamped "paid in full"
credit card/bank statement
cash register receipt if cash was paid

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

Thank you for your patience,

Chantel

FCA West Business Center
844-378-0597 extension 4060764
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/19/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/19/2019	**Origin**	Telephone	**Reason**	
Mileage	90,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]			**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	DOUGLASVILLE	GA	[redacted]	USA	
Dealer	44726	SCOTT EVANS CHRY-PLYM-DOD-JEEP		**Dealer Phone**	7708345050
Dealer Address	2208 BANKHEAD HWY				
	CARROLLTON	GA	30116 5829	USA	
Dealer Zone	Southeast	**Sales District**		**Service District**	I
Subject	Transmission				
Synopsis	referred to dealer for diagnosis				
Customer Anomaly	Gears & Transmission				
	Warning Light Anomaly				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	52	Gears & transmission warning light
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/19/2019 08:15 PM	Open
06/19/2019 09:02 PM	Closed

Initial Description

Seeking assistance with repairs

Case Comments

Date	Comment
06/19/2019	*Inbound[redacted] Customer's husband[redacted], called in stating their vehicle has had multiple issues in the past. Customer states vehicle is currently having issues with the transmission. Vehicle intermittently goes into limp mode (30-40mph) and does not accelerate. Customer states also states rear passenger door does not open as of last week as well. Customer states vehicle was diagnosed about 2 weeks ago at Scott Evans for the transmission concern and was advised the valve would need to be replaced and repairs would cost about $2,000. Customer states dealer did not try providing assistance at first with the diagnosis or repairs. Customer states the dealer made him in offer to trade in his vehicle but customer states they are not able to afford the repairs or a trade in. Customer is seeking FCA CAC to provide assistance with the trade in. Agent advised FCA CAC can assist with technical assistance for the repairs but cannot assist with sales concerns. Agent then contacted the dealer and spoke with SA Ryan. SA Ryan states this customer's vehicle has not been in since 3/9/18 and had the axles replaced. SA Ryan states customer denied the oil change during their last visit and vehicle has not been in since. SA Ryan states customer has not been to the service department and has not had a diagnosis completed for about 15 months now. Agent advised customer of what SA Ryan stated. Customer confirmed they were not charged for a diagnosis but they were given an estimate on the cost of repairs. Agent advised customer they must have the vehicle diagnosed by an FCA Certified dealer and informed the customer that the diagnosis will not be covered being that the vehicle is out of warranty. Customer stated they cannot afford to pa for a diagnosis or repairs or a trade in. Customer was frustrated and ended the call .

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/20/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/19/2019	**Origin**	Telephone	**Reason**	
Mileage	55,826 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	GREEN BAY		WI		USA
Dealer	67104	V & H AUTOMOTIVE, INC		**Dealer Phone**	7153872545
Dealer Address	2414 NORTH CENTRAL				
	MARSHFIELD		WI	54449 8340	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	K
Subject	DLR problem/reimbursement				
Synopsis	check being sent in for payment				
Customer Anomaly					
Contact Reason	C139	Complaint about failed dealership	**Customer Anomaly**		
Reason Code	Sales - Complaint - Network - Dealership - Failed Dealership				

Case Status History

Create Date	Status
06/20/2019 08:17 PM	Open
06/24/2019 08:52 PM	Suspended
06/24/2019 08:54 PM	Open
06/24/2019 08:56 PM	Suspended
07/01/2019 04:05 AM	Open
07/19/2019 03:45 PM	Closed

Initial Description

Customer states he went into the DLR to get his sliding door lock actuators repaired. The DLR explained that the only way to do so was to remove the glass, trim, and appliques. The DLR informed him that the appliques may break upon removal, customer told the DLR that would be unacceptable. The sliding door actuator is covered under a third party warranty and the labor and repair was not charged to customer. Although when the DLR broke the appliques, the DLR now charged the customer $393 for the parts that they broke during the repair. DLR is V&h auto motive

Case Comments

Date	Comment
06/21/2019	***OUTBOUND CUSTOMER CONTACT*** ** * . CM contacted the customer who advised CM the following: Customer states he went into the DLR to get his sliding door lock actuators repaired. The DLR explained that the only way to do so was to remove the glass, trim, and appliques. The DLR informed him that the appliques may break upon removal, and they did. The sliding door actuator is covered under a third party warranty and the labor and repair was not charged to customer except his deductible. But because the DLR broke the appliques, they charged him $520 and change for the parts that broke during the repairs. Customer advised his vehicle was at DLR 67104 and wanted to know if we could do anything. . CM advised that this DLR is handled by another department and we would properly escalate the case to them and the customer will get a call no later then Monday. Customer thanked CM for the follow up and would appreciate anything we can do.
06/21/2019	*****GOODWILL QUALIFIER***** Type of Vehicle:2016 CHRYSLER TOWN & COUNTRY TOURING Vehicle concern: sliding door appliques may break upon removal In-Service Date:2/24/2016 Original Owner:no No. of Owners:2 Mileage:55,826 Vehicle Purchase Loyalty: 2 used 0 new Multiple Repairs/ Previous related repairs:yes MVP plans:no SC Owner:no Open Recalls:0 Other:sliding door issues **********
06/24/2019	**OUTBOUND CUSTOMER CONTACT*** ** *** CM contacting customer to introduce and discuss case. Customer states the sliding door actuator's failed. The repair includes removing the appliques. Once they are removed there is a chance of them breaking. When they went to pick vehicle up they had to pay $400 for the dealership's mistake customer states. Customer is currently on vacation in Florida. Customer is in different vehicle while on vacation. Customer already paid for the repair because they did not want to leave the vehicle at the dealership while on vacation. Customer agreed to have the case suspended while on vacation. Customer returns on the 29th and CM will follow up with customer on July 1st
06/24/2019	PREFERRED METHOD OF CONTACT Phone: **********
06/24/2019	*****OUTBOUND DEALERSHIP CONTACT***** V & H Automotive Inc | (715) 387-2545 | 67104 CM contacting dealership regarding the concern from the customer. CM was not able to get information but a message was left for SA Dustin who will contact CM with information regarding case.
06/24/2019	Case will be suspended from June 24th-July 1st customer is
06/24/2019	*****INBOUND DEALERSHIP CONTACT***** Dustin from dealership returning CM's phone call. Dustin did warn customer that they could break.Customer paid $520.33 in deductible. The other half was covered by warranty.Customer seeking to be reimbursed for this. SA Dustin states that was the first time the customer brought the vehicle In for anything. Customer bought the vehicle used from this dealership.
07/01/2019	**OUTBOUND CUSTOMER CONTACT*** *** *** CM LVM requesting call back

Date	Comment
07/03/2019	**OUTBOUND CUSTOMER CONTACT*** *** [redacted] ** CM spoke with customer and advised a decision will be made regarding the reimbursement for the $520.33 the customer paid for a deductible. The other half was covered by warranty. CM will follow up with customer on Friday, July 5th between 1-5
07/05/2019	**OUTBOUND CUSTOMER CONTACT*** *** [redacted] * CM LVM requesting call back
07/09/2019	**OUTBOUND CUSTOMER CONTACT*** *** [redacted] * CM LVM requesting call back
07/11/2019	**OUTBOUND CUSTOMER CONTACT*** *** [redacted] * after 2 pm customer would like to be contacted on Monday July 15th 2019.
07/15/2019	**OUTBOUND CUSTOMER CONTACT*** *** [redacted] * Customer was going to send in the documents showing the $520.33 was not a deductible payment. If the documentation supports the customer's claim. CM will reverse the decline.

Email(s)

Date	06/24/2019	**Subject**	[redacted]
From	uscustomercare=fcagroup.com@fcagroup.com	**To**	[redacted] 19 20:40 PM

My name is Kris and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your case number is [redacted]
The Chrysler Case Management telephone number is: 844-827-2003
My direct extension: 3020992
My work hours are: Eastern Standard Time Monday-Friday 9:30-6:00pm
I will contact you within one business day of your appointment by telephone to review your case with you.

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

[redacted]

Date	07/15/2019	**Subject**	[redacted]		
From	chryslercustomercare@fcagroup.com	**To**	[redacted]		07/15/2019 23:24 PM

Hello [redacted]
Please respond to this email with the supporting documentation. Thank You.
Kris | FCA Case Manager
Phone: 844-827-2003 | Ext 3020992

[redacted]

Date	07/17/2019	**Subject**	[redacted]		
From	chryslercustomercare@fcagroup.com	**To**	[redacted]		07/17/2019 18:17 PM

Hell[redacted]
Have you had a chance to send in the documents?

Kris | FCA Case Manager
Phone: 844-827-2003 | Ext 3020992

[redacted]

Date	07/17/2019	**Subject**	Re: Documentation. [redacted]		
From	[redacted]	**To**	chryslercustomercare@fcagroup.com	**Sent Date/Time**	07/17/2019 18:24 PM

My apologies, I'll gather it this afternoon.

On Wed, Jul 17, 2019, 1:17 PM Chrysler Customer Care <
chryslercustomercare@fcagroup.com> wrote:

> Hello [redacted]
> Have you had a chance to send in the documents?
>
> Kris | FCA Case Manager
> Phone: 844-827-2003 | Ext 3020992
>
>
>
>
>

Date	07/17/2019	**Subject**	Re: Documentation. [redacted]		
From	[redacted]	**To**	chryslercustomercare@fcagroup.com	**Sent Date/Time**	07/17/2019 20:19 PM

Attached is the invoice I was given.

As you can see, the actuators for each repair were invoiced against the warranty and the Appliques were billed directly to me. The amount I paid for those part is explained in the invoice break down showing the warranty deductible of $100 being itemized.

Thank you for your time.

[redacted]

On Wed, Jul 17, 2019, 1:24 PM [redacted] wrote:

> My apologies, I'll gather it this afternoon.
>
> On Wed, Jul 17, 2019, 1:17 PM Chrysler Customer Care <
> chryslercustomercare@fcagroup.com> wrote:
>
>> Hello [redacted]
>> Have you had a chance to send in the documents?
>>
>> Kris | FCA Case Manager
>> Phone: 844-827-2003 | Ext 3020992
>>
>>
>>
>> [redacted]
>>

Date	07/17/2019	***Subject***	[redacted]		
From	chryslercustomercare@fcagroup.com	***To***	[redacted]		07/17/2019 20:48 PM

Thank you I have received them. So what i will do for you here [redacted] If you accept i will Reimburse you $420.33 Because of the $100 deductible. How does that sound sir.

Kris | FCA Case Manager
Phone: 844-827-2003 | Ext 3020992
[redacted]

Date	07/17/2019	***Subject***	Re: Documentation. [redacted]		
From	[redacted]	***To***	chryslercustomercare@fcagroup.com	***Sent Date/Time***	07/17/2019 20:49 PM

Sounds wonderful. How would you like to handle the reimbursement?

On Wed, Jul 17, 2019, 3:48 PM Chrysler Customer Care <
chryslercustomercare@fcagroup.com> wrote:

> Thank you I have received them. So what i will do for you here [redacted]
> you accept i will Reimburse you $420.33 Because of the $100 deductible. How
> does that sound sir.
>
> Kris | FCA Case Manager
> Phone: 844-827-2003 | Ext 3020992
>
>
> [redacted]

Date	07/17/2019	***Subject***	[redacted] ref]		
From	chryslercustomercare@fcagroup.com	***To***	[redacted]		07/17/2019 20:53 PM

So what will happen is I will be sending out a cheque. Before i do that though do you mind confirming your'e mailing address before I do that? Just to make sure it get's sent to the right place. Thank you.
Kris | FCA Case Manager
Phone: 844-827-2003 | Ext 3020992
[redacted]

Date	07/17/2019	***Subject***	Re: Documentation. [redacted]		
From	[redacted]	***To***	chryslercustomercare@fcagroup.com	***Sent Date/Time***	07/17/2019 20:55 PM

[redacted]
Mosinee, WI [redacted]

On Wed, Jul 17, 2019, 3:53 PM Chrysler Customer Care <
chryslercustomercare@fcagroup.com> wrote:

> So what will happen is I will be sending out a cheque. Before i do that
> though do you mind confirming your'e mailing address before I do that? Just
> to make sure it get's sent to the right place. Thank you.
> Kris | FCA Case Manager
> Phone: 844-827-2003 | Ext 3020992
>
>
>
>
> [redacted]

Date	07/17/2019	***Subject***	[redacted]	
From	chryslercustomercare@fcagroup.com	***To***		07/17/2019 20:57 PM

This is the address I have. [redacted] GREEN BAY WI USA [redacted]
could you confirm this is an old address? That way i can change it in the system.
Kris | FCA Case Manager
Phone: 844-827-2003 | Ext 3020992
[redacted]

Date	07/17/2019	***Subject***	Re: Documentation. [redacted]		
From	[redacted]	***To***	chryslercustomercare@fcagroup.com	***Sent Date/Time***	07/17/2019 21:01 PM

That is our old home address.

On Wed, Jul 17, 2019, 3:57 PM Chrysler Customer Care <
chryslercustomercare@fcagroup.com> wrote:

> This is the address I have. [redacted] GREEN BAY WI USA [redacted]
> could you confirm this is an old address? That way i can change it in the
> system.
> Kris | FCA Case Manager
> Phone: 844-827-2003 | Ext 3020992
>
>
> [redacted]

Date	07/17/2019	***Subject***	[redacted]	
From	chryslercustomercare@fcagroup.com	***To***		07/17/2019 21:04 PM

No Problem. I will get that changed right away and I will process the Cheque. Once it is processed and being sent for payment I will let you know and the file will be closed. Once it is sent out you can allow 7 - 10 business days for arrival.

Kris | FCA Case Manager
Phone: 844-827-2003 | Ext 3020992
[redacted]

Date	07/19/2019	***Subject***	[redacted]		
From	chryslercustomercare@fcagroup.com	***To***			07/19/2019 15:43 PM

Hello [redacted]
I am just emailing you to inform you that the check is being sent for payment and should arrive in 7-10 business days. I will now be closing the file and will also be sending a closing email with my contact information in case you need further assistance.

Kris | FCA Case Manager
Phone: 844-827-2003 | Ext 3020992
[redacted]

Date	07/19/2019	***Subject***	[redacted]		
From	chryslercustomercare@fcagroup.com	***To***			07/19/2019 15:44 PM

I am sending you this email regarding the closure of your Case with FCA Case Specialist. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is: [redacted]
The FCA Case Specialist telephone number is: 844-827-2003
My direct extension: 3020992
Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.
It has been a pleasure working with you, all the best

Kris | FCA Case Manager
Phone: 844-827-2003 | Ext 3020992
[redacted]

Date	07/19/2019	**Subje**	[redacted]
From	uscustomercare@fcagroup.com	**To**	[redacted]

Dea[redacted]
Thank you for contacting FCA Customer Care.
Our records indicate that case number [redacted] closed.
If you require further assistance please contact us and we would be happy to assist.
Thank you and have a great day.
FCA Customer Care

[redacted]

Date	07/19/2019	**Subject**	Re: Check being sent. [redacted]		
From	[redacted]	**To**	chryslercustomercare@fcagroup.com	**Sent Date/Time**	07/19/2019 15:53 PM

Thank you so much for all your hard work. I very much appreciate it.

On Fri, Jul 19, 2019, 10:43 AM Chrysler Customer Care <
chryslercustomercare@fcagroup.com> wrote:

> Hello[redacted]
> I am just emailing you to inform you that the check is being sent for
> payment and should arrive in 7-10 business days. I will now be closing the
> file and will also be sending a closing email with my contact information
> in case you need further assistance.
>
> Kris | FCA Case Manager
> Phone: 844-827-2003 | Ext 3020992
>
>
>

[redacted]

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/21/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/21/2019	**Origin**	Telephone	**Reason**	
Mileage	39,100 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	WASHINGTON		MO	[redacted]	USA
Dealer	67436	Schicker Chrysler Dodge Jeep Ram o		**Dealer Phone**	6362396500
Dealer Address	5824 HIGHWAY 100				
	WASHINGTON		MO	63090 4950	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	O
Subject	Vehicle Concern				
Synopsis	what we can do is try and provide cost assistance or reimburse for an repair				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/21/2019 01:55 PM	Open
06/21/2019 02:02 PM	Closed

Initial Description

Customer calling because vehicle sliding door lock is not working

Case Comments

Date	Comment
06/21/2019	Customer calling because vehicle sliding door lock is not working and customer want dodge to approve the repair due to the fact that issue with vehicle is an known issue. agent informed customer that we can not just authorized an repair with out an diagnosis at lease preformed on vehicle and then we still will not be able to authorize an repair, what we can do is try and provide cost assistance or reimburse for an repair. customer wanted to report this issue as an recall so agent also provided customer with NHTSA information and case number for future reference.
06/21/2019	Agent advised customer to take vehicle to dealership have diagnosis preformed and if assistance is needed to call back.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/26/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/01/2019	**Origin**	Brand Site	**Reason**	assistance
Mileage	53,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	McKinney	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address	[redacted]				
	MCKINNEY		TX	[redacted]	USA
Dealer	49903	MONTEREY BAY CDJR/AVIS		**Dealer Phone**	4087242463
Dealer Address	PO BOX 651				
	PARSIPPANY		NJ	07054 0651	USA
Dealer Zone	California	**Sales District**		**Service District**	Y
Subject	Vehicle Safety Issue				
Synopsis	referred to dealer				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/26/2019 07:09 PM	New
07/01/2019 03:55 AM	Open
07/01/2019 04:00 AM	Closed

Initial Description

Hello! I submitted a complaint to NHTSA, they said I needed to contact you regarding this safety issue.\n\nThe driver's side sliding door is stuck in the locked position. It will not open manually with or without the key fob. The message says to unlock the door before attempting to open the door but it will not open. This vehicle had less than 50,000 miles on it when the door got stuck. It is extremely inconvenient when the majority of people with vans have small children. There are numerous other complaints of the exact same issue online. I believe there is an issue with the sliding door locking as well. The passenger side sliding door will open after being locked and the alarm will sound. This is bad because anyone can get into your car even with it locked. The locking mechanism in these vans needs to be recalled and fixed asap as it is a safety concern for anyone that owns one. Thank you for your time! Please let me know if you need any more information from me. - [redacted]

Case Comments

Date	Comment
07/01/2019	BYPASS - referred to dealer

Email(s)

Date	06/26/2019	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	06/26/2019 19:09 PM

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

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

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

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

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

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit [redacted]

Date	07/01/2019	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***e***	07/01/2019 03:59 AM

Hell[redacted]

Thank you for contacting Dodge Customer Care. I am sorry to learn of the inconvenience you are experiencing. I can understand the dissatisfaction that you feel, given the door lock mechanism concern you have with your vehicle. I want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.

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

To move ahead with this escalation, your vehicle would need to be at an authorized dealership. If it is not at the dealer currently, it will be necessary for you to arrange an appointment and then advise us of the name of the dealership, the date and the time of the appointment.

Should you wish I assist in booking your appointment, please provide the preferred dealership, date and time you would be available to bring the vehicle in.

Escalating your situation to a Case Manager will provide the dealership and yourself with an individual who will review your concerns, then assist you and the dealership in exhausting all available resources to have this issue addressed and resolved.

Thank you again for your email. Should you require additional assistance, please send a new email message or call (800) 423-6343.

Best wishes,
Jennifer
Dodge Customer Care
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/27/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/16/2019	**Origin**	Telephone	**Reason**	
Mileage	52,704 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	ROCKVILLE		MD	[redacted]	USA
Dealer	60296	DARCARS CHRYSLER DODGE JEEP RAM OF		**Dealer Phone**	3014241700
Dealer Address	755 ROCKVILLE PIKE				
	ROCKVILLE		MD	20852 1136	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	O
Subject	Door Actuator				
Synopsis	vehicle is repaired.				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/27/2019 07:18 PM	Open
07/05/2019 04:02 PM	Suspended
07/08/2019 04:43 PM	Open
07/08/2019 04:46 PM	Suspended
07/12/2019 04:06 AM	Open
07/16/2019 08:15 PM	Closed

Initial Description

Customer is seeking cost assistance with the door actuator on the passenger sliding door

Case Comments

Date	Comment
06/27/2019	Customer is seeking cost assistance with repairing the the door lock actuator on the passenger sliding door side, it has failed. Agent advised the customer that it would be covered under the basic warranty but the basic has expired, and informed the customer that i'll be escalating the case up to a case manager for further assistance. Agent verified that the customer merits Goodwill; she has a loyalty score of 603, she's the original owner & she's still within the 2/24.
06/28/2019	**********BC 35 REVIEW********** In-Service Date: 12/29/2015 Original Owner: Yes Mileage: 52,704 Vehicle purchase Loyalty: 2 new Multiple Repairs/ Previous related repairs: No MVP plans: ESSENTIAL CARE - 2 YEARS / 4 OIL CHANGES, SCHEDULED MAINTENANCE CARE - 6 YEARS / 6 Basic expires: December 29, 2018 Expired (Time) Powertrain expires: December 29, 2020 18 Months or 7,296 Miles LS: 0603 CC: 15 Open Recalls: 0 ********** - *****OUTBOUND DEALERSHIP CONTACT***** 35-60296-DARCARS OF ROCKVILLE-SA COREY CM spoke to SA Corey who advised that the vehicle has not been diagnosed yet. Customer must go to dlr and get a diagnosis. SA advised that he will waive the $185 if the customer does the repair, if not she must pay the $185. - *****OUTBOUND CUSTOMER CONTACT***** [redacted] CM spoke to customer who advised that the vehicle will intermittently shut off on her and mostly when the vehicle is making a right hand turn. Customer states that it more happens in the morning during cooler months. Customers doesn't want to pay $575 for the repairs. CM advised that she would follow up on Tuesday.
07/02/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM spoke to customer who advised that Friday would be a good day to follow up .
07/05/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM spoke to customer who advised that she is going to have the vehicle diagnosed. Customer seeking follow up for appointment July 15..
07/08/2019	PM *****OUTBOUND CUSTOMER CONTACT***** [redacted] CM spoke to customer who advised that she has an appointment on Friday with Corey. CM advised of follow up then.
07/12/2019	Vehicle has arrived at dealership Darcars Chrysler Dodge Jeep Ram of Rockville and attended by dealer employee
07/12/2019	Email from SA: Customer dropped off her vehicle to get inspected for a sliding door concern on the Pass/Side of the vehicle. Tech inspected and was able to confirm issue is related to Door Lock Actuator being inoperable. Tech recommends to replace the Pass/Side Sliding Door Lock Actuator. Estimate provided below. Estimate: Pass/Sliding Door Lock Actuator Parts - $220.00 Labor - $315.17 ($126.07 x 2.5) Total - $550.00 ($548.37 exact) Customer told me she was informed she would only pay a $200.00 deductible and this would be covered. Please check over this and get back to me when you can. thank you. - CM authorized $200 co pay.
07/12/2019	*****INBOUND CUSTOMER CONTACT***** [redacted] CM spoke to customer who advised that dlr come to a conclusion. CM advised $200 co pay.

Date	Comment
07/16/2019	***** OUTBOUND DEALER CONTACT***** Agent attempted to contact dealer Service Manager , however, SM not available. - *****OUTBOUND CUSTOMER CONTACT**** [redacted] CM spoke to customer who advised that she has the vehicle back and it is repaired so far.

Email(s)

Date	06/28/2019	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***me***	06/28/2019 17:23 PM

My name is Paige and I have been assigned as your Case Manager.
Also, here is some information that will be helpful for you to have:
-The Chrysler Case Management telephone number is: 1-866-932-3873
-My direct extension: 3020-170.
-My work hours are: 8 AM - 430 PM EST Monday-Friday

Regards,
Paige | FCA Case Manager
Phone: 1-866-932-3873 ext. 3020170
[redacted]

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/27/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/27/2019	**Origin**	Chat	**Reason**	
Mileage	0 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	CINCINNATI		OH	[redacted]	USA
Dealer	60388	PERFORMANCE CHRYSLER JEEP DODGE		**Dealer Phone**	6142720000
Dealer Address	1130 AUTO MALL DRIVE				
	COLUMBUS		OH	43228 3661	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	I
Subject	Warranty & Maintenance Information				
Synopsis	Mopar extended warranty				
Customer Anomaly					
Contact Reason	C201	Extended Warranty Coverage	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Warranty - Extended warranty & others - Coverage				

Case Status History

Create Date	Status
06/27/2019 10:14 PM	Open
06/27/2019 10:19 PM	Open
06/27/2019 10:33 PM	Closed

Initial Description

Transcript will be loaded shortly

Live Chats

Date	
06/27/2019	Chat Started: Thursday, June 27, 2019, 18:14:04 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Vivian (21s) Vivian: Hi, my name is Vivian with FCA Customer Care, How may I help you? (57s) Visitor: I need to find out who i can call or contact to get a warranty repair done on my 16 Chrysler T&C (1m 31s) Visitor: Its barely 3 years old and the AC doesn't work even after getting it recharged at the beginning of April, and doesn't have leaks. (2m 16s) Visitor: I've paid $1400 for a known issue that caused my sliding door to lock up on the driver's side making it difficult to get my infant out and because of that repair the window no longer goes down from the switch in the backseat (2m 35s) Visitor: And I'm kinda fed up with these problems and kind of want it taken care of... (3m 11s) Vivian: Thank you for giving me an opportunity to look into this for you, Rachel. Before we proceed may you provide me with the last 8 characters of your vehicles identification number (VIN) so I can pull up and review the vehicle we are speaking of today? (3m 30s) Visitor: [redacted] (3m 49s) Vivian: Thank you. What is the estimated mileage on the vehicle? (4m 50s) Visitor: 89,070 (4m 57s) Vivian: Thank you. Can you verify the address, phone number and email address we have on file for you (5m 19s) Visitor: [redacted] Cincinnati OH [redacted] (5m 21s) Visitor: [redacted] (5m 24s) Visitor: [redacted] (8m 12s) Vivian: Thank you for contacting FCA Customer Care, vehicle basic warranty is expired, vehicle has Mopar CERTIFIED PRE-OWNED LIMITED WARRANTY. I can refer you to the Mopar extended warranty agent by you can contact them at 1 800 442 2666, to see if they could further assist you. (8m 48s) Visitor: Thank you!
Date	
06/27/2019	

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/28/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/22/2019	**Origin**	Telephone	**Reason**	
Mileage	61,061 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	high ridge		MO	[redacted]	USA
Dealer	41458	SOUTH COUNTY DODGE CHRYSLER JEEP		**Dealer Phone**	3144871010
Dealer Address	7127 S LINDBERGH BLVD				
	ST. LOUIS		MO	63125 4305	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	N
Subject	vehicle				
Synopsis	Customer's door actuator and steering wheel wiring issue was resolved by his DLR.				
Customer Anomaly					
Contact Reason	C221	Dispute Resolution - Buyback/Lemon Law	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Product - Dispute Resolution - Buyback/Lemon Law Request				

Case Status History

Create Date	Status
06/28/2019 09:10 PM	Open
07/22/2019 03:54 PM	Closed

Initial Description

vehicle concern

Case Comments

Date	Comment
06/28/2019	[redacted] called due to concern with vehicle had car in 3 years . trans miss out . sliding door is shut . radio control and steering wheel went out . ac goes in and out . sunvisor was replace. something is always wrong . what does chrysler going to do abt their product . agent advise what is the cst seeking for chrysler to assist him with . cst stated to buy the vehicle back . agent advise cst she will send case over to buyback department and he should get in contact with someone in that department .
07/01/2019	In Service Date: 7/1/2016 Original Owner: Yes Mileage: 61,061 Vehicle purchase Loyalty: 1 new Multiple repairs/previous related repairs: Unknown MVP plans: No
07/01/2019	*****Outbound Customer Contact***** Agent called the customer at [redacted] and left the customer a voice message and requested a call back to discuss this case.
07/01/2019	Customer left the agent a voice message at 2:24 PM and requested a call back at [redacted].
07/01/2019	*****Outbound Customer Contact***** Agent called the customer a[redacted]and advised the customer of the details and advised him we can look into repair assistance. Customer understood and stated that he has an issue with the sliding door and his steering wheel links not functioning. Customer stated that he is disappointed with all of the issues with the vehicle thus far and is likely not going to purchase a Chrysler again if we cannot do anything at this point. Customer explained that he has already gotten his vehicle diagnosed and spoke to the SM. Agent empathized with the customer and explained that we will help him if we can and we will get back to him after the situation is reviewed with the DLR. Customer understood and thanked the agent.
07/02/2019	*****Outbound DLR Contact****** Agent called SM Matt 314-280-5810 and left the him a voice message and requested a call/email back to discuss goodwill options.
07/02/2019	Agent emailed SM Matt seeking information.
07/02/2019	*****Inbound DLR Contact***** SM Matt called to update the case. Matt stated that the vehicle has been diagnosed and the vehicle requires lock actuators to resolve the sliding door issues which cost around $858 and new steering wheel controls which cost around $252. Matt confirmed that it is out of his goodwill limit because of the mileage but would have no issues if the agent wanted to assist with the repairs and asked what the agent wanted to do for a deductible. Agent suggested a $200 customer co pay. Matt agreed and recommended that the agent email him if the customer wants to go forward with this. Agent thanked Matt.
07/02/2019	*****Outbound Customer Contact***** Agent called the customer at [redacted] and left the customer a voice message and requested a call back to discuss the case.
07/02/2019	Customer left the agent a voice message and requested a call back.
07/02/2019	*****Outbound Customer Contact***** Agent called the customer at[redacted]and advised the customer of the recent details of the case and offered to resolve the sliding door and steering wheel control issues with him being responsible for a $200 deductible for the repairs. Customer accepted the offer and thanked the agent.
07/02/2019	Agent emailed SM Matt to advise him that the $200 co pay offer has been agreed upon.
07/09/2019	*****Outbound DLR Contact***** Agent called DLR 41458 at 8884600812 and spoke to a service receptionist who advised the agent that she does not see a service appointment scheduled for this customer and the last time the vehicle was at the DLR was back in June.
07/09/2019	*****Outbound Customer Contact***** Agent called the customer a[redacted]nd left the customer a voice message and inquired if he had the chance to schedule a service appointment and requested a call/email back.
07/12/2019	Agent reviewed.

Date	Comment
07/17/2019	Vehicle has arrived at dealership South County Dodge Chrysler Jeep and attended by dealer employee
07/17/2019	Brian of DLR 41458 contacted advising he was to contact in regards to customers vehicle. Agent researched CM. currently not in office as of yet. Agent advised customer note will be placed for CM to contact.
07/17/2019	*****INBOUND DEALER CONTACT***** Brian DLR contacted Promaster wanting to speak with the CM. Agent spoke with the CM and was able to trasnfer Brian to the CM.
07/17/2019	*****Inbound DLR Contact***** SA Brian called to update the case. Customer stated that this customer has an issue with the sliding doors and steering wheel controls and he was left a note to contact us. Agent explained that the situation was reviewed with SM Matt and we came to agreement that this customer would be responsible for a $200 deductible for the repairs. Brian stated that he was not aware of this and will get the agent the warranty pricing for this. Brian also mentioned that the customer had an additional complaint of the passenger side sliding door locks buzzing and he has not had the chance to diagnose this yet and asked if this could be included in the total. Agent stated that he does not see this affecting the co pay unless there is a drastic price increase. Brian understood and stated that he will call/email the agent once he gets the total warranty pricing. Agent thanked Brian.
07/19/2019	SA Brian emailed the agent: ADRIAN, RIGHT SPEED CONTROL SWITCH COST-$158.24 DRIVER SLIDING DOOR ACTUATOR-$407.62 PASSENGER SLIDING DOOR ACTUATOR-$404.49 THESE ARE THE PRICES YOU REQUESTED FOR CHARLES GUILFORD 2016 CHRYSLER TOWN AND COUNTRY VAN. PLEASE EMAIL AUTHORIZATION FOR THE REPAIRS THANKS, BRIAN ZUELKE
07/19/2019	Agent added DM notes authorizing a $200 customer co pay and emailed SA Brian to notify of the approval and asked if the customer has the vehicle back.
07/22/2019	SA Ryan emailed the agent and stated that the customer picked their vehicle up last week.
07/22/2019	*****Outbound Customer Contact***** Agent called the customer at [redacted] and left the customer a voice message and advised him he is calling to follow up and ensure repair satisfaction and advised him to call back if he requires further assistance.

Email(s)

Date	07/01/2019	***Subject***	2016 Chrysler Town & Country Touring [[redacted]		
From	chryslercustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	07/01/2019 14:31 PM

Hello [redacted]

My name is Adrian from Chrysler case management. I am contacting you in regards to the case we have open for your 2016 Chrysler Town & Country Touring and I would like to discuss this with you further.

If you can respond to this email or call us back, it would be much appreciated. The best number to reach us is 844 827 2003 and my direct extension is 302 0148.

Thank you,
Adrian
[redacted]

Date	07/09/2019	***Subject***	RE: 2016 Chrysler Town & Country Touring [ref: [redacted]		
From	[redacted]customercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	07/09/2019 16:40 PM

Hello [redacted]

I am just wondering if you had the chance to set up a service appointment to address the issues with the sliding doors and the steering wheel controls?

If you can respond to this email or call me back, it would be much appreciated. The best number to reach me is 844 827 2003 and my direct extension is 302 0148.

Thank you,
Adrian
[redacted]

Date	07/22/2019	***Subject***	RE: 2016 Chrysler Town & Country Touring [redacted]		
From	chryslercustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	07/22/2019 15:52 PM

Hello [redacted]

Thank you for allowing FCA Case Management the opportunity to address your concern. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. We'd ask you that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience.

Thank you for your time and participation and for being an FCA Customer!
Sincerely,
Adrian
[redacted]

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	Model Year	2016	Brand	DODGE
Body	RTKH53	Vehicle	DODGE GRAND CARAVAN SE		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	06/29/2019	CAIR Type	Regular	Status	Closed
Close Date	07/24/2019	Origin	Telephone	Reason	
Mileage	0 Miles	Market	U	Language	
Contact Email	[redacted]				
Caller Address	[redacted]			Source	
Caller City	29 Palms	Caller Country		Caller Postal Code	
Customer	[redacted]				
Customer Address	[redacted]				
	TWENTYNINE PALMS		CA	[redacted]	USA
Dealer				Dealer Phone	
Dealer Address					
Dealer Zone		Sales District		Service District	
Subject	New Owner				
Synopsis	No response from customer.				
Customer Anomaly					
Contact Reason	C129	Name And/Or Address Change	Customer Anomaly		
Reason Code	FCA World - Information & Assistance requests - Personal data management - Personal data - Change Request / CNA update				

Case Status History

Create Date	Status
06/29/2019 10:45 PM	Suspended
06/29/2019 10:50 PM	Open
07/24/2019 02:26 PM	Closed

Initial Description

New Owner

Case Comments

Date	Comment
06/29/2019	Customer seeking if there is a recall on the door locks. Agent advised there are no recalls on the vehicle at all. Agent advised the customer to have a diagnosis to determine the cause of the concern. Agent advised to notify us once a diagnosis is completed to ensure we have everything documented and review.
07/24/2019	No documents attached/response from customer. Survey by pass.

Email(s)

Date	06/29/2019	Subject	Ownership Update Document Request r[redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	06/29/2019 22:45 PM

Dear [redacted]

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

You have requested an update to our records.

To complete your request we require a copy of one of the following documents:

For Ownership Updates: Registration and/or Bill of Sale

For Name Change: Drivers License and Registration and/or Bill of Sale

For Updates to Marital Status: Drivers License with new name and copy of Marriage license or Divorce decree.

Once your documents have been received we will process your request and advise you when changes have been completed.

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

[redacted]

Sincerely,

Dawn
Customer Care, FCA

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/01/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/18/2019	**Origin**	Telephone	**Reason**	
Mileage	49,200 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	PORTSMOUTH		VA	[redacted]	USA
Dealer	44198	GREENBRIER DODGE OF CHESAPEAKE INC		**Dealer Phone**	7574202800
Dealer Address	1717 S MILITARY HWY				
	CHESAPEAKE		VA	23320 2611	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	L
Subject	side door won't open				
Synopsis	Goodwill offered. Vehicle repaired and returned. Customer satisfied.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/01/2019 02:55 PM	Open
07/01/2019 02:57 PM	Closed
07/05/2019 03:46 PM	Open
07/10/2019 06:27 PM	Suspended
07/17/2019 04:01 AM	Open
07/18/2019 03:59 PM	Closed

Initial Description

Passenger side door is sometimes locked and sometimes unlocked but will not open.

Case Comments

Date	Comment
07/01/2019	Passenger side door is sometimes locked and sometimes unlocked but will not open. The vehicle makes a loud noise when the button is pushed to open the door. Customer would like some assistance with the repair. Advised a dealer diagnosis would be needed for any goodwill review.
07/05/2019	Erika from dealership on file called stating that new door latch for passenger sliding door is required. SA, Erika's Tel: 7574208200. Vehicle is currently at the dealership awaiting for CM's reply. LS:519
07/09/2019	Erika from Greenbriar called to speak with the assigned CM. The agent transferred Erika over to the CM for further assistance.
07/09/2019	***INBOUND DLR CALL 44198-Greenbrier Dodge of Chesapeake Inc | 757-420-2800 DLR contacted CM to inquire if Goodwill decision was made. CM advised no pricing information has been provided to make decision. SA Erica will email pricing and CM will confirm amount we are able to assist with. Customer has already paid $134.95 to diagnose the vehicle. SM and SA are agreeable to accepting DM Notes for repair. SA feels some assistance is appropriate.
07/09/2019	**********BC 35 REVIEW********** In-Service Date: 8/23/2016 Original Owner: Yes Mileage: 49,403 Vehicle purchase Loyalty: 1 new, 1 used Multiple Repairs/ Previous related repairs: No MVP plans: No Basic expires: Expired Powertrain expires: 26 Months or 10,597 miles LS: 519 CC: 0 Open Recalls: 0 **********
07/09/2019	***OUTBOUND CUSTOMER CALL [redacted] CM provided introduction to Customer, and advised we are waiting for pricing from DLR. CM to contact Customer with update when available.
07/10/2019	DLR EMAIL RECEIVED GW approved, DM Notes added, and Customer's appointment is Tuesday the 16th at 7:30
07/10/2019	***OUTBOUND CUSTOMER CALL [redacted] CM contacted Customer to advise repairs were authorized, parts were ordered, and we will follow up after her scheduled appointment 7/16 to ensure Customer is satisfied. Customer thanked CM. CM to follow-up 7/18.
07/16/2019	Vehicle has arrived at dealership Greenbrier Dodge of Chesapeake Inc and attended by dealer employee
07/16/2019	DLR EMAIL RECEIVED Good Morning Amy, [redacted] dropped off her vehicle this morning. We will have it completed this afternoon. Thank you!
07/18/2019	***OUTBOUND CUSTOMER CALL [redacted] CM contacted Customer to test for repair satisfaction. Customer states she is happy with repairs and thanked CM for assistance. CM discussed case closure. Customer agreed.

Email(s)

Date	07/09/2019	**Subject**	Dodge Case Management | Case [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	07/09/2019 13:19 PM

Hello [redacted]

My name is Amy and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number is [redacted]
The Chrysler Case Management telephone number is: 1-866-932-3873
My direct extension: 304-0166

Regards,
Amy
FCA Case Management
[redacted]

Date	07/18/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted]

Hello [redacted]
I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is: [redacted]
The FCA Case Management telephone number is: 1-866-932-3873
My direct extension is: 3040166

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and we hope we were able to resolve your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a Case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best
Amy

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 7/9/2019 9:19 AM
To [redacted]
Subject: Dodge Case Management [redacted]

Hello [redacted]

My name is Amy and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number [redacted]
The Chrysler Case Management telephone number is: 1-866-932-3873
My direct extension: 304-0166

Regards,
Amy
FCA Case Management
[redacted]

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	Model Year	2016	Brand	DODGE
Body	RTKH53	Vehicle	DODGE GRAND CARAVAN SE		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	07/01/2019	CAIR Type	Regular	Status	Closed
Close Date	07/01/2019	Origin	Telephone	Reason	
Mileage	0 Miles	Market	U	Language	
Contact Email		Contact Phone	[redacted]	Contact Mobile	
Caller Address				Source	
Caller City		Caller Country		Caller Postal Code	
Customer	003KN-City of Novi, Michigan				
Customer Address					
Dealer				Dealer Phone	
Dealer Address					
Dealer Zone		Sales District		Service District	
Subject	updated Customer details				
Synopsis	Updated/Provided requested information				
Customer Anomaly					
Contact Reason	C129	Name And/Or Address Change	Customer Anomaly		
Reason Code	FCA World - Information & Assistance requests - Personal data management - Personal data - Change Request / CNA update				

Case Status History

Create Date	Status
07/01/2019 03:54 PM	Closed

Initial Description

updated Customer details

Case Comments

Date	Comment
07/05/2019	7/5/19... Writer spoke with [redacted] who stated that about 10 days ago, the driver's side sliding door was no longer operational and that it appears to be stuck in the closed position[redacted] took the vehicle to Suburban of Farmington Hills and was told that it would cost $1,400 to repair the door. Vehicle is used to transport senior citizens and they are unable to to use the driver's sliding door at atll.[redacted]feels that a two year old vehicle should not have a problem with the sliding door and is seeking goodwill assistance as he claims to have all of his service work completed at dealerships. Writer apologized for the issue and advised owner that writer would call dealer service manager to review inspection from last week and then writer will follow back up with owner to advise next steps.[redacted]ppreciated the call.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/01/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/02/2019	**Origin**	Telephone	**Reason**	
Mileage	62,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	COLLINSVILLE		IL		USA
Dealer	54604	OLIVER C JOSEPH INC		**Dealer Phone**	6182338140
Dealer Address	3795 WEST STATE ROUTE 15				
	BELLEVILLE		IL	62226 3100	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	P
Subject	paint is bubbling				
Synopsis	Customer's hood and door issue was resolved by her DLR.				
Customer Anomaly	Body				
	Hood				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	171	Hood Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/01/2019 09:56 PM	Open
07/03/2019 03:52 PM	Suspended
07/29/2019 04:09 AM	Open
08/02/2019 01:41 PM	Closed

Initial Description

Customer said the paint is bubbling on both sides of the hood.

Case Comments

Date	Comment
07/01/2019	Customer said the paint is bubbling on both sides of the hood. Advised dealer pictures would be needed in order to be considered for goodwill assistance. The Customer said the dealer took pictures. The dealer is Oliver C. Joseph. Their phone number is 618-233-8140. Customer has been trying to get a resolution since April when she brought the bubbling to the dealer's attention in April while getting an oil change. Customer said dealer took pictures at that time.
07/02/2019	In Service Date: 4/29/2017 Original Owner: Yes Mileage: 62,000 Vehicle purchase Loyalty: 1 new, 6 used Multiple repairs/previous related repairs: No MVP plans: ECS24N
07/02/2019	*****Outbound DLR Contact***** Agent called SM Mike at 618 581 0159 and asked if he knew any more information on this customer. Mike stated that the previous advisor that was working with this customer is no longer employed at the DLR. Mike recommended having the customer come back to the DLR so that the situation could be reivaluated and he will notify the service department of the situation. Mike stated that they will reach out to this customer befor 9:30 CST as well. Agent thanked Mike.
07/02/2019	*****Outbound Customer Contact****** Agent called the customer a and left the customer a voice message and requested a call back to discuss the case.
07/02/2019	*****Inbound Customer Contact****** Customer called to update the case. Customer stated that she got a call from the DLR and they informed her that the the hood will be covered and they scheduled her an appointment for 6/29 with a loaner reserved. Customer stated that she did not get any return calls from the DLR previously when she asked them about this and was disappointed with the situation. Customer also mentioned that she purchased a plan that covered dents and dings at her selling DLR that she was not able to utilize since it is no longer in business. Agent empathized with the customer and advised her that we will work with her to ensure this issue is resolved. Agent stated that we can look into potential options of compensation as well. Customer understood and thanked the agent.
08/01/2019	*****Outbound DLR Contact***** Agent called DLR 54604 at 6182338140 and spoke to Amy who stated that an SA was not available and she can have them contact the customer back with an update. Agent asked if he can get a call back with an update. Amy stated that they cannot contact the agent back with an update because the agent does not own the vehicle. Agent disconnected the call.
08/01/2019	*****Outbound DLR Contact***** Agent called DLR at 6182338140 ext. 322 and left SM Roderick a voice mail and requested a call back with an update on this vehicle.
08/01/2019	*****Outbound DLR Contact***** Agent called SA Jennifer at 618 233 8140 ext. 325 and she advised the agent that they have completed the hood and the parts for the door are ordered and should arrive today or tomorrow which is when they are expecting the repairs to be completed.
08/01/2019	*****Inbound DLR Contact***** SM Roderick called to update the case. Roderick stated that they fixed the hood and they ordered the part for the door issue and are expecting for this to arrive in a day or so. Agent thanked Roderick.

Date	Comment
08/01/2019	*****Outbound Customer Contact****** Agent called the customer at [redacted] and spoke to the customer and advised her of the recent details of the case. Agent advised her that he received her service contract information and stated that he is willing to reimburse her the $100 deductible considering the situation and explained that the agent would require documentation such as a a receipt. Customer stated that she will send this as soon as the repair is complete and asked if there is anyway to change the DLR with the disappearing deductible to one that is in business currently. Agent recommended reaching out to the service contract company and asking. Customer stated that she will do so and thanked the agent.

Email(s)

Date	07/02/2019	***Subject***	2016 Chrysler Town & Country Touring-L [redacted]		
From	chryslercustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	07/02/2019 15:04 PM

Hello [redacted]

This is Adrian from Chrysler case management. If you need to get back in touch with me, please don't hesitate to respond to this email or call us back at 844 827 2003. My direct extension is 302 0148. If you'd like to send in any documentation, please reply to this email and include the documentation in an attachment.

Thank you,
Adrian
[redacted]

Date	07/30/2019	***Subject***	RE: 2016 Chrysler Town & Country Touring-L [redacted]		
From	[redacted]	***To***	chryslercustomercare@fcagroup.com	***Sent Date/Time***	07/30/2019 20:31 PM

Hi Adrian,

I just realized that I had not forwarded you the information we spoke about right before my vacation. I have attached a copy of my extended warranty for your review. The dealer sold me a package pushing the fact that I would have no deductible for using their shop and then went out of business shortly afterwards. I do not feel that as a consumer of a Chrysler product that I should be penalized for a dealer going out of business, much less one that wasn't forthcoming with the information when they sold the products.

My car is currently at Oliver C Joseph in Belleville, IL for my hood and some warranty work on my door. I would appreciate any assistance with the deductible Chrysler can offer.

Thank you,
[redacted]
St. Louis, MO [redacted]

From: Chrysler Customer Care [mailto:chryslercustomercare@fcagroup.com]
Sent: Tuesday, July 2, 2019 10:04 AM
To: [redacted]
Subject: 2016 Chrysler Town & Country Touring-L [redacted]

Hello [redacted]

This is Adrian from Chrysler case management. If you need to get back in touch with me, please don't hesitate to respond to this email or call us back at 844 827 2003. My direct extension is 302 0148. If you'd like to send in any documentation, please reply to this email and include the documentation in an attachment.

Thank you,
Adrian
[redacted]

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Date	08/02/2019	***Subject***	RE: 2016 Chrysler Town & Country Touring-L [redacted]		
From	[redacted]	***To***	chryslercustomercare@fcagroup.com	***Sent Date/Time***	08/02/2019 13:07 PM

Good morning Adrian,

Please see attached for my invoice and receipt for my $100.00 deductible that we discussed yesterday. I really appreciate you working with me on the reimbursement! If you can please forward a check to my address listed below:

[redacted]

Collinsville, IL [redacted]

Thanks again,

[redacted]

St. Louis, MO [redacted]

[redacted]

From: [redacted]
Sent: Tuesday, July 30, 2019 3:31 PM
To: 'Chrysler Customer Care'
Subject: RE: 2016 Chrysler Town & Country Touring-L [redacted]

Hi Adrian,

I just realized that I had not forwarded you the information we spoke about right before my vacation. I have attached a copy of my extended warranty for your review. The dealer sold me a package pushing the fact that I would have no deductible for using their shop and then went out of business shortly afterwards. I do not feel that as a consumer of a Chrysler product that I should be penalized for a dealer going out of business, much less one that wasn't forthcoming with the information when they sold the products.

My car is currently at Oliver C Joseph in Belleville, IL for my hood and some warranty work on my door. I would appreciate any assistance with the deductible Chrysler can offer.

Thank you,

[redacted]

St. Louis, [redacted]

[redacted]

From: Chrysler Customer Care [mailto:chryslercustomercare@fcagroup.com]
Sent: Tuesday, July 2, 2019 10:04 AM
[redacted]
Subject: 2016 Chrysler Town & Country Touring-L [redacted]

Hello [redacted]

This is Adrian from Chrysler case management. If you need to get back in touch with me, please don't hesitate to respond to this email or call us back at 844 827 2003. My direct extension is 302 0148. If you'd like to send in any documentation, please reply to this email and include the documentation in an attachment.

Thank you,
Adrian

[redacted]

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Date	08/02/2019	***Subject***	RE: 2016 Chrysler Town & Country Touring-[redacted]		
From	chryslercustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	08/02/2019 [redacted] PM

Good morning [redacted]

Not a problem! The $100 check has been approved and it should arrive at that address in 7-14 business days at this point. I am happy to hear that everything was resolved so quickly! If you require further assistance, please don't hesitate to give me a call. I can be reached at 844 827 2003 and my direct extension is 302 0148.

Thank you for allowing FCA Case Management the opportunity to address your concern. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. We'd ask you that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience.

Thank you for your time and participation and for being an FCA Customer!
Sincerely,
Adrian
[redacted]

Date	08/20/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	

Dear [redacted],
Thank you for contacting FCA Customer Care.
Our records indicate that case number [redacted] is closed.
If you require further assistance please contact us and we would be happy to assist.
Thank you and have a great day.
FCA Customer Care

[redacted]

Date	08/20/2019	***Subject***	RE: 2016 Chrysler Town & Country Touring-L [redacted]		
From	[redacted]	***To***	chryslercustomercare@fcagroup.com	***Sent Date/Time***	08/20/2019 17:12 PM

Good morning Adrian,

Thank-you for sending the reimbursement check for $100.00. It is ironic that I received this in the mail last week and am needing the warranty repair service again for the other rear sliding door. I took your suggestion in contacting CNA National Warranty Corporation regarding the Factory Wrap+Plus Care warranty with the $100.00 disappearing deductible if we have any repairs made at the dealership that the car was purchased, only to be told that there is no way they can transfer to a different dealer. In other words, I am now stuck paying this deductible every time I need to take my car in for repairs because our dealer went out of business. I am feeling a little disgruntled at this moment! I know $100.00 seems petty to most individuals, but the entire reason of us purchasing the package that we did, is so that we would not have to pay anything out of pocket.

I feel as though Chrysler put a band-aid on my issue, which don't get me wrong, was greatly appreciated. But, I the consumer am still paying the price for the dealer going out of business. This is a dealer that Chrysler contracted with to sell their automobiles.

It is my responsibility to do my research, purchase, and pay for my vehicle. It should not be my responsibility to contact Chrysler to make sure a dealer is paying their bills and in good standing prior to making a purchase. I would expect Chrysler to somehow stand behind the warranty that was purchased from the dealer they designated to sell their automobiles

Thank you,
[redacted]
St. Louis, MO [redacted]

From: Chrysler Customer Care [mailto:chryslercustomercare@fcagroup.com]
Sent: Friday, August 2, 2019 8:38 AM
To: [redacted]
Subject: RE: 2016 Chrysler Town & Country Touring-L [redacted]

Good morning [redacted]

Not a problem! The $100 check has been approved and it should arrive at that address in 7-14 business days at this point. I am happy to hear that everything was resolved so quickly! If you require further assistance, please don't hesitate to give me a call. I can be reached at 844 827 2003 and my direct extension is 302 0148.

Thank you for allowing FCA Case Management the opportunity to address your concern. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. We'd ask you that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience.

Thank you for your time and participation and for being an FCA Customer!
Sincerely,
Adrian
[redacted]]

[redacted]
This electronic transmission and any documents accompanying this electronic transmission contain confidential information belonging to the sender. This information may contain confidential health information that is legally privileged. The information is intended only for the use of the individual or entity named above. The authorized recipient of this transmission is prohibited from disclosing this information to any other party unless required to do so by law or regulation and is required to delete or destroy the information after its stated need has been fulfilled. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or the taking of any action in reliance on or regarding the contents of this electronically transmitted information is strictly prohibited. If you have received this E-mail in error, please notify the sender and delete this message immediately.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/02/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/02/2019	**Origin**	Telephone	**Reason**	
Mileage	22,851 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	ONTARIO		OH	[redacted]	USA
Dealer	52918	SPITZER MOTORS OF MANSFIELD, INC.		**Dealer Phone**	4195242511
Dealer Address	1777 W 4TH STREET				
	ONTARIO		OH	44906 1704	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	H
Subject	Cost Assistance				
Synopsis					
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/02/2019 03:44 PM	Open
07/02/2019 03:57 PM	Closed

Initial Description

Cost Assistance

Case Comments

Date	Comment
07/02/2019	Customer calling because he has been told that the door lock actuator needs to be replaced and will cost $900 and seeking assistance for that repair. he only has 22851 so would fall in basic but is over by time. Hoping there is assistance we can provide. Agent called the dealership Spitzer Motors of Mansfield Inc. and spoke with Heidi in service who said that the customer was in on June 25, 2019 but it was not pertaining to a door lock actuator. Service adviser Tim who worked with customer is on lunch but Heidi will have him call back to discuss. Though customer warranty just expired and mileage is low customer does not have a loyalty score, may not be able to provide assistance.
07/02/2019	**NEXT AGENT** If dealership calls back find out about the repair that is required and the cost of the repair.
07/02/2019	Tim SA call and stated that vehicle has not been diagnostic.
07/09/2019	Customer calling in to check on the status of the case. Advised of the information fro Tim SA of no diagnosis completed. Customer stating will call to have appointment and diagnosis and to call back to get case sent up for review. Customer thanked and agent breaded call.
07/15/2019	Customer states he has had a diagnosis for the vehicle and the DLR informed him of the repair costs. $572 for parts and $225 for labor. Customer seeking cost assistance. LS: 0 Original Owner: NO Vehicles: 2 Service Contract: YES, CPOV. Customers basic warranty expired by time, April 16,2019, not mileage. Customer is under the 2/24,000 GW Consideration. Due to no LS score, customer was denied GW.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/03/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/06/2019	**Origin**	Telephone	**Reason**	
Mileage	70,100 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	57696	LONGLEY BROS INC		**Dealer Phone**	3155982135
Dealer Address	1698 COUNTY ROUTE 57				
	FULTON		NY	13069 4509	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	T
Subject	passenger driver sliding locks				
Synopsis	working well				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/03/2019 07:46 PM	Open
08/07/2019 01:04 PM	Suspended
08/16/2019 04:00 AM	Open
08/23/2019 03:42 PM	Suspended
09/04/2019 04:16 AM	Open
09/06/2019 08:40 PM	Closed

Initial Description

customer calling vehicle at the dealer for passenger sliding door lock not working customer in need of new latch

Case Comments

Date	Comment
07/03/2019	Briefly summarize what the customer is calling about. customer calling had issue with sliding door lock before , customer state last year in 2018 she had issue with driver sliding door and was cover under warranty . Customer state now she having issue with passenger door was at the dealer June 28-2019 was diagnose she needs a new latch Briefly summarize what the customer said. will have to send registration
07/04/2019	customer send in registration Escalate to Level 2: Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number[redacted]arliest call time:anytime Latest call time:anytime Updates via email: no Vehicle location: customer was there 06-28-2019 at57696 Account Name Longley Bros Inc Phone 3155982135 Billing Address 1698 County Route 57 Fulton, NY 130694509 USA Date and Time of Appointment: 06-28-2019 Confirmed appointment with: n/a Customer in rental:n/a Rental start date: v/a
07/05/2019	Cst Mayann has called in to see if her documents were received and what are the next steps . *agent informed the cst her documents were received and that the CM was logged off at the time of the call but we could do a request for a call back .
07/05/2019	Customer calling about status of GW request. CM not in and left message that customer is leaving on[redacted]
07/08/2019	In-Service Date: 12/15/15 Original Owner: 2nd owner, 7/25/17 Mileage: 70,100 Vehicle purchase loyalty: 4 household, 2 new 2007, 1994 -2 used 2016, 1997 Multiple Repairs/ Previous related repairs: 3/5/19 diagnosis-drivers slider door will not open, 9/19/17 passenger sliding door latch assembly replaced, REPLACED FAILED TORQUE CONVERTER&FRT PUMP MVP plans: expired (6/13/19) essential care plus Other:
07/08/2019	***OUTBOUND CUSTOMER CONTACT**[redacted]-2016 TOWN & COUNTRY CM reached VM, left a message that I received their file and noticed that they were on[redacted]CM asked for a callback when they were available, 844-827-2006 ext. 3020200.
07/12/2019	***OUTBOUND DEALER CONTACT***[redacted]CM spoke to SA-Sarah and asked about this customer explaining I havent been able to reach them yet. She said the customer was in June 28/19 and the latch repair is due to a defect. This is a repeat repair for this latch; the first repair was done September 2017 under warranty. CM asked if this customer comes to the dealer and she said yes, they have their maintenance done there. She also mentions that the customer wasnt in too long ago and paid out of pocket for the other side. CM said I would likely help them and asked if she could get warranty pricing for me for next week.
07/15/2019	***OUTBOUND CUSTOMER CONTACT**[redacted]-2016 TOWN & COUNTRY CM reached VM, left a message I was following up with their file. CM said the notes state they could be on vacation but if they could reach out to me at 844-827-2006 ext. 3020200.

Date	Comment
07/17/2019	***OUTBOUND CUSTOMER CONTACT*** [redacted] -2016 TOWN & COUNTRY CM reached VM, left a message that I would keep the file open for 2 business days. If they need assistance to please give me a call otherwise I would temporary close the file. CM provided callback information, 844-827-2006 ext. 3020200.
07/22/2019	***INBOUND VOICE MESSAGE*** [redacted] -2016 TOWN & COUNTRY 7/19/19 Customer calling to say they are back from vacation and asked for a callback.
07/22/2019	***OUTBOUND CUSTOMER CONTACT*** [redacted] 2016 TOWN & COUNTRY CM reached VM, left a message that I got her message and I was following up with her file. CM provided callback information, 844-827-2006 ext. 3020200.
07/25/2019	***OUTBOUND CUSTOMER CONTACT*** [redacted] -2016 TOWN & COUNTRY CM reached VM, left a message that I would like to discuss their file for possible assistance. CM provided callback information, 844-827-2006 ext. 3020200.
07/29/2019	***OUTBOUND CUSTOMER CONTACT*** [redacted] 016 TOWN & COUNTRY CM reached the customer and explained I havent spoken with anyone yet. CM asked if they still have a concern with the sliding door and he said yes. He said a year or two ago they had work done to the door and they thought it would be covered but the dealer said it is a different part. CM asked about the concern and he said you cannot lock the passenger side sliding door with the key fob or the switch inside the van. He said you can lock the door but you have to do it by hand. CM said I will reach out to the dealer and get back to him, customer said to call him on his cell, [redacted]
07/30/2019	***OUTBOUND DEALER CONTACT*** LONGLEY BROS -#57696 -315-598-2135 CM spoke to SA-Sarah and asked for warranty pricing for the door repair. She provided Parts $191.42 Labor $105.90 Total $297.32 ** CM said I would like to help the customer but I would offer him $50.00 copay. If he accepts I will ask the customer to call to speak with her and I will add DM notes.
07/30/2019	***OUTBOUND CUSTOMER CONTACT*** [redacted] -2016 TOWN & COUNTRY CM reached VM, left a message I have an update for him and asked for a callback at 844-827-2006 ext. 3020200.
08/01/2019	****INBOUND VOICE MESSAGE*** [redacted] 16 T&C Customer is returning my call.
08/01/2019	***OUTBOUND CUSTOMER CONT [redacted] -2016 TOWN & COUNTRY CM reached VM, left a message that I have an update on their file and provided callback information (844-827-2006 ext. 3020200).
08/01/2019	***OUTBOUND CUSTOMER CONTACT** [redacted] 2016 TOWN & COUNTRY CM reached VM, left a message that I have an update on their file and provided callback information (844-827-2006 ext. 3020200)
08/01/2019	cst called in to speak with CM, she was not available left her a message to get back with her
08/01/2019	***OUTBOUND CUSTOMER CONTACT*** [redacted] -2016 TOWN & COUNTRY CM reached the customer and let him know that I spoke to the dealer and I want to help with the repair. CM said if he pays $50.00 towards the repair I will pay the rest, customer accepted. CM explained with him paying towards the repair he will get a Mopar warranty of 2 years. CM asked if he could call Sarah at the dealership to let her know that he accepts my offer and to set up an appointment. CM asked if he could call me back with an appointment date. CM said after the repair I will follow up to make sure everything is good.
08/05/2019	In-Service Date: 12/15/15 Original Owner: 2nd owner, 7/25/17 Mileage: 70,100 Vehicle purchase loyalty: 4 household, 2 new 2007, 1994 -2 used 2016, 1997 Multiple Repairs/ Previous related repairs: 3/5/19 diagnosis-drivers slider door will not open, 9/19/17 passenger sliding door latch assembly replaced, REPLACED FAILED TORQUE CONVERTER&FRT PUMP MVP plans: expired (6/13/19) essential care plus ** CM confirmed with dealer this is a repeat concern, good customer, CM offered $50.00 co-pay. Parts $191.42 Labor $105.90 Total $297.32 less copay $50.00 = $247.32
08/16/2019	Vehicle has arrived at dealership Longley Bros Inc and attended by dealer employee
08/16/2019	Vehicle being repaired today, will follow up with customer 8/20
08/19/2019	***OUTBOUND CUSTOMER CONTACT** [redacted] 2016 TOWN & COUNTRY CM reached VM, left a message explaining I was follow up with his repair. CM provided callback information, 844-827-2006 ext. 3020200.
08/20/2019	***INBOUND VOICE MESSAGE*** [redacted] -2016 TOWN & COUNTRY Mary Ann returning my call, states they picked up the vehicle on Friday and on Saturday they noticed they couldnt close and lock the door. If the window is down they cant close the door. Customer called the dealer and they have an appointment on 8/30/19.
08/23/2019	***OUTBOUND DEALER CONTACT*** LONGLEY BROS -#57696 -315-598-2135 CM spoke to SA-Sarah and confirmed the customer has an appointment next Friday and she said yes. SA said the current problem could be related to the last repair. CM explained I will be out of the office next week and if the concern is related to the latch I would like to help. CM said I will follow up with her after Labor Day.
08/23/2019	***OUTBOUND CUSTOMER CONTACT*** [redacted] 2016 TOWN & COUNTRY CM reached the customer and explained I got her VM and I spoke to the dealer. CM said if the repair is related to the latch I will assist and have made arrangements with her SA. CM explain I am out of the office next week and will follow up with her after Labor Day.
08/30/2019	Vehicle has arrived at dealership Longley Bros Inc and attended by dealer employee
09/04/2019	***OUTBOUND DEALER CONTACT*** LONGLEY BROS -#57696 -315-598-2135 CM spoke with SM-Gary and asked to speak to SA-Sarah, he said she will be back tomorrow. CM said I would follow up tomorrow.
09/04/2019	***OUTBOUND CUSTOMER CONTACT*** [redacted] 2016 TOWN & COUNTRY CM reached VM, left a message that I was following up on her last dealer visit. CM asked if she could give me a call at 844-827-2006 ext. 3020200.
09/05/2019	***OUTBOUND DEALER CONTACT*** LONGLEY BROS -#57696 -315-598-2135 CM unable to reach SA-Sarah, SA-Chuck said she will be available after 115pm.
09/05/2019	***OUTBOUND DEALER CONTACT*** LONGLEY BROS -#57696 -315-598-2135 CM spoke to SA-Sarah and she said the tech found a wire not routed the correct way. They were [redacted] tra charges.
09/06/2019	***OUTBOUND CUSTOMER CONTACT** [redacted] 2016 TOWN & COUNTRY CM spoke with the customer and he said the van door is working very well. CM said I would close the file.

Email(s)

Date	07/03/2019	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***ate/Time***	07/03/2019 19:47 PM

[redacted]

Date	07/04/2019	***Subject***	RE: title [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	07/04/2019 14:13 PM

Sent from Mail for Windows 10

From: US Customer Care
Sent: Wednesday, July 3, 2019 3:47 PM
To: [redacted]
Su[redacted]

ref[redacted]

Date	07/05/2019	Subject	RE: title [redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	07/05/2019 02:55 AM

Sent from Mail for Windows 10

From: US Customer Care
Sent: Wednesday, July 3, 2019 3:47 PM
To: [redacted]
Su[redacted]

ref[redacted]

Date	08/05/2019	Subject	[redacted]		
From	chryslercustomercare@fcagroup.com	To	[redacted]		08/05/2019 13:09 PM

Good morni[redacted]

I was just wondering if you have an appointment set up for the repair on the door.

If you could just reply back with the appointment date so I can follow up afterward.

Thank you and have a good day.

Linda
FCA Case Manager
Phone 1-844-827-2006, ext. 3020200
[redacted]

Date	08/06/2019	Subject	RE: Appointmer[redacted]		
From	[redacted]	To	chryslercustome[redacted]	Sent Date/Time	08/06/2019 21:39 PM

We hav[redacted] Friday aug 16

Sent from Mail for Windows 10

From: Chrysler Customer Care
Sent: Monday, August 5, 2019 9:09 AM
To: [redacted]
Su[redacted]

Good morning [redacted]

I was just wondering if you have an appointment set up for the repair on the door.

If you could just reply back with the appointment date so I can follow up afterward.

Thank you and have a good day.

Linda
FCA Case Manager
Phone 1-844-827-2006, ext. 3020200

[redacted]

Date	08/07/2019	Subject	[redacted]		
From	chryslercustomercare@fcagroup.com	To	[redacted]		08/07/2019 13:07 PM

H[redacted]

Thank you for the update with your appointment date at Longley Bros.

I will follow up with you the following week to make sure everything is good.

Any questions don't hesitate to call or write back.

Linda
FCA Case Manager
Phone 1-844-827-2006, ext. 3020200
[redacted]

Date	09/06/2019	Subject	[redacted]		
From	chryslercustomercare@fcagroup.com	To	[redacted]		09/06/2019 20:29 PM

Hello [redacted]

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is [redacted]

The FCA Case Management Telephone Number is: 1-844-827-2006

My Direct Extension is: 3020200

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best

Linda | FCA Case Manager

Phone: 1-844-827-2006 | Ext. 3020200

[redacted]

Date	09/24/2020	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	

Dear [redacted]
Thank you for contacting FCA Customer Care.
Our records indicate that case number [redacted] is closed.
If you require further assistance please contact us and we would be happy to assist.
Thank you and have a great day.
FCA Customer Care

[redacted]

Date	09/24/2020	***Subject***	[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	09/24/2020 14:48 PM

Hello!

[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/04/2019	**CAIR Type**	Top Care	**Status**	Closed
Close Date	07/10/2019	**Origin**	Email	**Reason**	
Mileage	0 Miles	**Market**	U	**Language**	
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Top Management
Caller City	Northville	**Caller Country**	USA	**Caller Postal Code**	
Customer	003KN-City of Novi, Michigan				
Customer Address	45175 Ten Mile Rd				
	Novi		MI	48375	USA
Dealer	66262	SUBURBAN CHRYSLER DODGE JEEP RAM O		**Dealer Phone**	2484767900
Dealer Address	38123 WEST TEN MILE ROAD				
	FARMINGTON HILLS		MI	48335 2803	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	C
Subject	Top Care Case - Rear Sliding Door Will Not Open				
Synopsis	closed				
Customer Anomaly					
Contact Reason	C109	FCA Contacts Or Dealership	**Customer Anomaly**		
Reason Code	FCA World - Information & Assistance requests - Network - Contacts & various information - Network				

Case Status History

Create Date	Status
07/04/2019 11:26 AM	Open
07/10/2019 07:15 PM	Closed

Initial Description

Top Care Case - Rear Sliding Door Will Not Open

Case Comments

Date	Comment
07/05/2019	7/5/19..... Writer attempted to call owner but had to leave a message requesting a call back to discuss vehicle concern.
07/05/2019	7/5/19.....Writer spoke with who stated that about 10 days ago, the driver's side sliding door was no longer operational and that it appears to be stuck in the closed position took the vehicle to Suburban of Farmington Hills and was told that it would cost $1,400 to repair the door. Vehicle is used to transport and they are unable to to use the driver's sliding door at atll eels that a two year old vehicle should not have a problem with the sliding door and is seeking goodwill assistance as he claims to have all of his service work completed at dealerships. Writer apologized for the issue and advised owner that writer would call dealer service manager to review inspection from last week and then writer will follow back up with owner to advise next steps. appreciated the call. * Writer left a message for Sean Leline (SM) requesting a call back to review current vehicle concern.
07/08/2019	7/8/19..... Writer left a message for Sean Leline (SM) requesting a call back. Writer would like to offer to cover repair needed less a $150 deductible, since vehicle is used by the City of Novi to transport around.
07/08/2019	7/8/19..... Writer spoke with Sean (SM) who stated that vehicle needs a left sliding door latch. Sean advised writer that owner paid $115 for the diagnosis on 6/26/19 even though repairs were not completed. With that in mind, writer agreed to cover repair in full and will add DM notes to approve the repair. Sean did not have any problems with writer's assistance. Sean will order the part and then contact owner once it comes in to schedule an appt.
07/08/2019	Vehicle has arrived at dealership Suburban Chrysler Dodge Jeep Ram of Farmington Hills and attended by dealer employee
07/10/2019	7/10/19..... Writer called dealer and was advised that owner's repair was completed and owner picked up. Writer attempted to call owner but had to leave a message requesting a call back to confirm that he is satisfied with his repair.
07/10/2019	7/10/19..... Owner called writer to advise that he is completely satisfied with his repair.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/04/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/04/2019	**Origin**	Telephone	**Reason**	
Mileage	59,314 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	TEXARKANA		TX		USA
Dealer	26755	CLASSIC CHRYSLER DODGE JEEP		**Dealer Phone**	9037936791
Dealer Address	1102 Walton Dr.				
	TEXARKANA		TX	75501 2879	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	S
Subject	passenger door lock				
Synopsis	closed				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/04/2019 07:41 PM	Open
07/04/2019 07:44 PM	Closed

Initial Description

Customer states that the passenger side back door will not lock

Case Comments

Date	Comment
07/04/2019	Customer states that the passenger side back door will not lock. Agent advised that vehicle would need to be brought to the dealership.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/05/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/05/2019	**Origin**	Chat	**Reason**	
Mileage	16,207 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	EVERGREEN PARK		IL	[redacted]	USA
Dealer	66804	MANCARI'S CHRYSLER DODGE JEEP		**Dealer Phone**	7084230910
Dealer Address	4630 WEST 95TH STREET				
	OAK LAWN		IL	60453 2514	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	C
Subject	Warranty & Maintenance Information				
Synopsis	No diagnosis				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/05/2019 05:30 PM	New
07/05/2019 06:06 PM	Open
07/05/2019 06:13 PM	Closed

Initial Description

Transcript will be loaded shortly

Email(s)

Date	07/05/2019	**Subject**	[redacted]
From	uscustomercare@fcagroup.com	**To**	[redacted] 07/05/2019 18:12 PM

Hell[redacted]

Thank you for your recent contact with FCA Customer Care. Your Case number is [redacted] ou can reach us anytime via chat or at 1-800-992-1997.

Sincerely,

Sarah

FCA Customer Care

[redacted]

Live Chats

Date

Date	
07/05/2019	Chat Started: Friday, July 05, 2019, 13:30:47 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Sarah (27s) Sarah: Hi, my name is Sarah with FCA Customer Care, How may I help you? (49s) Visitor: Hi, I am looking for my warranty expiration date (1m 14s) Sarah: Hello [redacted] how are you today? (1m 33s) Sarah: I would be happy to look into this here for you. (1m 39s) Visitor: thx (2m 56s) Sarah: Are you looking for details on the manufacturer warranty or a plan you purchased? (3m 6s) Visitor: manufacturer (3m 48s) Visitor: the 3 year bumper to bumper. I am experiencing door lock issues on both sliding doors of my Grand Caravan. (4m 33s) Sarah: I am showing that it expired June 25, 2019 (4m 49s) Visitor: awesome (4m 57s) Sarah: You are currently having an issue? (5m 28s) Visitor: yes, driver side door is stuck locked and passenger side door lock is making an odd noise (5m 32s) Sarah: Yes. We can absolutely look into assisting with this repair. Are you currently working with a Dealer on this issue? (5m 42s) Visitor: not yet (6m 31s) Visitor: since this is so close to the expiration of the warranty, will Dodge warranty the repair? (8m 27s) Sarah: What I have done here is created an case for you in regards to this issue. Your case number is [redacted] Once the vehicle has been diagnosed to determine what the issue is we can absolutely work with you and the Dealer and review to assist with the repair. We can also be reached anytime at 1-800-992-1997 (8m 48s) Sarah: Can you also please provide the approximate mileage on your vehicle, your complete address, Zip, phone number and email to verify we have updated information on file? (9m 15s) Visitor: Mileage: 16207 (10m 10s) Visitor: [redacted] Evergreen Park, IL [redacted] Phone: [redacted] (10m 30s) Visitor: whats my next step? (11m 17s) Sarah: The next step would be to schedule with your local Dealer to diagnose the issue with the door. Would you like me to locate a Dealer in your area? (12m 20s) Visitor: I have that. After I schedule service, what do I need to do to try and get the repair under warranty? (12m 41s) Sarah: You can provide the Dealer your case number. You can also contact us back at that time and we will escalate to have a Case Manager reach out to you on the day of your appointment. (14m 6s) Sarah: They will work with you and the Dealer to review to assist for the repair. At this time I cannot guarantee the repair will be covered as our Case Managers work with you and the Dealer on the resolution after the diagnosis takes place. (14m 30s) Visitor: ok (15m 36s) Sarah: All the information will be within that case number provided. Would you like me to email you the case number and our contact number? (21m 56s) Sarah [redacted] are you still there? (22m 13s) Visitor: yes please do (23m 35s) Sarah: OK Great. Is there anything else I may be able to assist with today? (24m 0s) Visitor: Do you know the cost of purchasing an extended warranty? (25m 14s) Sarah: My apologies those details I do not have however you can obtain those details through Mopar Vehicle Protection at 800-442-2666 (25m 37s) Visitor: ok thanks (27m 29s) Sarah [redacted] easure. Is there anything else I can assist with today? (30m 4s) Sarah [redacted] re you still there? (30m 42s) Visitor: that is all, thanks for the help (31m 1s) Sarah: Thank you for contacting Dodge Customer Care. Please chat with us again if you need further assistance. You can also look on our website www.Dodge.com. Have a Great Day!

Date	
07/05/2019	

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/05/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/05/2019	**Origin**	Telephone	**Reason**	
Mileage	81,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	WEST CHESTER		OH [redacted]		USA
Dealer	X7745	EAN HOLDINGS - NASHVILLE		**Dealer Phone**	6153612686
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Rear Door				
Synopsis	No diagnosis				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/05/2019 06:55 PM	Open
07/05/2019 06:57 PM	Closed

Initial Description

Cx states rear door is buzzing

Case Comments

Date	Comment
07/05/2019	Cx states his rear door is buzzing, he is inquiring about cost assistance for the repair since this is the 5th Chrysler he's had that this has happened to & he's out of warranty. Agent advised cx with a dlr diagnosis we could escalate his case to see what assistance we could offer in regards to this persisting issue.

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	Model Year	2015	Brand	DODGE
Body	RTKM53	Vehicle	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	07/08/2019	CAIR Type	Regular	Status	Closed
Close Date	07/08/2019	Origin	Telephone	Reason	
Mileage	40,000 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer	[redacted]				
Customer Address					
	DENVER		CO	[redacted]	USA
Dealer	X7354	EAN HOLDINGS - LOS ANGELES LAX		Dealer Phone	3106492245
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		Sales District		Service District	
Subject	Rear left door				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/08/2019 01:31 PM	Open
07/08/2019 01:32 PM	Closed

Initial Description

Rear left door

Case Comments

Date	Comment
07/08/2019	Customer states she has been having issues with her vehicle. Customer states the left rear door is stuck closed and will not open. Customer states she has not taken vehicle into a certified DLR. Agent advised customer to take vehicle into DLR in order to receive further assistance.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/09/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/26/2019	**Origin**	Telephone	**Reason**	
Mileage	43,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	LEECHBURG		PA		USA
Dealer	26890	VICTORY CHRYSLER DODGE JEEP RAM		**Dealer Phone**	7244684114
Dealer Address	6561 ROUTE 22				
	DELMONT		PA	15626 2402	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	I
Subject	actuators				
Synopsis	Customer needed new actuators but dealership advised trim might break Dealersihip .Vehicle has been fixed and trim did not break.				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/09/2019 07:13 PM	Open
07/11/2019 03:26 PM	Suspended
07/16/2019 04:03 AM	Open
07/26/2019 07:50 PM	Closed

Initial Description

actuators (both) sliding doors have to be repaired, and in the process the trim surrounding doors may break

Case Comments

Date	Comment
07/09/2019	Briefly summarize why the customer is contacting Chrysler: Driver and passenger sliding door actuators have to been replaced by Victory Dodge . Was told he have to pay a deductible. Then he was told there were some trim pieces that when they do the repairs these trim pieces always break when they are doing repairs on the actuators. He has been told by DLR if these pieces do break they will not be covered under any warranty. Customer feels if DLR breaks something under warranty he should not have to be out of pocket. Briefly summarize what the customer is expecting: Assistance in getting this resolved
07/09/2019	Loyalty Score 0732, ADDED CARE PLUS and also meets our goodwill plus DLR goodwill
07/09/2019	Goodwill Qualifier Narrative In-Service Date: 4/30/2016 Original Owner: Yes Mileage: 43000 Vehicle purchase loyalty: 11 vehicles 3 o/o Multiple Repairs/ Previous related repairs: No MVP plans: WA775N Basic expires: 3/36 Powertrain expires: 5/60 LS 732 CS 0 No open recalls.
07/09/2019	OUTBOUND DEALER CONTACT / VICTORY / 26890 /7244617700 Chrystal advised that customer was upset that he might need to cover trim pieces if dealership breaks them. Agent advised that if they do to please reach out to her and she will cover.
07/09/2019	OUTBOUND CUSTOMER CONTACT [redacted] Customer was not available and his voice mail box was full. Agent called (765) 465-1571 and reached his daughter. Daughter took agent's number and was going to give it to her father.
07/09/2019	Customer called in seeking to speak with CM. Adviser contacted CM and was able to connect customer.
07/09/2019	INBOUND CUSTOMER CONTACT [redacted] Customer was transferred in. Agent advised customer that she spoke with the dealership and has agreed to cover trim pieces if the dealership breaks any as a goodwill gesture. Customer asked agent to confirm the $100 deductible. Agent advised that the MVP does show that he has a $100 deductible.
07/11/2019	OUTBOUND DEALER CONTACT / VICTORY / 26890 /7244617700 Chrystal advised customer is scheduled to come in on Tues.
07/11/2019	OUTBOUND CUSTOMER CONTACT / [redacted] Customer was not available and his voice mail was full.
07/12/2019	Appointment scheduled Tues. July 16th.
07/12/2019	Appointment scheduled for the 16th.
07/17/2019	OUTBOUND DEALER CONTACT / VICTORY / 26890 /7244617700 Rich advised that the customer did not come in today but he believes that they re-scheduled.
07/17/2019	OUTBOUND CUSTOMER CONTACT / [redacted] Customer was not available and his voice mail was full.
07/19/2019	OUTBOUND CUSTOMER CONTACT / [redacted] Customer was not available and his voice mail was full
07/23/2019	OUTBOUND CUSTOMER CONTACT / [redacted] Customer was not available and his voice mail was full.
07/23/2019	OUTBOUND DEALER CONTACT / VICTORY / 26890 /7244617700 Rich advised that vehicle has been fixed and returned to customer.

Date	Comment
07/25/2019	OUTBOUND CUSTOMER CONTACT / [redacted] Customer was not available and his voice mail was full Agent to check with dealership on Monday to verify if customer has an appointment - was vehicle fixed prior to closing on Monday.
07/26/2019	OUTBOUND CUSTOMER CONTACT [redacted] Customer was not available and his voice mail was full

Email(s)

Date	07/09/2019	***Subject***	2016 DODGE GRAND CARAVAN [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	07/09/2019 20:17 PM

My name is Lynn and I have been assigned as your Case Manager. There is some information that will be helpful for you to have:
Your case number is [redacted]
The Chrysler Case Management telephone number is: 1-866-932-3873
My direct extension: 3020187
My work hours are: 9:00am - 5:30pm Eastern Standard Time Monday-Friday.

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

Date	07/11/2019	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]		9 15:26 PM

Hi [redacted]

I just spoke with Chrystal at Victory and she says that you are taking the Caravan in on Tues. July 16th. I'll follow up after that but if there is anything I can help with prior to then pleas don't hesitate to call.

Lynn
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/10/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/10/2019	**Origin**	Telephone	**Reason**	
Mileage	54,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	FRASER	MI	[redacted]		USA
Dealer	26016	JIM RIEHL'S FRIENDLY CHRY JEEP INC		**Dealer Phone**	8775590811
Dealer Address	32899 VAN DYKE AVE				
	WARREN	MI	48093 8139		USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	A
Subject	DLR				
Synopsis	assisted				
Customer Anomaly					
Contact Reason	C188	Dealership Facilities	**Customer Anomaly**		
Reason Code	Sales - Complaint - Network - Dealership - Dealer Facilities				

Case Status History

Create Date	Status
07/10/2019 08:07 PM	Open
07/10/2019 08:20 PM	Closed

Initial Description

CONCERN

Case Comments

Date	Comment
07/10/2019	CST CALLED AS SHE HAD TO TAKE VEHICLE TO JIM FRIENDLY AS HER SLIDING door is stuck and the latch has to be replaced but one of the SA told cst she would have to pay if the damage the trim, and cst has an extended CNA warranty. Agent called SA JIM 5868259803 and he said they would cover if it was damaged

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/10/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/24/2019	**Origin**	Brand Site	**Reason**	assistance
Mileage	46,307 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address	[redacted]			**Source**	Customer
Caller City	Front Royal	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address	[redacted]				
	FRONT ROYAL		VA	[redacted]	USA
Dealer	44165	MARLOW MOTOR CO INC		**Dealer Phone**	5406354158
Dealer Address	707 COMMERCE ST				
	FRONT ROYAL		VA	22630	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	P
Subject	Both Power Sliding Doors - Won't Open				
Synopsis	Customer will schedule an appointment and contact CM back				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/10/2019 11:51 PM	New
07/16/2019 02:42 AM	Open
07/24/2019 05:58 PM	Closed

Initial Description

Both the passenger and driver side rear power sliding doors will not open. This is a safety issue to be able to remove our children from the backseats. The driver side door stopped working at 38K miles and the passenger side door stopped working at 43K miles. I have filed a complaint with the National Highway Traffic Safety Administration. Would would like to remain loyal Dodge customers, but this problem appears widespread based on internet searches. What is Dodge able to do to help us with this safety issue? Thank you for your review of this information and assistance.

Case Comments

Date	Comment
07/16/2019	Loyalty Score = 0586, First Time New Car Buyer, within 2 years & 24,000 miles of Basic Warranty. *This is the first time that this customer that has contacted us seeking assistance. I believe that by assisting this customer, it can foster brand loyalty and customer may purchase another new vehicle in the future.*
07/16/2019	**********BC 35 REVIEW********** In-Service Date: Original Owner: Mileage: 46,307 Vehicle purchase Loyalty: 1 original Multiple Repairs/ Previous related repairs: No MVP plans: No Basic expires: June 7, 2019 Expired (Time) Powertrain expires: June 7, 2021 23 Months or 13,693 Miles LS: 586 CC: 0 Open Recalls: 0 ********** -
07/16/2019	- EMAIL SENT TO SM FOR DIAGNOSIS -
07/16/2019	******FIRST INITIAL CONTACT**** ****OUTBOUND CUSTOMER CONTACT**** [redacted] CM reached out to customer for initial contact. Cm was unable to reach customer and received an message stating the number has been disconnected.
07/24/2019	****OUTBOUND CUSTOMER CONTACT**** [redacted] CM reached out to customer to review file. Customer states that the vehicle is back with him as the dealer was unable to open the doors. Customer states he researched the problem and has been able to open the doors by holding the key fob lock button. Customer states the while driving there is a grinding sound. Customer states the dealer requested a tear down and customer declined due diagnosis fee. CM advised customer that he would be responsible for the diagnosis fee and CM could look into possible cost assistance for the repair. Customer states he is going away and unable to schedule an appointment until the middle of August. Cm advised customer that CM will place file on a hold/ close status and customer will call back in once an appointment is scheduled. ********** Customer preferred contact Email [redacted] Phone- **********

Email(s)

Date	07/10/2019	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	07/10/2019 23:51 PM

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

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

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

Mopar Brand: 800-247-9753

FCA Brand : 800-247-9753

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

Sincerely,

The Mopar Brand

To view the Mopar Privacy Policy, visit
[redacted]

Date	07/16/2019	***Subject***	Both Power Sliding Doors - Won't Open [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	07/16/2019 02:44 AM

Hello [redacted]

Thank you for contacting Dodge Customer Care;

I can understand the dissatisfaction that you feel, given that both power sliding doors on your 2016 Dodge Grand Caravan don't work. I want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.

Based on the information provided in your email, I am going to forward your case to our Case Specialist department for their attention and response.

Escalating your situation to a Case Specialist will provide the dealership and yourself with an individual who will review your concerns, then assist you and the dealership in exhausting all available resources to find out if there is anything we can do to assist with the cost of repairs.

It is our hope is that this escalation will provide you the best opportunity to address your concerns. If you have any other concerns or something else to add, let us know by calling us at 800-423-6343 and referencing your case number [redacted]

Thank you again for your email [redacted] Have a great day.

Best wishes,
Jacob
Dodge Customer Assistance
[redacted]

Date	07/16/2019	***Subject***	[redacted] 016 DODGE GRAND CARAVAN SXT [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	07/16/2019 19:08 PM

Hello ,
My name is Amy and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
· Your case number i[redacted]
· The Chrysler Case Management telephone number is: 1-(866)-932-3873
· My direct extension: 3020178
· My work hours are: 11:30am - 8:00pm EST Monday-Friday.

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

Sincerely,

Amy

FCA Case Management

866-932-3873 ext 3020178
[redacted]

Date	07/17/2019	***Subject***	[redacted] - 2016 DODGE GRAND CARAVAN SXT [ref [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	07/17/2019 15:04 PM

Amy,
Thank you for reaching out. What are the next steps in this process?
[redacted]

On Tue, Jul 16, 2019 at 3:08 PM US Customer Care <
uscustomercare@fcagroup.com> wrote:

> Hello ,
> My name is Amy and I have been assigned as your Case Manager. Here is
> some information that will be helpful for you to have:
> · Your case number is [redacted]
> · The Chrysler Case Management telephone number is:
> 1-(866)-932-3873
> · My direct extension: 3020178
> · My work hours are: 11:30am - 8:00pm EST Monday-Friday.
>
>
> Please don't hesitate to make contact if you have any questions or
> concerns. Thank you for your patience and co-operation!
>
>
> Sincerely,
>
> Amy
>
> FCA Case Management
>
> 866-932-3873 ext 3020178
>
[redacted]

Date	07/18/2019	***Subjec***	[redacted] 2016 DODGE GRAND CARAVAN SXT [	[redacted]	
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	07/18/2019 18:53 PM

Do you have a phone number that I can contact you at??

Also is the vehicle at the dealership?

Sincerely,

Amy

FCA Case Management

866-932-3873 ext 3020178

---------- Original Message
From [redacted]
Sent: 7/17/2019 11:04 AM
To: uscustomercare@fcagroup.com
Subject: Re: [redacted] - 2016 DODGE GRAND CARAVAN SXT [ ]

Amy,
Thank you for reaching out. What are the next steps in this process?
[redacted]

On Tue, Jul 16, 2019 at 3:08 PM US Customer Care <
uscustomercare@fcagroup.com> wrote:

> Hello ,
> My name is Amy and I have been assigned as your Case Manager. Here is
> some information that will be helpful for you to have:
> · Your case number is [redacted]
> · The Chrysler Case Management telephone number is:
> 1-(866)-932-3873
> · My direct extension: 3020178
> · My work hours are: 11:30am - 8:00pm EST Monday-Friday.
>
>
> Please don't hesitate to make contact if you have any questions or
> concerns. Thank you for your patience and co-operation!
>
>
> Sincerely,
>
> Amy
>
> FCA Case Management
>
> 866-932-3873 ext 3020178
>
>
[redacted]

Date	07/22/2019	**Subject**	[redacted]	2016 DODGE GRAND CARAVAN SXT [redacted]	
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	07/22/2019 19:56 PM

My name is Amy from the (DODGE) Case Management Division, We have been assigned your Case. Here is some information that will be helpful for you to have:

Your case number is [redacted]
The Mid Atlantic Business Case Management telephone number is: 1-866-932-3873

We have attempted to contact you the phone number: and email: but have not been successful. We will be closing your file unless you can contact us back. Although the file will be close it will be able to be re-open if we hear from you within the next few days.

Our hours of operation are:
Monday to Friday: 8:00 am 8:00 pm EST

Sincerely,

Amy

FCA Case Management

866-932-3873 ext 3020178
[redacted]

Date	07/22/2019	**Subject**	Re: [redacted]	016 DODGE GRAND CARAVAN SXT [redacted]	
From	[redacted]	**To**	uscustomercare@fcagroup.com	**Sent Date/Time**	07/22/2019 20:02 PM

Amy,
My number is [redacted]
It is no longer at the dealership.
Thank you,
[redacted]

On Thu, Jul 18, 2019 at 2:53 PM US Customer Care <
uscustomercare@fcagroup.com> wrote:

> Do you have a phone number that I can contact you at??
>
> Also is the vehicle at the dealership?
>
> Sincerely,
>
> Amy
>
> FCA Case Management
>
> 866-932-3873 ext 3020178
>
>
> ---------- Original Message ----------
> From: [redacted]
> Sent: 7/17/2019 11:04 AM
> To: uscustomercare@fcagroup.com
> Subject: Re: [redacted] - 2016 DODGE GRAND CARAVAN SXT [ ]
>
> Amy,
> Thank you for reaching out. What are the next steps in this process?
> [redacted]
>
> On Tue, Jul 16, 2019 at 3:08 PM US Customer Care <
> uscustomercare@fcagroup.com> wrote:
>
> > Hello ,
> > My name is Amy and I have been assigned as your Case Manager. Here is
> > some information that will be helpful for you to have:
> > · Your case number is [redacted]
> > · The Chrysler Case Management telephone number is:
> > 1-(866)-932-3873
> > · My direct extension: 3020178
> > · My work hours are: 11:30am - 8:00pm EST Monday-Friday.
> >
> >
> > Please don't hesitate to make contact if you have any questions or
> > concerns. Thank you for your patience and co-operation!
> >
> >
> > Sincerely,
> >
> > Amy
> >
> > FCA Case Management
> >
> > 866-932-3873 ext 3020178
> >
> >
> >
> >
> [redacted]

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[redacted]*
*[redacted]
[redacted]*

*P [redacted]
[redacted]

[redacted]

[redacted]
[redacted]
[redacted]
[redacted]

[redacted]
[redacted]
[redacted]
[redacted]
[redacted]
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/12/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/17/2019	**Origin**	Telephone	**Reason**	
Mileage	44,575 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	LECANTO		FL		USA
Dealer	26602	CRYSTAL CHRYSLER DODGE JEEP		**Dealer Phone**	3525632277
Dealer Address	1005 SOUTH SUNCOAST BLVD				
	HOMOSASSA		FL	34448 1459	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	C
Subject	sliding door will not open				
Synopsis	Customer referred to DLR but cannot go until the end of the month. Closing case because of no diagnosis.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/12/2019 05:00 PM	Open
07/17/2019 02:21 PM	Closed

Initial Description

drivers sliding door will not open

Case Comments

Date	Comment
07/12/2019	Sliding door on drivers side will not open, manually or with the button. Customer called dealer on file and they said that he was outside of his basic, and they would have to charge a diagnosis fee. Customer would like cost assistance with repair.
07/15/2019	CM contacted DLR at (352)563-2277 and asked for information on vehicle. SA stated that last RO on vehicle is from January and it was not for a sliding door concern. CM thanked SA and disconnected call.
07/15/2019	CM attempted to contact customer at [redacted] however, customer was unavailable. CM left message with case number and requesting a call back at extension 4060087.
07/15/2019	Customer wanting to speak with CM. CM not in right now. Advised will leave message for Cm to call back when they have a chance.
07/17/2019	CM contacted customer at [redacted] and advised of notes from DLR. Customer stated that is correct and he has not been to the DLR for the sliding door concern. Customer stated he was told that diagnosis would be about $160.00 to $200.00 but customer could not afford that as he is on a fixed income. CM understood and advised customer that in order to move forward with case he would have to take vehicle into DLR and agree to pay for diagnosis as diagnosis is needed for CM to determine whether we can assist with repairs. Customer understood and stated that he cannot take vehicle in until end of the month. CM advised customer that case will be closed but CM would like customer to call back in once vehicle is at DLR. Customer understood and thanked CM.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/14/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/24/2019	**Origin**	Brand Site	**Reason**	assistance
Mileage	36,355 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address	[redacted]			**Source**	Customer
Caller City	MIRAMAR	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	MIRAMAR		FL	[redacted]	USA
Dealer	45346	ROB LAMBDIN'S UNIVERSITY DODGE		**Dealer Phone**	9544345995
Dealer Address	5455 S UNIVERSITY DR				
	DAVIE		FL	33328 5305	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	A
Subject	86T - Sliding door lock issue				
Synopsis					
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/14/2019 11:54 PM	New
07/19/2019 02:53 AM	Open
07/19/2019 02:57 AM	Closed
07/22/2019 04:01 AM	Open
07/24/2019 01:10 PM	Closed

Initial Description

I am very disappointed that just out of warranty. The driver's side sliding door will not unlock. A loyal Dodge Caravan owner from 1999. I am concerned with my small grand children's safety. Please, let me know if anything can be done to help us. Thanks

Case Comments

Date	Comment
07/19/2019	BYPASS - referred to dealer
07/24/2019	Agent called dealer and customer is setting appointment to have vehicle diagnosed. Customer will be calling back for cost assistance.

Email(s)

Date	07/14/2019	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	07/14/2019 23:54 PM

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

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

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

Mopar Brand: 800-247-9753

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference numbe[redacted]

Sincerely,

The Mopar Brand

To view the Mopar Privacy Policy, visit

[redacted]

Date	07/19/2019	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]		07/19/2019 02:56 AM

Hello[redacted]

Thank you for contacting Dodge Customer Care.

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

Your email has been reviewed and, due to the nature of your concern, I would like to forward your case to our Case Management department for their attention and response. To move ahead with this escalation, your vehicle would need to be at an authorized dealership. If it is not at the dealer currently, it will be necessary for you to arrange an appointment and then advise us of the name of the dealership, the date and the time of the appointment.

Should you wish I assist in booking your appointment, please provide the preferred dealership, date and time you would be available to bring the vehicle in.

Escalating your situation to a Case Manager will provide the dealership and yourself with an individual who will review your concerns, then assist you and the dealership in exhausting all available resources to have this concern addressed and resolved.

Thank you again for your email. Should you require additional assistance, please reply to this email message or call (800) 423-6343.

Best wishes,
Jennifer
Dodge Customer Care

[redacted]

Date	07/21/2019	***Subject***	Re: Sliding Door Locks [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	07/21/2019 23:45 PM

Jennifer, I would like your assistance in making the appointment for Rob Lambdin's University Dodge.
I am available to take the vehicle in with 24 hr. notice, Tuesday Or Thursday between 10 to 12 noon this week.

Thanks for your attention to this matter.

[redacted]

On Thu, Jul 18, 2019 at 10:56 PM US Customer Care <uscustomercare@fcagroup.com> wrote:

> Hello [redacted]
>
> Thank you for contacting Dodge Customer Care.
>
> I can understand the dissatisfaction that you feel, given the concern with
> the sliding door lock you have with your vehicle. I want to guarantee that
> we take the appropriate steps to ensure your concerns are addressed, and
> ultimately resolved as best as possible.
>
> Your email has been reviewed and, due to the nature of your concern, I
> would like to forward your case to our Case Management department for their
> attention and response. To move ahead with this escalation, your vehicle
> would need to be at an authorized dealership. If it is not at the dealer
> currently, it will be necessary for you to arrange an appointment and then
> advise us of the name of the dealership, the date and the time of the
> appointment.
>
> Should you wish I assist in booking your appointment, please provide the
> preferred dealership, date and time you would be available to bring the
> vehicle in.
>
> Escalating your situation to a Case Manager will provide the dealership
> and yourself with an individual who will review your concerns, then assist
> you and the dealership in exhausting all available resources to have this
> concern addressed and resolved.
>
> Thank you again for your email. Should you require additional assistance,
> please reply to this email message or call (800) 423-6343.
>
>
> Best wishes,
> Jennifer
> Dodge Customer Care
>
>

[redacted]

Date	07/21/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	

Dear [redacted]
Thank you for contacting FCA Customer Care.
Our records indicate that case number [redacted] is closed.
If you require further assistance please contact us and we would be happy to assist.
Thank you and have a great day.
FCA Customer Care

[redacted]

Date	07/22/2019	***Subject***	RE: Regarding your Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	07/22/2019 04:11 AM

Hello [redacted]

Thank you for replying to Dodge Customer Care.

I received your email asking for assistance to make an appointment with the dealership. I do work nights when the dealerships are not open. We would be more than willing to assist you make that appointment for you if you call into Dodge at (800) 423-6343. We will also make a call out to you as well. This will assure that your appointment is scheduled for you.

Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at (800) 423-6343.

Thank you again for your email [redacted] Have a great day.

Best wishes,
Jennifer
Dodge Customer Care
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/15/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/15/2019	**Origin**	Telephone	**Reason**	
Mileage	8,200 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	FRUITLAND PARK		FL		USA
Dealer	26581	FUCCILLO CHRYSLER JEEP DODGE		**Dealer Phone**	5188433333
Dealer Address	4589 STATE HIGHWAY 30				
	AMSTERDAM		NY	12010 6211	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	K
Subject	sliding door making noise				
Synopsis					
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/15/2019 02:52 PM	Open
07/15/2019 03:04 PM	Closed

Initial Description

customer states sliding door lock freezes . customer states there is a noise within sliding door now.

Case Comments

Date	Comment
07/15/2019	Customer contacted stating vehicles drive side door has been having issues with it locking. Customer states DLR advised unable to fix. Customer states now the vehicle has a noise. Customer seeking assistance. Agent reviewed AH 1267. Agent consulted TL to confirm unable to provide cost assistance, technical assistance only. Agent advised customer of this. Customer advised she will be mailing in a letter.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYX53	**Vehicle**	CHRYSLER TOWN & COUNTRY LIMITED		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/15/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/22/2019	**Origin**	Telephone	**Reason**	
Mileage	30,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**			
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	WYANDOTTE		MI		USA
Dealer	60620	LIVONIA CHRYSLER JEEP		**Dealer Phone**	7345255000
Dealer Address	30777 PLYMOUTH ROAD				
	LIVONIA		MI	48150 2101	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	C
Subject	Vehicle issue				
Synopsis	Customer phone number wrong				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/15/2019 08:14 PM	Open
07/22/2019 09:29 PM	Closed

Initial Description

Passenger door does not open

Case Comments

Date	Comment
07/15/2019	Customer calling in due to passenger side door does not open, the "lock" is stuck, it is currently at DLR's, Livonia #60620, customer bought vehicle used on 6/7/2018 with 21,000 miles on it. DLR states that repair is not covered under warranty and it is a $500 repair. Customer would like to know why the door is damaged if he hardly uses the door. Explained to customer that there is no way of knowing if the previous owner had an issue with the door. Customer would like some cost assistance to be able to repair the door. Escalating to CM for review.
07/18/2019	In-Service Date: 1/14/2016 Original Owner: No Mileage: 30000 Vehicle purchase loyalty: 1 current, 1 previous Multiple Repairs/ Previous related repairs: No MVP plans: No Other: Powertrain warranty active. No open recalls.
07/18/2019	*****OUTBOUND CUSTOMER CONTACT**** CM contacted the customer and advised Wrong Number.
07/18/2019	If customer calls please get an updated contact number.
07/22/2019	*****OUTBOUND CUSTOMER CONTACT***** * Agent contacted the customer and was advised that there is no one by that name. Agent thanked.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/15/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/15/2019	**Origin**	Telephone	**Reason**	
Mileage	44,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	CHAUMONT		NY	[redacted]	USA
Dealer	63881	MEADOWLAND OF CARMEL		**Dealer Phone**	8452258468
Dealer Address	1952 ROUTE 6				
	CARMEL		NY	10512 2311	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	J
Subject	vehicle concern				
Synopsis					
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/15/2019 08:31 PM	Open
07/15/2019 08:58 PM	Closed

Initial Description

Customer states that he can lock the doors on the vehicle but not the sliders.

Case Comments

Date	Comment
07/15/2019	Customer states that he can lock the doors on the vehicle but not the sliders. David is car sitting for a friend who is out of the country and he noticed the sliders do not lock. David called the owner and he said he never noticed and thought they locked. David called two dealers that would not give him an appoint till either the end of the month or in October. Agent called a few dealers and they could not get him in till end of July. A couple told the customer that they would probably send it out to be done. Customer is trying to call one more dealer and if he can't get it in a reasonable time he will take it to an IRF and get it repaired and submit for reimbursement.
07/16/2019	customer wanting to know if doors not locking is covered under warranty. advised to speak with dealer in regards.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/15/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/15/2019	**Origin**	Telephone	**Reason**	
Mileage	42,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	ROBINS		IA	[redacted]	USA
Dealer	45002	JUNGE CENTER POINT		**Dealer Phone**	3198492022
Dealer Address	1001 FORD LN				
	CENTER POINT		IA	52213 9304	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	U
Subject	Door Actuator				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/15/2019 09:18 PM	Open
07/15/2019 09:29 PM	Closed

Initial Description

Customer seeking GW cost assistance for vehicle door actuator repair.

Case Comments

Date	Comment
07/15/2019	Customer states the lock actuator on the passenger sliding door is failing. When it unlocks, it makes a "buzzing" sound. Its $809 to do the repair. Vehicle is at 42,000 miles. Customers SA: Josh LS: 0 Original Owner: NO Vehicles: 2 Service Contract: NO Customer is under the 2/24,000 by time and mileage but customers case doesn't qualify for GW cost assistance. Request denied.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/15/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/15/2019	**Origin**	Chat	**Reason**	
Mileage	0 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	DURANGO		CO	[redacted]	USA
Dealer	X7656	EAN HOLDINGS - EL PASO		**Dealer Phone**	9157792260
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Warranty & Maintenance Information				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/15/2019 09:46 PM	New
07/15/2019 10:13 PM	Open
07/15/2019 10:13 PM	Closed

Initial Description

Transcript will be loaded shortly

Live Chats

Date	
07/15/2019	Chat Started: Monday, July 15, 2019, 17:45:55 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Brandi (7s) Brandi: Hi, my name is Brandi with FCA Customer Care, How may I help you? (41s) Visitor: My dodge grand caravan sliding doors both went out this past week (1m 55s) Visitor: it only has 68,000 miles and it doesn't seem like something that should be going out already. (3m 18s) Visitor: I took it to a mechanic and he said that there's something that needs to be replaced in both doors. (4m 3s) Brandi: Oh my! I am sorry to hear that [redacted] ave you reached out to a certified dealer yet? (5m 0s) Visitor: no... (5m 34s) Visitor: is there a warranty on those doors? (6m 35s) Visitor: The more research I do ...it seems that this issue with the doors is a common problem. Is that true? (8m 24s) Brandi: I can certainly look into this for you! First may you verify your address on file [redacted] (9m 5s) Visitor: on file? (9m 49s) Visitor: I didn't know I was on file with Dodge.com (11m 15s) Brandi: The address under your VIN we have on file. (11m 40s) Visitor: oh ok lol.. [redacted] durango co [redacted] (13m 21s) Visitor: both sliding doors are stuck and will not open at all! (14m 4s) Brandi: Thank you, Just a few moments please Genifer while i look into this for you. (22m 49s) Brandi: Thank you for waiting [redacted] I certainly understand your frustration with this situation and appreciate you reaching out to us today. I have reviewed the manufacturers warranty. This concern may have been under the basic warranty which has expired by both time and mileage, time being January 7, 2019 and mileage being 36,000. There are no service contracts, extended warranties, or recalls on the vehicle for this concern. You are not the original owner of the vehicle. Based on my research I am unable to offer further assistance. I do apologize that I was unable to provide a more favorable response. I recommend working with your local dealer to have this issue fixed. We do value you as a customer, and appreciate that you choose Dodge . (24m 33s) Visitor: Thank you for into it for me.
Date	
07/15/2019	

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/16/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/28/2019	**Origin**	Telephone	**Reason**	
Mileage	41,250 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	STATEN ISLAND		NY	[redacted]	USA
Dealer	26778	SANSONE CHRYSLER JEEP DODGE		**Dealer Phone**	7328152600
Dealer Address	90-100 ROUTE 1				
	AVENEL		NJ	07001 1688	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	E
Subject	drivers side door				
Synopsis	Vehicle repaired and returned to customer.				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/16/2019 05:44 PM	Open
07/17/2019 04:03 PM	Suspended
07/29/2019 04:00 AM	Open
08/28/2019 02:51 PM	Closed

Initial Description

Customer called about the door on the drivers side.

Case Comments

Date	Comment
07/16/2019	Customer called about the the driver's side door does not open has been going on for a year. Customer expecting to get some assistance ****Agent Advised**** Agent Advised customer that he would need to have an appointment at the dealer Escalate to Level [redacted] will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone numbe[redacted] Earliest call time: Latest call time: Updates via email:N Vehicle location: Customer Date and Time of Appointment: AUTOLAND CHRYSLER JEEP DODGE RAM Monday 29th of June at 1pm Confirmed appointment with: [Dealer and Dealer Contact] Customer in rental: Y/N Authorized by: Rental start date: [Date]
07/16/2019	In-Service Date: 02/22/2016 Original Owner: Yes Mileage: 41250 Vehicle purchase loyalty: 2 new Multiple Repairs/ Previous related repairs: None in GWA MVP plans: None Other: N/A
07/17/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM left a message advising the customer another call would be placed after the vehicle is diagnosed on 7/29.
07/29/2019	*****INBOUND DEALERSHIP CONTACT***** Autoland Chrysler Jeep Dodge Ram - 60692 - stalin.caballero@1800autoland.com SM Stan sent an email advising the DLR would not work on the vehicle because it was not purchased there.
07/29/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM spoke with the customer and was advised that he took the vehicle to Island and was advised that because of the delay in appointment time that the vehicle is now out of warranty and was charged a diagnostic fee but no repairs were completed. CM advised Autoland is not willing to work on the vehicle because it wasn't purchased there. CM suggested the customer schedule an appointment at Sansone and let the CM know when the appointment is scheduled for.
08/01/2019	*****OUTBOUND CUSTOMER CONTACT**** [redacted] CM spoke with the customer and was advised he has an appointment scheduled on 8/5 at 11:00 am and is sending over his documentation from the previous DLR. CM advised he would speak with the customer after the vehicle is diagnosed on 8/5.
08/05/2019	Vehicle has arrived at dealership Sansone Chrysler Jeep Dodge and attended by dealer employee
08/05/2019	*****OUTBOUND DEALERSHIP CONTACT***** SANSONE CHRYSLER JEEP DODGE - 26778 - 732-587-1100 CM spoke with SA Javier and was advised the vehicle has not been diagnosed at this time.
08/05/2019	*****INBOUND CUSTOMER CONTACT***** [redacted] Customer left a message asking for a callback.
08/05/2019	*****OUTBOUND DEALERSHIP CONTACT***** SANSONE CHRYSLER JEEP DODGE - 26778 - 732-587-1100 CM spoke with SA Javier and was advised the vehicle needs a latch and door applique and provided the warranty pricing for the repairs. $344.53 for parts and $273.42 for labor. CM advised he would enter DM notes to cover the repair.
08/05/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM spoke with the customer and advised of the diagnosis and that the CM will be covering the cost of the repairs. Customer states he is going to try to get the invoice for the CM to review from the other DLR.
08/06/2019	*****OUTBOUND DEALERSHIP CONTACT***** SANSONE CHRYSLER JEEP DODGE - 26778 - 732-587-1100 CM spoke with SA Javier and was advised the parts have been ordered and the customer is coming in tomorrow and is going to wait for the repairs to be completed.

Date	Comment
08/07/2019	*****OUTBOUND DEALERSHIP CONTACT***** SANSONE CHRYSLER JEEP DODGE - 26778 - 732-587-1100 CM spoke with SA Javier and was advised the vehicle is done and gone.
08/07/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM spoke with the customer and was advised he is pleased with the repairs and is going to try and send over his documentation later today.
08/09/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM left a message asking the customer to submit his documentation for reimbursement review.
08/13/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM left a message asking the customer to submit his documentation for reimbursement review and that the case would be closed on 8/16 if no documentation is received.
08/14/2019	Customer has submitted request for reimbursement. Customer has already paid out of pocket. Writer is submitting reimbursement request as a goodwill gesture. Repairing Dealer/IRF: 26996 Date of Rental/Repairs: 5/13/2019 RO/Invoice Number: 56055637 Customers Proof of Payment: DLR invoice attached In-Service Date: 02/22/2016 Original Owner: Yes Loyalty: 2 new Mileage: 41250 Multiple Repairs: No Service Contract/Warranty: Warranty Other Notes/Justification: Original owner, 2 new vehicles Total Out-of-Pocket: $ 250.36 Note: If check or total reimbursement is to exceed $5000, please contact FCA representative for pre-authorization. Once approval(s) noted in CAIR, writer to submit check request.
08/14/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM spoke with the customer and confirmed his mailing address. Customer states he is going to contact the DLR sometime next week because one of his keys stopped working and is going to speak with SA Javier. CM advised customer to reach out to the CM for assistance.
08/16/2019	Email sent to SA Javier advising of the customer;s intentions and asking for warranty pricing for the keyfob.
08/19/2019	*****INBOUND DEALERSHIP CONTACT***** SANSONE CHRYSLER JEEP DODGE - 26778 - jurmeneta@sansoneauto.com SA Javier sent an email advising of the warranty pricing for the key $183.71 (part#56046707AG) and the key insert $37.11 (part#68029829AB) program is 1 hour which is $136.71.
08/22/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM spoke with the customer and was advised one of the doors is not opening and he is going to call the DLR and schedule an appointment to bring the vehicle in next week on 8/26 or 8/27.
08/26/2019	*****OUTBOUND DEALERSHIP CONTACT***** SANSONE CHRYSLER JEEP DODGE - 26778 - jurmeneta@sansoneauto.com CM sent an email asking if the customer has an appointment scheduled.
08/27/2019	*****INBOUND DEALERSHIP CONTACT***** SANSONE CHRYSLER JEEP DODGE - 26778 - jurmeneta@sansoneauto.com SA Javier sent an email advising he thinks the customer has an appointment for today.
08/27/2019	Vehicle has arrived at dealership Sansone Chrysler Jeep Dodge and attended by dealer employee
08/27/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM spoke with the customer and was advised he is very pleased with the service from the CM and the DLR.

Email(s)

Date	07/29/2019	***Subject***	2016 Dodge Grand Caravan [redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] ***Sent Date/Time*** 07/29/2019 18:29 PM

My name is Greg and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number is [redacted]
The Case Management telephone number is: 1-844-827-2006
My direct extension: 3020201
Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
[redacted]

Date	08/09/2019	***Subject***	RE: 2016 Dodge Grand Caravan [redacted]]
From	uscustomercare@fcagroup.com	***To***	[redacted] ***Sent Date/Time*** 08/09/2019 14:53 PM

Hi [redacted] if you're having trouble attaching the documentation to this email please send it to my alternate email gg467@chrysler.com thank you.

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 7/29/2019 2:29 PM
T[redacted]
Subject: 2016 Dodge Grand Caravan [r[redacted]

My name is Greg and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number is [redacted]
The Case Management telephone number is: 1-844-827-2006
My direct extension: 3020201
Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
ref:_00Dj01qsDF._5003ZsUsty:ref

Date	08/28/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 2019 14:50 PM

Hello [redacted]

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is: [redacted]

The FCA Case Management Telephone Number is: 1-844-827-2006

My Direct Extension is: 3020201

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best!

Greg FCA Case Manager

Phone: 1-844-827-2006 | Ext. 3020201
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/16/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/20/2019	**Origin**	Telephone	**Reason**	
Mileage	41,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	WATERTOWN		MA	[redacted]	USA
Dealer	60673	McGovern Chrysler Jeep Dodge Ram		**Dealer Phone**	6179285400
Dealer Address	777 WASHINGTON ST				
	NEWTON		MA	02460 1701	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	B
Subject	Door latch				
Synopsis	Customer accepted cost assistance and repairs confirmed as successful				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/16/2019 07:30 PM	Open
08/20/2019 08:57 PM	Closed

Initial Description

Customer called in because the drivers side rear sliding door latch wont open

Case Comments

Date	Comment
07/16/2019	Customer called in because the drivers side rear sliding door latch wont open. Ruben, SA DLR 60673 stated that its the latch that wont open. The vehicle is at the DLR today (07/16/2019). The customer is out side of warranty by 5000 miles and doesn't have a loyalty score since the vehicle is in a company name. Agent spoke with a TL and they said to send it up since its commercial. Agent informed the called that the case would be sent up to CM. The best contact number is (781) 858-1637
07/17/2019	BC 32 NORTHEAST REVIEW ********** In-Service Date: 8/18/2016 Original Owner: No 2nd owner Mileage: 41,000 Vehicle purchase loyalty: 1 used 2016 Multiple Repairs/ Previous related repairs: No MVP plans: CERTIFIED PRE-OWNED LIMITED WARRANTY | August 17, 2023 @ 100,000 Miles LS: 0 | CCS: 15 Recalls: no incomplete recalls Basic Warranty: August 18, 2019 or 36,000 miles Expired (Odometer) Powertrain Warranty: August 18, 2021 - 25 Months or 19,000 Miles **********
07/17/2019	*****OUTBOUND DEALERSHIP CONTACT***** | MCGOVERN CJDR| 60673 | (617) 928-5400 | CM spoke with Jessica in service who advised all SAs are busy at the moment. CM left contact information for return call.
07/17/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] | 2016 CHRYSLER | Customer not available. CM LVM requesting return call. No email on file.
07/19/2019	Customer called to contact their CM. Agent advised they are in a logged off status and call back 7/20/2019 to see if they are in then!
07/22/2019	@ Ashley White Cx asking for Callback from CM ****ASAP [redacted] Chrysler regarding status.
07/23/2019	*****OUTBOUND DEALERSHIP CONTACT***** | MCGOVERN CJDR| 60673 | (617) 928-5400 | CM spoke with SA Karen who advised customer declined repairs and wants FCA to cover. SA provided breakdown: labor $525.96 part $642.73 total $1168.69 +tax/fees
07/23/2019	Customer called checking case progress. CM had called dealer 25 minutes ago. Was able to reassure customer cm working case hard. Updated customer contact [redacted]
07/23/2019	CM contacted MVP to verify components covered by CPOV warranty. Jordan at MVP advised the rear door sliding latch is not covered, this warranty is essentially an extension of the powertrain warranty.
07/23/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] | 2016 CHRYSLER | CM spoke with customer and offered assistance of repairs with a $200 customer co-pay. Customer accepted offer. CM advised will contact DLR to let them know, see if DM Notes can be added to avoid going through reimbursement process. - CM advised after confirming with DLR, SA will be in contact with customer to schedule appointment. Customer thanked CM.
07/23/2019	*****OUTBOUND DEALERSHIP CONTACT***** | MCGOVERN CJDR| 60673 | (617) 928-5400 | CM spoke with SA Karen. CM advised customer accepted offer of $200 co-pay. CM confirming DM Notes will be sufficient - SA confirmed. SA will contact customer to schedule appointment for repairs.
07/23/2019	DM Notes added for rear sliding door latch repair. Parts $642.73 Labor $525.96 with $200 co-pay.
07/29/2019	*****OUTBOUND DEALERSHIP CONTACT***** | MCGOVERN CJDR| 60673 | (617) 928-5400 | SA stated they would call the Writer back with the status of the customer's vehicle.
07/29/2019	****OUTBOUND CUSTOMER CONTACT***** [redacted] | 2016 CHRYSLER | Writer left a VM providing his phone number and extension. Writer advised the CM would try to get and provide a repair status update on 7/31/19.
07/31/2019	*****OUTBOUND DEALERSHIP CONTACT***** | MCGOVERN CJDR| 60673 | (617) 928-5400 | Writer spoke to SA Karen who stated they were going to contact the customer about an appointment date.

Date	Comment
07/31/2019	****OUTBOUND CUSTOMER CONTACT***** [redacted] 2016 CHRYSLER Writer left a VM stating that the dealership will be contacting them with an appointment date and the writer would call on 8/2/19 to find out what the date was. Writer left his phone number and extension.
08/02/2019	****OUTBOUND CUSTOMER CONTACT***** [redacted] | 2016 CHRYSLER CM left a VM requesting a call back with the date of their dealership appointment.
08/06/2019	****OUTBOUND CUSTOMER CONTACT***** | [redacted] 2016 CHRYSLER CM spoke to the customer who agreed to set up an appointment date and contact us [redacted]
08/08/2019	****OUTBOUND CUSTOMER CONTACT***** | [redacted] 2016 CHRYSLER CM spoke to the customer who stated he is waiting for a call back from the SM to determine an appointment date.
08/12/2019	****OUTBOUND CUSTOMER CONTACT***** | [redacted] 2016 CHRYSLER CM spoke to the customer who stated he had not heard from the dealership about an appointment date. CM stated he would try to move things along and contact the customer again on 8/14/19.
08/13/2019	SM Kevin contacted to speak with CM Jeff. SM Kevin's contact number is: 508-400-6358.
08/14/2019	*****OUTBOUND DEALERSHIP CONTACT***** | MCGOVERN CJDR| 60673 | (617) 928-5400 | CM spoke to SM Kevin who stated the customer's appointment is for 8/15/19. CM emailed a copy of the DM notes to the SM and confirmed receipt.
08/14/2019	****OUTBOUND CUSTOMER CONTACT***** [redacted] 2016 CHRYSLER CM spoke to the customer who confirmed the appointment date and agreed to next contact on 8/16/19.
08/15/2019	Vehicle has arrived at dealership McGovern Chrysler Jeep Dodge Ram and attended by dealer employee
08/16/2019	****OUTBOUND CUSTOMER CONTACT***** [redacted] 2016 CHRYSLER CM left a VM asking for a call back if there were any issues with the repair. CM advised that unless the customer contacted the CM, the CM would be closing the case on 8/20/19.
08/20/2019	****OUTBOUND CUSTOMER CONTACT***** | [redacted] | 2016 CHRYSLER CM spoke to the customer who agreed to case closure.

Email(s)

Date	08/16/2019	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***t Date/Time***	08/16/2019 17:59 PM

Case Number: [redacted]
H[redacted]
Thank you for allowing Chrysler Automobiles Customer Care the opportunity to address your concern and I hope we were able to resolve your concern to your satisfaction. I wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a Case; therefore, you could potentially receive an email or telephone survey. I ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.
I will be closing your case after trying to reach you by phone on 8/20/19, but if I can be of further assistance please contact me by phone or email before then.
It has been a pleasure working with you, and I wish you all the best.

Jeff
FCA Case Manager
[redacted]

Date	08/16/2019	***Subject***	Re: closing email [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	08/16/2019 18:15 PM

Thank you. I appreciate your assistance.

[redacted]

From: "US Customer Care" <uscustomercare@fcagroup.com>
To: "[redacted]m"
<emidio_divirgilio@tufts-health.com>
Date: 08/16/2019 02:05 PM
Subject: closing email [[redacted]

Warning: This email originated from outside of the organization. Do not click links or attachments unless you recognize the sender and know the content is safe.
Case Number [redacted]
Hi [redacted],
Thank you for allowing Chrysler Automobiles Customer Care the opportunity to address your concern and I hope we were able to resolve your concern to your satisfaction. I wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a Case; therefore, you could potentially receive an email or telephone survey. I ask that you take the time to complete the survey so we?ll know how we?re doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.
I will be closing your case after trying to reach you by phone on 8/20/19, but if I can be of further assistance please contact me by phone or email before then.
It has been a pleasure working with you, and I wish you all the best.

Jeff
FCA Case Manager
1-844-827-2006 Ext. 3020526

[redacted]

[redacted]

Confidential and Proprietary: This email message with any attached files contain information intended for the exclusive use of the individual or entity to whom it is addressed and may contain information that is considered privileged, proprietary, confidential and/or exempt from disclosure under applicable law. Please notify the sender, by email or telephone, if you are an unintended recipient, and delete the original message without making any copies. Thank you.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/16/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/16/2019	**Origin**	Chat	**Reason**	
Mileage	34,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	JBSA FT SAM HOUSTON		TX	[redacted]	USA
Dealer	23304	FARRISH CHRYSLER DODGE JEEP RAM		**Dealer Phone**	7032730200
Dealer Address	9610 FAIRFAX BLVD				
	FAIRFAX		VA	22031 2320	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	P
Subject	Warranty & Maintenance Information				
Synopsis					
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/16/2019 10:00 PM	New
07/16/2019 10:52 PM	Open
07/16/2019 10:54 PM	Closed

Initial Description

Chat Started: Tuesday, July 16, 2019, 18:00:33 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent ASHLEA (6s) ASHLEA: Hi, my name is ASHLEA with FCA Customer Care, How may I help you? (17s) Visitor: Hello, (24s) ASHLEA: Hello [redacted] how are you today? (1m 33s) Visitor: while stationed overseas, I needed to get warranty work done on my minivan and contacted the local Italian dealership many times with no return communication. (1m 43s) Visitor: Good thanks! (2m 52s) Visitor: I know have my van in shipment back to the States but it will move past the Warranty date. (3m 2s) Visitor: *now (4m 26s) Visitor: My question is this, since through many documented attempts to reach a dealership to do repairs and not receiving support will Dodge cover the work outside the Warranty date? (5m 49s) ASHLEA: I apologize to hear of this ongoing problem. Thank you for taking the time to reach out to us and allow us the opportunity to help. Let's look into this further. (5m 56s) ASHLEA: What kind of problem are you experiencing with your vehicle? (7m 0s) Visitor: Door locks shut and cannot be opened manually nor electronically. (7m 23s) Visitor: A safety concern in my opinion. (7m 42s) ASHLEA: I understand. I can certainly understand your concern. I can see you were contact by our international department in March with information. What happened after you received this information? (9m 44s) Visitor: Contact the dealership via phone and email several times for a period of Three months. With a guarantee that someone from service dept would call me back. Then, we got orders to go back to US. (10m 39s) ASHLEA: Thank you. What is the approximate mileage on your vehicle? (10m 57s) Visitor: around 34000 (12m 46s) Visitor: My vehicle is currently on a freighter in the middle of the Atlantic and estimated delivery is Aug 23rd. (15m 17s) ASHLEA: I understand. We cannot guarantee coverage at this time. We can absolutely look into it once the vehicle is at a dealership and diagnosed. At that time all information would be considered and a decision would be made. The first step is having the issue diagnosed at an authorized dealership. (20m 54s) Visitor: So Dodge cannot guarantee coverage Internationally as well, although I am within mileage and did everything I could? (22m 11s) ASHLEA: We cannot guarantee coverage until a diagnosis is completed. We do no make the decisions on coverage the dealership does as they need to see the problem. (24m 14s) Visitor: It's not a question of coverage, I was covered at the time but could not get service. (25m 4s) ASHLEA: Yes, at and that will be considered. At the time of diagnosis. Once your vehicle is at the dealership contact us back and we will get a level 2 specialist involved. (31m 8s) ASHLEA: Are you still there? (31m 36s) Visitor: It shouldn't be a"consideration", with an enormous effort on my part to get service done under a BUMPER TO BUMPER WARRANTY. I know it's not in your hands to authorize... (31m 40s) ASHLEA: Even if you were fully inside of your warranty it would still be under consideration. We need to diagnosed the problem to determine if it is a manufacturing defect. (33m 13s) Visitor: But enlighten me please as how this line of communication is going to work? So manufacturing defects are third party warranties??? (33m 39s) ASHLEA: The first step is to book an appointment once your vehicle has returned. Contact us back and let us know when the appointment is. At that point you will be assigned a level 2 specialist. They will work with yourself and the dealership to determine coverage. (33m 56s) ASHLEA: I apologize I am unable why you think manufactures defect are third party warranties? (37m 22s) ASHLEA: Are you still there? (37m 47s) Visitor: I understand the need for a diagnosis to relate to manufacture defect versus ownership neglect/abuse, racing e.c.t. (39m 27s) ASHLEA: Great. I would recommend following the steps outlined we will move forward on this together. (39m 49s) Visitor: So, if in fact it is the faulty lock actuator, this is covered under warranty and then who decides to fix it at no cost to me? (40m 10s) ASHLEA: That would be a decisions made by your case specialist. (44m 15s) Visitor: Ok, thank you. So it's not up to the dealership. That is a relief. Sorry, sometimes I need a minute to wrap my head around it. You have been extremely helpful. Have a great day. (45m 25s) ASHLEA: The diagnosis will be up the the dealership. It is a joint effort. (45m 34s) ASHLEA: I was happy to help. Is there anything else I can help you with? (46m 2s) Visitor: Nope. (47m 15s) ASHLEA: Thank you for contacting Dodge Customer Care. Please chat with us again if you need further assistance or Dodge Customer Care at 1-800-423-6343. You can also look for updates on our website www.dodge.com. Have a great day!

Live Chats

Date

Date	
07/16/2019	Chat Started: Tuesday, July 16, 2019, 18:00:33 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent ASHLEA (6s) ASHLEA: Hi, my name is ASHLEA with FCA Customer Care, How may I help you? (17s) Visitor: Hello, [redacted] (24s) ASHLEA: Hello [redacted] how are you today? (1m 33s) Visitor: while stationed overseas, I needed to get warranty work done on my minivan and contacted the local Italian dealership many times with no return communication. (1m 43s) Visitor: Good thanks! (2m 52s) Visitor: I know have my van in shipment back to the States but it will move past the Warranty date. (3m 2s) Visitor: *now (4m 26s) Visitor: My question is this, since through many documented attempts to reach a dealership to do repairs and not receiving support will Dodge cover the work outside the Warranty date? (5m 49s) ASHLEA: I apologize to hear of this ongoing problem. Thank you for taking the time to reach out to us and allow us the opportunity to help. Let's look into this further. (5m 56s) ASHLEA: What kind of problem are you experiencing with your vehicle? (7m 0s) Visitor: Door locks shut and cannot be opened manually nor electronically. (7m 23s) Visitor: A safety concern in my opinion. (7m 42s) ASHLEA: I understand. I can certainly understand your concern. I can see you were contact by our international department in March with information. What happened after you received this information? (9m 44s) Visitor: Contact the dealership via phone and email several times for a period of Three months. With a guarantee that someone from service dept would call me back. Then, we got orders to go back to US. (10m 39s) ASHLEA: Thank you. What is the approximate mileage on your vehicle? (10m 57s) Visitor: around 34000 (12m 46s) Visitor: My vehicle is currently on a freighter in the middle of the Atlantic and estimated delivery is Aug 23rd. (15m 17s) ASHLEA: I understand. We cannot guarantee coverage at this time. We can absolutely look into it once the vehicle is at a dealership and diagnosed. At that time all information would be considered and a decision would be made. The first step is having the issue diagnosed at an authorized dealership. (20m 54s) Visitor: So Dodge cannot guarantee coverage Internationally as well, although I am within mileage and did everything I could? (22m 11s) ASHLEA: We cannot guarantee coverage until a diagnosis is completed. We do no make the decisions on coverage the dealership does as they need to see the problem. (24m 14s) Visitor: Its not a question of coverage, I was covered at the time but could not get service. (25m 4s) ASHLEA: Yes, at and that will be considered. At the time of diagnosis. Once your vehicle is at the dealership contact us back and we will get a level 2 specialist involved. (31m 8s) ASHLEA: Are you still there? (31m 36s) Visitor: It shouldnt be aconsideration, with an enormous effort on my part to get service done under a BUMPER TO BUMPER WARRANTY. I know its not in your hands to authorize... (31m 40s) ASHLEA: Even if you were fully inside of your warranty it would still be under consideration. We need to diagnosed the problem to determine if it is a manufacturing defect. (33m 13s) Visitor: But enlighten me please as how this line of communication is going to work? So manufacturing defects are third party warranties??? (33m 39s) ASHLEA: The first step is to book an appointment once your vehicle has returned. Contact us back and let us know when the appointment is. At that point you will be assigned a level 2 specialist. They will work with yourself and the dealership to determine coverage. (33m 56s) ASHLEA: I apologize I am unable why you think manufactures defect are third party warranties? (37m 22s) ASHLEA: Are you still there? (37m 47s) Visitor: I understand the need for a diagnosis to relate to manufacture defect versus ownership neglect/abuse, racing e.c.t. (39m 27s) ASHLEA: Great. I would recommend following the steps outlined we will move forward on this together. (39m 49s) Visitor: So, if in fact it is the faulty lock actuator, this is covered under warranty and then who decides to fix it at no cost to me? (40m 10s) ASHLEA: That would be a decisions made by your case specialist. (44m 15s) Visitor: Ok, thank you. So its not up to the dealership. That is a relief. Sorry, sometimes I need a minute to wrap my head around it. You have been extremely helpful. Have a great day. (45m 25s) ASHLEA: The diagnosis will be up the the dealership. It is a joint effort. (45m 34s) ASHLEA: I was happy to help. Is there anything else I can help you with? (46m 2s) Visitor: Nope. (47m 15s) ASHLEA: Thank you for contacting Dodge Customer Care. Please chat with us again if you need further assistance or Dodge Customer Care at 1-800-423-6343. You can also look for updates on our website www.dodge.com. Have a great day!

Date	
07/16/2019	

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/18/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/26/2019	**Origin**	Brand Site	**Reason**	assistance
Mileage	40,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address	[redacted]			**Source**	Customer
Caller City	Chicago	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	PALOS HEIGHTS		IL	[redacted]	USA
Dealer	66804	MANCARI'S CHRYSLER DODGE JEEP		**Dealer Phone**	7084230910
Dealer Address	4630 WEST 95TH STREET				
	OAK LAWN		IL	60453 2514	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	C
Subject	Safety issue				
Synopsis	close				
Customer Anomaly	HVAC				
	Cooling/Heating				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	62	Cooling and heating issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/18/2019 04:56 PM	New
07/24/2019 01:15 AM	Open
07/26/2019 04:54 PM	Closed

Initial Description

The sliding door will not open and the A/C is out. The dealership Mancari's in Oak Lawn Illinois said that they can't get the car into service until 30 July which effectively eliminates use of the car for two weeks. We bought the car and the extended warranty because they said we could rely on their service department. We see that we can't! What is the point in buying an extended warranty if they make it extremely difficult to use even on safety issues?

Email(s)

Date	07/18/2019	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	07/18/2019 16:56 PM

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

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

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

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

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

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit [redacted]

Date	07/24/2019	**Subject**	[redacted]		
From	dodgecustomercare@fcagroup.com	**To**			2019 01:19 AM

Hello [redacted]

Thank you for contacting the DODGE Customer Assistance Center.

I can understand the dissatisfaction that you feel, given that you cannot get into the dealer when you need a repair for your vehicle. I can assure you we take a lot of pride in our vehicles and our customer service. I want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.

Is there another dealership that we can look into getting you an appointment sooner and then I can escalate your case up to our Case Management department to get your issues with your A/C and sliding door resolved.

You are always welcome to reply back to this email and we will respond back to you as promptly as we can. If you prefer, you can also call us directly with your questions at Dodge Customer Assistance Center by calling 1-800-423-6343.

Sincerely,

Jody
Dodge Customer Assistance Center
ref:_00Dj01qsDF._5003ZsVKWi:ref

Date	07/25/2019	***Subject***	[redacted]
From	[redacted]ecustomercare@fcagroup.com	***To***	[redacted] 25/2019 17:21 PM

Hello [redacted]

Did you want me to contact another dealership for you? As soon as you get into a dealer or make an appointment, I can send this up to Case Management.

You are always welcome to reply back to this email and we will respond back to you as promptly as we can. If you prefer, you can also call us directly with your questions at Dodge Customer Assistance Center by calling 1-800-423-6343.

Sincerely,

Jody
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/20/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/25/2019	**Origin**	Brand Site	**Reason**	sm
Mileage	63,905 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address	[redacted]			**Source**	Customer
Caller City	Stillwater	**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	STILLWATER		OK	[redacted]	USA
Dealer	60444	JOEY ACCARDI CHRYSLER DODGE JEEP		**Dealer Phone**	9549436700
Dealer Address	909 S. FEDERAL HWY				
	POMPANO BEACH		FL	33062 7048	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	A
Subject	Drivers Side Sliding Door				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/20/2019 01:26 PM	New
07/25/2019 07:54 AM	Open
07/25/2019 08:01 AM	Closed

Initial Description

We are having issues unlocking our drivers side rear sliding door. I have done some research and discovered that this is extremely common with our make and model. I believe this is a design error and should be looked at by your company as a recall.

Email(s)

Date	07/25/2019	**Subject**	FCA Contact Center Case [redacted] Drivers Side Sliding Door [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	07/25/2019 08:00 AM

Hello [redacted]

Thank you for contacting Chrysler Customer Care and for letting us know about the issues you are having with the sliding door. I appreciate you making us aware and can understand your frustration in this matter.

I understand you had questions regarding why there wasnt a recall on your vehicle for what you were experiencing. There can be many factors which determine this, these factors can include but are not limited to; the make and model of the vehicle, the build date, where the vehicle parts were manufactured and environment in which they are either built or driven.

Please be advised that each case is monitored, and when a trend is found in repairs through vehicle demographics Fiat Chrysler Automobiles investigations the occurrences and if the vehicle is included in a new recall campaign you will receive a notice in the mail.

Please keep all of your receipts for the work completed on your vehicle. If you receive a recall, extended warranty, or customer satisfaction notice in the future related to a completed repair you will be able to submit for reimbursement consideration at that time.

During my preliminary review Emily, I can see that the part would be originally covered under the basic warranty which would be three years or thirty-six thousand miles whichever comes first.

While looking through our records for possible coverage searching for; recalls, customer satisfaction notifications, extended warranties and service contracts, sadly I was not able to find anything that we could use to help offer coverage for the power sliding doors.

As the manufacturer warranty that would have covered this component would have expired by both time and mileage this would be considered an out of pocket expense.

Please be advised that this is not a response we look forward to providing, I wanted to make you aware that I had spent quite the time and effort reviewing your case for assistance with the costs of the repairs.

Due to current public interest we apologize for any delays you may have receiving a response.

I also wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey, so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time, participation and for being a valued FCA customer.

Should you require further assistance please do not hesitate to contact us again either by starting a new email, chat, or calling us at (800) 247-9753.

Thank you again for your emai[redacted] Have a great day.

Best wishes,
Michael
Chrysler Customer Care
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/22/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/22/2019	**Origin**	Telephone	**Reason**	
Mileage	46,000 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	SEWELL		NJ		USA
Dealer	45019	LUCAS CHRYSLER DODGE JEEP RAM		**Dealer Phone**	6092673400
Dealer Address	1624 ROUTE 38				
	LUMBERTON		NJ	08048 2920	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	B
Subject	Doors not opening properly				
Synopsis	.				
Customer Anomaly	Electronics				
	Dashboard Electronics				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	15	Gage electronic issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/22/2019 04:27 PM	Open
07/22/2019 04:38 PM	Closed
07/22/2019 05:43 PM	Open
07/22/2019 05:45 PM	Closed

Initial Description

Customer called having numerous issues with vehicle.

Case Comments

Date	Comment
07/22/2019	Customer called, about vehicle air conditioner repaired 1st time. In 2 weeks stop working again. Will cost additional $1,000. Also sliding door doesn't open, driver side. Also passenger sliding door is making noise. Customer needs assistance with cost of parts. Call got disconnected during agent's research.
07/22/2019	Customer called in about getting cost assistance on his vehicle so the adviser looked into and stated that no cost assistance can be applied to this vehicle

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/22/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/23/2019	**Origin**	Chat	**Reason**	
Mileage	41,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	VIENNA	IL	[redacted]		USA
Dealer	99999	Dealer99999		**Dealer Phone**	
Dealer Address					
Dealer Zone		**Sales District**		**Service District**	
Subject	Customer Assistance				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/22/2019 11:03 PM	New
07/23/2019 02:27 PM	Open
07/23/2019 02:28 PM	Closed

Initial Description

Chat Started: Monday, July 22, 2019, 19:03:42 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent ASHLEA (28s) ASHLEA: Hi, my name is ASHLEA with FCA Customer Care, How may I help you? (1m 42s) Visitor: I have a 2016 dodge caravan that the side door is locked and can not get unlocked . My question is why hasn't there been a recall on this problem (3m 28s) Visitor: This is a safety issue. My family is driving a vehicle that you don't know when the doors are going to lock and not be able to open them (3m 40s) ASHLEA: I apologize to hear you are having an issue with your side door. I can certainly understand your frustration. I would be more than happy to look into that for you today. Thank you for taking the time to reach out to us and allow us the opportunity to help. Let's look into this further. (3m 46s) ASHLEA: To assist you better may I have the last 8 characters of your VIN? (5m 35s) Visito[redacted]m 3s) ASHLEA: Before we move forward we require verification of your information. Is that okay? May I please have the name on the vehicle, full address, email and phone number for the file? (8m 29s) Visitor: [redacted] Vienna Il[redacted] (9m 39s) ASHLEA: Thank you. What is the approximate mileage on your vehicle? (9m 56s) Visitor: 41000 (10m 57s) ASHLEA: Thank you. I can see that there has not been a recall issued for this concern. We understand the severity of this problem. (10m 59s) ASHLEA: I want to refer you to the dealer that you work with most closely, or I can provide you with the information for the closest dealer to you. Our technicians are trained to troubleshoot issues that customers like you are experiencing and provide accurate diagnoses. They also do have specialists that they can refer to if necessary. Therefore, our dealerships are the best resource for you to utilize in the instance. (13m 37s) ASHLEA: In the event a recall is issued you would be notified. I would recommend saving all receipts and documents. (14m 12s) Visitor: So there is no recall not going to be a recall even though this could be a serious safety issue and I get the brush off! Thank you. Guess I will go a different route! (14m 40s) ASHLEA: You're welcome. Is there anything else I can help you with?

Live Chats

Date

Date	
07/22/2019	Chat Started: Monday, July 22, 2019, 19:03:42 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent ASHLEA (28s) ASHLEA: Hi, my name is ASHLEA with FCA Customer Care, How may I help you? (1m 42s) Visitor: I have a 2016 dodge caravan that the side door is locked and can not get unlocked . My question is why hasn't there been a recall on this problem (3m 28s) Visitor: This is a safety issue. My family is driving a vehicle that you don't know when the doors are going to lock and not be able to open them (3m 40s) ASHLEA: I apologize to hear you are having an issue with your side door. I can certainly understand your frustration. I would be more than happy to look into that for you today. Thank you for taking the time to reach out to us and allow us the opportunity to help. Let's look into this further. (3m 46s) ASHLEA: To assist you better may I have the last 8 characters of your VIN? (5m 35s) Visitor: [redacted] (6m 3s) ASHLEA: Before we move forward we require verification of your information. Is that okay? May I please have the name on the vehicle, full address, email and phone number for the file? (8m 29s) Visitor [redacted] Vienna Il [redacted] (9m 39s) ASHLEA: Thank you. What is the approximate mileage on your vehicle? (9m 56s) Visitor: 41000 (10m 57s) ASHLEA: Thank you. I can see that there has not been a recall issued for this concern. We understand the severity of this problem. (10m 59s) ASHLEA: I want to refer you to the dealer that you work with most closely, or I can provide you with the information for the closest dealer to you. Our technicians are trained to troubleshoot issues that customers like you are experiencing and provide accurate diagnoses. They also do have specialists that they can refer to if necessary. Therefore, our dealerships are the best resource for you to utilize in the instance. (13m 37s) ASHLEA: In the event a recall is issued you would be notified. I would recommend saving all receipts and documents. (14m 12s) Visitor: So there is no recall not going to be a recall even though this could be a serious safety issue and I get the brush off! Thank you. Guess I will go a different route! (14m 40s) ASHLEA: You're welcome. Is there anything else I can help you with?

Date	
07/22/2019	

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/23/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/26/2019	**Origin**	Brand Site	**Reason**	assistance
Mileage	44,948 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	Waianae	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	WAIANAE		HI	[redacted]	USA
Dealer	44908	DALE HOWARD INC		**Dealer Phone**	6416484691
Dealer Address	600 BROOKS ROAD				
	IOWA FALLS		IA	50126 8006	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	F
Subject	Van Issues				
Synopsis					
Customer Anomaly	Drivability				
	Product Handling (Poor Ride)				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	120	Poor Handling or Rough Ride
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/23/2019 12:17 AM	New
07/26/2019 09:18 AM	Open
07/26/2019 09:52 AM	Closed

Initial Description

I am at my wit s end with this vehicle. 😑 I purchased my 2016 Dodge Caravan last September, used, from Tony Honda Autoplex in Waipio. It was 2 years old and I have had endless problems in the last 9 months. (I ve purchased Kias, Nissan,

Email(s)

Date	07/23/2019	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	07/23/2019 00:17 AM

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

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

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

Mopar Brand: 800-247-9753

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference numbe[redacted]

Sincerely,

The Mopar Brand

To view the Mopar Privacy Policy, visit [redacted]

Date	07/26/2019	**Subject**	FCA Contact Center Case [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	07/26/2019 09:22 AM

Hello [redacted]
Thank you for contacting Dodge Customer Care.
I am very sorry to hear of your dissatisfaction with your Grand Caravan, and it would be my pleasure to assist you to the best of my abilities.

However, it seems the email you sent cut off at "(I ve purchased Kias, Nissan," and it seems unfinished. So I can assist you better, would you mind replying and elaborating further on how we can help with this situation?

I do apologize for this inconvenience.
Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at (800) 423-6343.
Thank you again for your email [redacted] Have a great day.
Best wishes,
Jennifer
Dodge Customer Care
[redacted]

Date	07/26/2019	***Subject***	Re: FCA Contact Center Cas[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	07/26/2019 09:35 AM

Aloha J[redacted]
Uncertain as to why my email cut off, unless there was a word count limit that I didnt pay attention to in my frustration.
Thank you for following up regardless. Below is my letter in its entirety
[redacted]

I am at my wits end with this vehicle. I purchased my 2016 Dodge Caravan last September, used, from Tony Honda Autoplex in Waipio. It was 2 years old and I have had endless problems in the last 9 months. (Ive purchased Kias, Nissan, & Mazda used, and never had as many problems as I have with this car.) The Bluetooth didnt work. The rear hatch wouldnt lock. The side door wouldnt open. The other side door wouldnt open. I was told by Lou at Windward Dodge that there there has been an issue with the doors on all caravans.

And now as I sit here, I am told that both the front and rear a/c lines have a leak! What the heck is going on with this car?!
Im checking with Honda to see if I purchased an extended warranty, I think I did, but Im not 100% sure. If not, Lou tells me Ill have to pay over $3000 to get this fixed! I cant afford that. And I cant afford to be without air conditioning in Hawaii as Im going through [redacted] right now. Please give me some information about why it is that this car has so many issues, And how you might help me with it. Thank you.

> On Jul 25, 2019, at 11:22 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
>
>
> Hello [redacted]
>
> Thank you for contacting Dodge Customer Care.
>
> I am very sorry to hear of your dissatisfaction with your Grand Caravan, and it would be my pleasure to assist you to the best of my abilities.
>
> However, it seems the email you sent cut off at "(I ve purchased Kias, Nissan," and it seems unfinished. So I can assist you better, would you mind replying and elaborating further on how we can help with this situation?
>
> I do apologize for this inconvenience.
>
> Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at (800) 423-6343.
>
> Thank you again for your email Lisa. Have a great day.
>
>
> Best wishes,
> Jennifer
> Dodge Customer Care
>
>
>
>
[redacted]

Date	07/26/2019	***Subject***	FCA Contact Center Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	07/26/2019 09:52 AM

Hello [redacted]
Thank you for sending that email again for me, I appreciate it very much.
I can completely understand the frustration with the multiple concerns, and now being quoted an expensive repair just out of warranty. This is a truly disappointing situation, and especially given how important the air conditioning is in this situation.

We fully appreciate your concern, particularly in view of the expense and inconvenience involved, however, we are unable to accommodate your request for out-of-warranty consideration. The vehicle has exceeded the time and mileage limitations of the warranty we offered on the air conditioning at the time it was purchased. Although we are unable to provide a more favorable reply, we appreciate the opportunity to review your request.

I would have to refer you to contact the Honda dealership it was purchased at, to inquire about the extended warranty. Hopefully this will provide you the coverage you need to get this straightened out.
I am truly sorry that we cannot assist you with this, and I wish you all the best going forward with your health.
Please do not hesitate to contact us if you need any further assistance by calling us at (800) 423-6343.
Thank you again for your email [redacted]. Take care.
Best wishes,
Jennifer
Dodge Customer Care
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/23/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/31/2019	**Origin**	Telephone	**Reason**	
Mileage	15,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]		
Caller Address	[redacted]			**Source**	Customer
Caller City	MIDDLEBURG HTS	**Caller Country**	USA	**Caller Postal Code**	44130
Customer	[redacted]				
Customer Address					
	MIDDLEBURG HEIGHTS		OH	[redacted]	USA
Dealer	60482	SPITZER MOTOR CITY INC		**Dealer Phone**	2162672100
Dealer Address	13001 BROOKPARK RD				
	CLEVELAND		OH	44142 1819	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	E
Subject	passenger and driver door				
Synopsis	CM advised unable to assist due to outside influence.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/23/2019 02:35 PM	Open
07/31/2019 01:02 PM	Closed

Initial Description

Customer states noise when opens the doors

Case Comments

Date	Comment
07/23/2019	Customer stated driver and passenger door makes noise when they open it. Customer is seeking cost assistance as he is just a little over the basic warranty. Agent advised customer that we would need to schedule appointment first. Customer seeking assistance with: [Insert Vehicle Concern]. customer is seeking cost assistance for the repair as his driver and passenger door make a noise when they open it Customer expecting: [Insert Request]. cost assistanc[redacted]will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone numbe[redacted]rliest call time: anytime Latest call time: 11:00 pm Updates via text: Y[Mobile number][redacted]pdates via email: Y/N [Email address] Vehicle location: [Customer] Date and Time of Appointment: [Insert Date and Time]. Tuesday 7/30/19 @ 10:30 Confirmed appointment with: [Dealer and Dealer Contact] SPITZER MOTOR CITY INC [60482] Customer in rental: Y/N Authorized by: Rental start date: [Date]
07/24/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] | CM LVM for customer introducing and advising CM will follow up upon vehicle arrival at DLR.
07/26/2019	CM to follow up after appointment.
07/30/2019	Vehicle has arrived at dealership Spitzer Motor City Inc and attended by dealer employee
07/30/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted]2 Customer calling in stating his vehicle is at the DLR and they are working on diagnosing. CM advised CM was planning top follow up this afternoon to check on diagnosis. Customer also seeking coast assistance. CM advised CM will review once diagnosis is made.
07/30/2019	*****OUTBOUND DEALERSHIP CONTACT***** Spitzer Motor | 60482| 216-267-2100 | CM spoke with SA Ed who advised they diagnosed the passenger door as needing a latch replacement due to impact damage. SA advised he already called and spoke with the customer to advise but customer wanted SA to follow up with CM to confirm. CM confirmed we would not cover an outside influence. SA advised they were unable to duplicate a problem on the driver side door. CM advised CM will have customer bring vehicle back in if he continues to experience concerns with the drivers door.
07/30/2019	*****OUTBOUND CUSTOMER CONTACT*****[redacted]M attempted to contact customer however call disconnected after CM asked for customer.
07/31/2019	*****OUTBOUND CUSTOMER CONTACT****[redacted]CM spoke with customer about conversation with DLR. Customer advised he understood and advised he spoke to his wife and it was just the passenger door making the noise. CM advised customer CM will be closing the case as no assistance can be provided. CM advised CM will send email with contact info for future reference. Customer agreed and thanked CM for looking into it.

Email(s)

Date	07/31/2019	**Subject**	FCA US Fleet| Door concern | VIN [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	07/31/2019 13:00 PM

Hello [redacted]

I am sending you this email regarding the closure of your Case with FCA US Fleet Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is [redacted]

The FCA US Fleet Case Management Telephone Number is: 800-999-3533 option #3
My Direct Extension is: 3020173
Thank you for allowing FCA US Fleet Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a Fleet customer.

It has been a pleasure working with you, all the best

Kyler |FCA US Fleet Case management

Phone:1-800-999-3533 option#3| Ext. 3020173
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2017	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/23/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/26/2019	**Origin**	Telephone	**Reason**	
Mileage	38,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	HALTOM CITY		TX	[redacted]	USA
Dealer	41798	AUTONATION CHRYSLER DODGE JEEP RAM		**Dealer Phone**	8172767700
Dealer Address	7740 NE LOOP 820				
	NORTH RICHLAND HILLS		TX	76180 8303	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	C
Subject	Sliding Doors				
Synopsis	Goodwill repairs completed and confirmed, closed.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/23/2019 04:40 PM	Open
08/05/2019 06:59 PM	Suspended
08/08/2019 04:10 AM	Open
08/26/2019 03:55 PM	Closed

Initial Description

both doors have a loud nosis

Case Comments

Date	Comment
07/23/2019	Customer states that the sliding doors have had a loud nosis when opening and closing, there is also a buzzing nosis on the passage side of the vehicle. Customer is seeking cost assistance for the repair. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone numbe[redacted]rliest call time: 8 am Latest call time: 8 pm Updates via email: Y/N [Email address] Vehicle location: DLR Date and Time of Appointment: 7/23/2019 Confirmed appointment with: Autonation Chrysler Dodge Jeep Ram North Richland Hills Customer in rental: No Rental start date: [Date] Authorized by:
07/23/2019	***OUTBOUND EMAIL TO CUSTOMER*** Specialist emailed customer for initial contact.
07/24/2019	***OUTBOUND CALL TO CUSTOMER*** Specialist called customer at [redacted]ut she was not available. Specialist left detailed message seeking callback with direct number and extension.
07/24/2019	***OUTBOUND EMAIL TO CUSTOMER*** Specialist emailed customer to correct address as per previous message.
07/25/2019	***OUTBOUND EMAIL TO CUSTOMER*** No response received to previous email and call. Specialist resent email for initial contact.
07/26/2019	***OUTBOUND CALL TO CUSTOMER*** Specialist called customer at [redacted]nd provided update. Specialist advised he was willing to assist once diagnosis was completed and will speak to SM. Customer understood and agreed to next steps. Specialist to followup on diagnosis and pricing for repair.
07/29/2019	***OUTBOUND EMAIL TO DEALER*** Specialist emailed SM Steve Easons for warranty pricing and goodwill discussion.
08/02/2019	Writer called DLR, DLR is providing goodwill for customer, SM states nothing further needed from CM and customer is aware.
08/05/2019	***OUTBOUND CALL TO CUSTOMER*** Specialist called customer a[redacted] Customer stated part has arrived but she hasn't taken the car yet back to the dealer as she is waiting for their call for a loaner first. Specialist advised that he would followup Thursday, 08/08/19. Customer understood and agreed to next steps.
08/06/2019	Case suspended until followup.
08/09/2019	***OUTBOUND CALL TO CUSTOMER*** Specialist called customer. Customer said that vehicle was dropped off on Wednesday and picked up today. Driver's side is fine. The right side is still loud and clunky. Decals was not replaced but customer stated it was on the RO. SA was Lisa. Vehicle is back at the dealer and customer is concerned about the repair status. Specialist advised he would followup with dealer and customer as needed. Customer understood and agreed to next steps.
08/12/2019	***OUTBOUND CALL TO CUSTOMER*** Specialist called customer a[redacted] SM informed customer that he could hear the right side door grinding still. SM did not have a similar van to compare it to. Customer will take the vehicle back in Thursday. Specialist advised that he would followup then. Customer understood and agreed to next steps.
08/13/2019	Appointment on Thursday; no action required at this time.
08/14/2019	Appointment on Thursday; no action required at this time.
08/15/2019	Vehicle has arrived at dealership Autonation Chrysler Dodge Jeep Ram North Richland Hills and attended by dealer employee
08/16/2019	Dealer check-in confirmed. Specialist to followup as needed only and customer is aware.

Date	Comment
08/19/2019	***OUTBOUND CALL TO CUSTOMER*** Specialist called customer at [redacted] but she was not available. Specialist left detailed message with direct number and extension seeking callback as needed.
08/21/2019	***OUTBOUND CALL TO CUSTOMER*** Specialist called customer at [redacted] but she was not available. Call failed to establish on outbound attempt and disconnected.
08/23/2019	***OUTBOUND EMAIL TO CUSTOMER*** Specialist emailed customer with request for followup status as no response was received.
08/26/2019	***OUTBOUND EMAIL TO CUSTOMER*** Response received. Specialist emailed customer back with confirmation of case closure. Case to be closed as vehicle repairs confirmed.

Email(s)

Date	07/23/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 07/23/2019 18:21 PM

Dear [redacted]

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

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

Your case number is [redacted]
The Chrysler (BC Specific) Case Management telephone number: 1-844-378-0573
My direct extension: 4060531
My work hours are: 9:00am - 5:30pm Eastern Standard Time Monday-Friday.
I will contact you within one business day of your appointment by telephone to discuss your case.

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

Regards,

[redacted]

Date	07/24/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 07/24/2019 19:07 PM

Dea[redacted]

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

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

Your case number is [redacted]
The Chrysler (BC Specific) Case Management telephone number: 1-844-378-0573
My direct extension: 4060531
My work hours are: 9:00am - 5:30pm Eastern Standard Time Monday-Friday.
I will contact you within one business day of your appointment by telephone to discuss your case.

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

Regards,

Vik, FCA Southwest Business Center

[redacted]

Date	07/25/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 07/25/2019 20:20 PM

Dear [redacted]

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

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

Your case number is [redacted]
The Chrysler (BC Specific) Case Management telephone number: 1-844-378-0573
My direct extension: 4060531
My work hours are: 9:00am - 5:30pm Eastern Standard Time Monday-Friday.
I will contact you within one business day of your appointment by telephone to discuss your case.

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

Regards,

Vik, FCA Southwest Business Center
[redacted]

Date	07/25/2019	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	07/25/2019 20:32 PM

Vik- has a decision been made? Has the dealership returned to you with an issue?

Sent from my iPhone

> On Jul 25, 2019, at 3:20 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
>
>
> Dear [redacted]
>
>
> Thank you for allowing DODGE Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.
>
>
> My name is Vik and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:
>
>
> Your case number [redacted]
> The Chrysler (BC Specific) Case Management telephone number: 1-844-378-0573
> My direct extension: 4060531
> My work hours are: 9:00am - 5:30pm Eastern Standard Time Monday-Friday.
> I will contact you within one business day of your appointment by telephone to discuss your case.
>
>
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>
>
>
> Regards,
>
> Vik, FCA Southwest Business Center
> [redacted]

Date	07/29/2019	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	07/29/2019 21:56 PM

Vik,

No one has been in communication with me on any updates to my vehicle, I did call the dealership this morning, they informed me that they had a diagnosis, even though nobody bothered to call or tell me that information. They said they would be in contact with you, to come up with a solution for the repair costs, as they are very high. I am anxious to get my vehicle back, could you please notify me of the status of my case.

Thank you

[redacted]

Sent from my iPhone

> On Jul 25, 2019, at 3:20 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
>
>
> Dear [redacted]
>
>
> Thank you for allowing DODGE Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.
>
>
> My name is Vik and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:
>
>
> Your case number i[redacted]
> The Chrysler (BC Specific) Case Management telephone number: 1-844-378-0573
> My direct extension: 4060531
> My work hours are: 9:00am - 5:30pm Eastern Standard Time Monday-Friday.
> I will contact you within one business day of your appointment by telephone to discuss your case.
>
>
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>
>
>
> Regards,
>
> Vik, FCA Southwest Business Center
[redacted]

Date	08/23/2019	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]		08/23/2019 19:29 PM

Hi [redacted]

Thanks for your time. I was checking in with you to see if you have received an ETA from the dealer yet, as they haven't responded back to me after our last communication. I will reach out again but I thought I would touch base with you as well.

Please let me know when you get a chance and regards,

Vik, FCA Southwest Business Center
[redacted]

Date	08/23/2019	***Subject***	Re: Case #[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	08/23/2019 19:33 PM

Hey, the van is all fixed.

Sent from my iPhone

> On Aug 23, 2019, at 2:29 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
>
> Hi [redacted]
>
> Thanks for your time. I was checking in with you to see if you have received an ETA from the dealer yet, as they haven't responded back to me after our last communication. I will reach out again but I thought I would touch base with you as well.
>
> Please let me know when you get a chance and regards,
>
> Vik, FCA Southwest Business Center
>
> [redacted]

Date	08/26/2019	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]		08/26/2019 15:53 PM

H[redacted]

Thanks for the update and that's great news. I will close out the case at this time but in the future please don't hesitate to contact us if there is anything we can do to assist.

Regards and thanks for being a loyal FCA customer,

Vik, FCA Southwest Business Center
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/25/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/25/2019	**Origin**	Telephone	**Reason**	
Mileage	117,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address	[redacted]			**Source**	Customer
Caller City	Gadsasden	**Caller Country**	USA	**Caller Postal Code**	35904
Customer	[redacted]				
Customer Address					
	OAKLAND		CA	[redacted]	USA
Dealer	45315	ROBERT LOEHR CHRYSLER DODGE JEEP R		**Dealer Phone**	7703821018
Dealer Address	567 E MAIN ST				
	CARTERSVILLE		GA	30121 3355	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	I
Subject	Vehcile Concern				
Synopsis	close				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/25/2019 11:26 AM	Open
07/25/2019 11:39 AM	Closed

Initial Description

buzzing noise coming from door when it locks

Case Comments

Date	Comment
07/25/2019	***Customer Inquiry*** Customer calling in regards to when their doors lock their vehicle makes a loud buzzing noise (buzzes once and completed). Customer also curious if the radio had Bluetooth. ***Agent Advised*** Agent advised the customer that with next steps they would need to get into the dealership to get that buzzing noise checked out in the case that it is more serious. Agent advised the customer that their vehicle was now connected via Bluetooth, but advised customer that it is not 100% compatible.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/26/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/26/2019	**Origin**	Telephone	**Reason**	
Mileage	56,712 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	CARROLLTON		TX		USA
Dealer	66908	GARY MATHEWS CHRYSLER DODGE JEEP R		**Dealer Phone**	9315527100
Dealer Address	1100 NEW ASHLAND CITY RD				
	CLARKSVILLE		TN	37040 4299	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	S
Subject	Vehicle concern				
Synopsis	no diagnosis				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/26/2019 09:14 PM	Open
07/26/2019 09:22 PM	Closed

Initial Description

sliding door issue

Case Comments

Date	Comment
07/26/2019	The customer called in to state that her sliding passenger door latch assembly is broken. The customer states the mechanic told her it has to be replaced, the customer is seeking cost assistance. The agent sees the customer is out of warranty, second owner, no goodwill to be given. Agent informed the customer her concern will be documented.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/29/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/15/2019	**Origin**	Telephone	**Reason**	
Mileage	36,251 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	MORTON		PA	[redacted]	USA
Dealer	60610	REEDMAN TOLL CHRYSLER DODGE JEEP		**Dealer Phone**	6105445300
Dealer Address	770 BALTIMORE PIKE				
	SPRINGFIELD		PA	19064 3052	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	A
Subject	Reimbursement				
Synopsis	Check processed.				
Customer Anomaly					
Contact Reason	C87	Warranty Repair Reimbursement	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Warranty - Reimbursement request - Repair carried out and paid by Customer				

Case Status History

Create Date	Status
07/29/2019 12:54 PM	Open
07/29/2019 12:58 PM	Suspended
07/29/2019 01:02 PM	Open
08/15/2019 09:11 PM	Closed

Initial Description

Customer is seeking reimbursement on a part

Case Comments

Date	Comment
07/29/2019	Summary of Conversation: Does Caller have these documents: Yes Select the address of the Repair Payer: Owner Mailing address: Street: [redacted] City: MORTON State: PA Zip [redacted] Country: USA Mileage at the time of Repair: 35,000 Date of Repair: July 29, 2019 Repair Facility: Quirk Chrysler Jeep Of Dorchester Amount of Reimbursement Request: $515 Does the caller currently own the vehicle ? Yes How Caller paid for the repairs ? Credit Card How will Caller submit the docuents ? Email Select the email address of Repair Payer : Owner
07/29/2019	Customer is calling because she states that she was on vacation her sliding door permanently locked and customer could not unlock it. Customer took her vehicle to Quirk Chrysler Jeep of Dorchester and they did the repair. Customer is seeking reimbursement for the part. Customer states that this issue occurred when she was under warranty and is now just slightly over. Agent is sending case to doc team for further assistance. Customer can be reached at [redacted] anytime)
08/15/2019	Customer is seeking for reimbursement for a repair done on her vehicle's latch sliding door. Repair was done in a dealership last 7/29/2019. Documents provided: YES Original Owner: YES Reason for reimbursement: Goodwill consideration Goodwill basis: (Qualified for 24/24 (Repair done under Basic warranty), Original owner, Good LS, Level of inconvenience, Level of customer's expectation) Method of Payment: Card Labor: $96 (replaced latch) Parts: $486.20 (latch sliding door) Sales Tax: $30.39 Total repair amount: $612.59 Total reimbursable amount: $306.30 (50% only under Goodwill consideration) Conclusion: Reimbursement processed. Notified customer with regards to reimbursement approval.

Email(s)

Date	07/29/2019	**Subject**	Documents required for Reimbursement Request re [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	07/29/2019 12:38 PM

Case [redacted]

Dear [redacted]
Thank you for your recent inquiry regarding reimbursement consideration for repairs made on your VIN.

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

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

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

Sincerely,
KRISTINE
Customer Care, FCA.

Date	07/29/2019	***Subject***	RE: Documents required for Reimbursement Request [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	07/29/2019 13:03 PM

Here is where you send proof of payment for reimbursement

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 7/29/2019 8:58 AM
To: [redacted]
Subject: Documents required for Reimbursement Request ref:_[redacted]

Case # [redacted]

Dear K[redacted]
Thank you for your recent inquiry regarding reimbursement consideration for repairs made on your VIN.

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

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

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

Sincerely,
KRISTINE
Customer Care, FCA.

Date	07/31/2019	***Subject***	Re: Documents required for Reimbursement Request ref:[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	07/31/2019 19:19 PM

Hello-
Attached are the work order for my recent door latch fail, along with a receipt of payment.

This door latch fault happened before I passed 36,000 miles but I was on vacation, and couldnt get to a dealership in time. This is actually the second door latch failure I ve had on the car. The passenger side door latch was also replaced.

Please let me know if this can be reimbursed. Or if you need more information

Thank you!
[redacted]

[redacted]

> On Jul 29, 2019, at 8:58 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
>
>
> Cas[redacted]
> Dea
> Thank you for your recent inquiry regarding reimbursement consideration for repairs made on your VIN.
>
> Please forward your original repair order and proof of payment receipt by replying to this email.
>
> Proof of payment consists of credit card receipt, front and back of cancelled check, repair order stamped "paid in full", credit card/bank statement, or cash register receipt if cash was paid.
>
> We will review the matter when we receive the documents and contact you with the response.
> Sincerely,
>
> Samantha
> Customer Care, FCA
>

Date	08/15/2019	***Subject***	Reimbursement Request Update [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	08/15/2019 21:10 PM

Dear [redacted]

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

We are pleased to inform you that we have approved a total of $306.30 reimbursement (50% of the total repair amount) for a repair done on your vehicle's latch sliding door. We will be sending the check to the mailing address on file for you. Please allow 30 calendar days for the check to arrive.

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

Sincerely,

Faith
Reimbursement Specialist
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/29/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/29/2019	**Origin**	Telephone	**Reason**	
Mileage	40,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]			**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	SAN ANTONIO		TX	[redacted]	USA
Dealer	60517	SAN ANTONIO DODGE CHRYSLER JEEP		**Dealer Phone**	2109672000
Dealer Address	11910 IH35 N				
	SAN ANTONIO		TX	78233 4200	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	J
Subject	Recall				
Synopsis					
Customer Anomaly					
Contact Reason	C200	Vehicle Not Part Of The Recall Campaign	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Recall Campaign - Recall Campaign - VIN Check - Recall Doesn't Apply				

Case Status History

Create Date	Status
07/29/2019 03:43 PM	Open
07/29/2019 03:48 PM	Closed

Initial Description

Customer stated the rear sliding door will not lock and it's been repaired before but now the issue is happening again and it's not covered under warranty anymore & she'd like to know if it's under a recall

Case Comments

Date	Comment
07/29/2019	Customer stated the rear sliding door will not lock and it's been repaired before but now the issue is happening again and it's not covered under warranty anymore & she'd like to know if it's under a recall. Agent advised the customer that she has no recall regarding this issue, she would have to take it to the DLR to know why that's happening but her concern would be documented.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/29/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/29/2019	**Origin**	Chat	**Reason**	
Mileage	0 Kms	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	AMHERST		NY	[redacted]	USA
Dealer	44179	TRANSITOWNE DODGE CHRYSLER JEEP		**Dealer Phone**	7166348000
Dealer Address	7408 TRANSIT RD				
	WILLIAMSVILLE		NY	14221 6019	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	L
Subject	Customer Assistance				
Synopsis	Customer contacted with issues with thier sliding doors. Agent referral to dealer for diagnosis. No diagnostic.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/29/2019 05:36 PM	Open
07/29/2019 05:56 PM	Open
07/29/2019 05:57 PM	Closed

Initial Description

Chat Started: Monday, July 29, 2019, 13:36:19 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent James (10s) James: Hi, my name is James with FCA Customer Care, How may I help you? (3m 44s) Visitor: Having some problems with my 2016 Dodge Caravan. The locks on power sliding doors work intermittently and, when they do, make buzzing sounds. It appears the actuators need to be replaced, which is costly, but also appears this has been a problem for many other Caravan owners. Is this something you're aware of and is Dodge offering to assist to rectify the issues? (7m 41s) James: Sorry [redacted] Sytem sort of froze on me there. (8m 4s) James: Have you by chance had the vehicle into your preferred dealer to diagnose the issue for you? (8m 21s) James: May I ask you to confirm the VIN # for the vehicle, the current mileage, your mailing address, email and contact phone # for the file please? (9m 27s) Visitor: No, I did take vehicle to a local repair shop though. Did not want to pay for the cost of dealer diagnosis. (10m 18s) Visitor: Vin is [redacted] (10m 36s) Visitor: Don't have mileage right now as veh isn't with me (10m 50s) Visitor: My contact info is: (11m 17s) Visitor: [redacted] Amherst NY [redacted] 11m 30s) Visitor [redacted] (11m 36s) Visitor: [redacted] 13m 55s) James: Thank you for the confirmation there. I see a previous dealer visit towards the first of this month. Based on an estimated 35000 miles for the mileage the vehicle should be in full warranty. The best recommendation i can provide if seeking warranty help with this repair would be to have the issue diagnosed at a CDJR dealership. They can then complete repairs for you and access the warranty as required. (14m 28s) James: There is really not much I am able to assist with at a NON FCA dealership. (15m 5s) James: Please note if a repair is deemed under warranty they do not charge a diagnostic fee.' (15m 40s) Visitor: Is that something that typically falls under warranty? (15m 44s) James: I see a single recall on the vehicle. Nothing that would be related to the current issue you are having however. (16m 20s) James: Well yes, pretty well the entire car is covered for 3 years 36,000 miles (basic warranty) (17m 17s) James: I cannot confirm if the repair is warranty however. That is done when the dealer completed the diagnostic. I can confirm that the parts are under warranty for 3 years or 36,000 miles with the exception of things like battery, break pads, and other wear and tear items. (17m 58s) James: these would normally be under electrical and that is 100% covered for the 3 year 36,000 basic warranty (18m 16s) Visitor: ok- thanks (18m 32s) James: you are most welcome. I hope you have a great day.

Case Comments

Date	Comment
07/29/2019	Customer contacted with issues with thier sliding doors. Agent referral to dealer for diagnosis. No diagnostic.

Live Chats

Date

Date	
07/29/2019	Chat Started: Monday, July 29, 2019, 13:36:19 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent James (10s) James: Hi, my name is James with FCA Customer Care, How may I help you? (3m 44s) Visitor: Having some problems with my 2016 Dodge Caravan. The locks on power sliding doors work intermittently and, when they do, make buzzing sounds. It appears the actuators need to be replaced, which is costly, but also appears this has been a problem for many other Caravan owners. Is this something you're aware of and is Dodge offering to assist to rectify the issues? (7m 41s) James: Sorry [redacted] Sytem sort of froze on me there. (8m 4s) James: Have you by chance had the vehicle into your preferred dealer to diagnose the issue for you? (8m 21s) James: May I ask you to confirm the VIN # for the vehicle, the current mileage, your mailing address, email and contact phone # for the file please? (9m 27s) Visitor: No, I did take vehicle to a local repair shop though. Did not want to pay for the cost of dealer diagnosis. (10m 18s) Visitor: Vin is [redacted] (10m 36s) Visitor: Don't have mileage right now as veh isn't with me (10m 50s) Visitor: My contact info is: (11m 17s) Visitor: [redacted] Amherst NY [redacted] (11m 30s) Visitor: [redacted] (11m 36s) Visitor: [redacted] (13m 55s) James: Thank you for the confirmation there. I see a previous dealer visit towards the first of this month. Based on an estimated 35000 miles for the mileage the vehicle should be in full warranty. The best recommendation i can provide if seeking warranty help with this repair would be to have the issue diagnosed at a CDJR dealership. They can then complete repairs for you and access the warranty as required. (14m 28s) James: There is really not much I am able to assist with at a NON FCA dealership. (15m 5s) James: Please note if a repair is deemed under warranty they do not charge a diagnostic fee.' (15m 40s) Visitor: Is that something that typically falls under warranty? (15m 44s) James: I see a single recall on the vehicle. Nothing that would be related to the current issue you are having however. (16m 20s) James: Well yes, pretty well the entire car is covered for 3 years 36,000 miles (basic warranty) (17m 17s) James: I cannot confirm if the repair is warranty however. That is done when the dealer completed the diagnostic. I can confirm that the parts are under warranty for 3 years or 36,000 miles with the exception of things like battery, break pads, and other wear and tear items. (17m 58s) James: these would normally be under electrical and that is 100% covered for the 3 year 36,000 basic warranty (18m 16s) Visitor: ok- thanks (18m 32s) James: you are most welcome. I hope you have a great day.

Date	
07/29/2019	

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/30/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/07/2019	**Origin**	Telephone	**Reason**	
Mileage	33,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
	STAFFORD		VA		USA
Dealer	42125	LUSTINE CHRYSLER JEEP DODGE		**Dealer Phone**	8772303293
Dealer Address	14211 JEFFERSON DAVIS HWY				
	WOODBRIDGE		VA	22191 2108	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	P
Subject	sliding door				
Synopsis	Vehicle repaired				
Customer Anomaly					
Contact Reason	C83	Request For Goodwill Reimbursement	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Product - Reimbursement request - Compensation/Goodwill				

Case Status History

Create Date	Status
07/30/2019 01:50 PM	Open
08/07/2019 02:28 PM	Closed

Initial Description

needs repair

Case Comments

Date	Comment
07/30/2019	Briefly summarise why the customer is contacting Chrysler: at dealership and passenger sliding door - SA Hanna Briefly summarise what the customer wants: looking for gw assistance just oow - also would like assistance with loaner / rental Agent escalate to cm to provide gw assistance customer qualifies 2/24000
07/30/2019	Customer is calling today stating her vehicle is almost ready for the repair. Dlr just wants to know if we are going to cover the cost or deny it. Agent advised it was just escalated today will notate that she is wanting to know if we will cover it or deny assistance.
07/31/2019	**********BC 35 REVIEW********** In-Service Date: 2/29/2016 Original Owner: No (2nd owner) Mileage: 33,000 Vehicle purchase Loyalty: 1 current, 1 previous Multiple Repairs/ Previous related repairs: no MVP plans: No Basic expires: February 28, 2019 Expired (Time) Powertrain expires: February 28, 2021 19 Months or 27,000 Miles LS: 0000 CC: 0 Open Recalls: ********** -
07/31/2019	**********OUTBOUND DEALER CONTACT****** Lustine Chrysler Jeep Dodge 42125 7034941900 SM Thomas Cm reached out to dealership to review file. Cm was unable to speak with SM. CM left message for return call
07/31/2019	**********FIRST INITIAL CONTACT***** *****OUTBOUND CUSTOMER CONTACT*** Cm reached out to customer for initial contact. Cm spoke with customer who advised she is looking for possible cost assistance for repairs. Cm advised would follow up once an update is available from dealer. ********** Customer preferred contact Email- Phone- **********
08/01/2019	Customer would like an update and would like to know if you spoke with the SM yet at the dealership. She would also like a phone call back ASAP.
08/01/2019	SA called in because customer asked them to call in to get an update on case. Advised I show where the CM has been trying to get more information on case but she didn't put any specifics. They are stating the issue is within the door lock actuator in the slidin door. The failure they found was that it is frozen in the lock position. Advised she isn't available at this time but if you already have a breakdown I can have that sent to her as well Parts:$193.00 Labor:$699.75 (for 5 hours of labor) Tax/shop supplies: $89.28
08/01/2019	**********OUTBOUND DEALER CONTACT****** Lustine Chrysler Jeep Dodge 42125 8772303293 SM Thomas CM reached out dealership to review file. Cm was unable to reach SM Thomas. Cm left message for return call.
08/01/2019	**********OUTBOUND DEALER CONTACT****** Lustine Chrysler Jeep Dodge 42125 8772303293 SM Thomas Cm reached out to dealership to review file. CM spoke with SM Thomas who advised the customer needs to replace the door actuator. What is the diagnosis? door actuator Is the concern a result of misuse/abuse/lack of maintenance? no Could the customer have caused/prevented concern? no Is the concern related to age and mileage? no Is vehicle maintained? yes What is the general condition of the vehicle? good Have there been any previous related repairs? yes Have there been a previous out-of-pocket repairs? no Do you feel this customer should receive assistance? yes as just outside warranty Cm advised would authorize $100 co-pay.
08/01/2019	*****OUTBOUND CUSTOMER CONTACT*** CM reached out to customer to review file. Cm spoke with customer and offered customer $100 co-pay. Customer accepted. Cm advised would follow up on Monday,
08/02/2019	Representative named Hannah called in stating that the customer received a phone call from the CM stating that repair cost would be taken care of. Hannah stated that the dealership has not heard of any authorized repairs. The agent informed the representative of the DM notes. Hannah thanked the agent and disconnected the line.
08/02/2019	SA requesting to speak to CM. Agent informed SA that CM was currently unavailable. SA requesting a callback.

Date	Comment
08/05/2019	**********OUTBOUND DEALER CONTACT****** Lustine Chrysler Jeep Dodge 42125 8772303293 SM Thomas Cm reached out to dealership to review file. Cm spoke with SA Floyd who advised vehicle is complete.
08/05/2019	*****OUTBOUND CUSTOMER CONTACT**** [redacted] CM reached out to customer for satisfaction review. Cm was unable to reach customer. Cm left detailed VM requesting a return call.

Email(s)

Date	08/07/2019	***Subject***	[redacted] 2016 CHRYSLER TOWN & COUNTRY TOURING [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	08/07/2019 14:27 PM

Hello ,

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is: [redacted]

The FCA Case Management Telephone Number is: 1-866-932-3873

My Direct Extension is: 3020178

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best

Sincerely,

Amy

FCA Case Management

866-932-3873 ext 3020178

[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/30/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/06/2019	**Origin**	Telephone	**Reason**	
Mileage	48,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	FOLSOM		PA	[redacted]	USA
Dealer	45249	DAVID DODGE CHRYSLER JEEP		**Dealer Phone**	6103585300
Dealer Address	1801 ROUTE 202				
	GLEN MILLS		PA	19342 8178	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	C
Subject	GWA				
Synopsis	No Response or no required action from customer				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/30/2019 03:00 PM	Open
07/30/2019 03:02 PM	Suspended
08/06/2019 03:02 PM	Closed

Initial Description

rear passenger sliding door will not lock at all inside, outside, or manually cst is needing cost assistance

Case Comments

Date	Comment
07/30/2019	rear passenger sliding door will not lock at all inside, outside, or manually cst is needing cost assistance

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/30/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/09/2019	**Origin**	Telephone	**Reason**	
Mileage	63,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address					
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	RIVERVIEW		MI	[redacted]	USA
Dealer	60812	FELDMAN CHRYSLER DODGE JEEP RAM		**Dealer Phone**	7343623100
Dealer Address	23940 ALLEN RD				
	WOODHAVEN		MI	48183 3374	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	B
Subject	Vehicle Concern				
Synopsis	Vehicle repaired and returned to customer				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/30/2019 07:32 PM	Open
09/09/2019 08:39 PM	Closed

Initial Description

Cx stated her van doors keep getting stuck in the lock position

Case Comments

Date	Comment
07/30/2019	Cx stated that one of her doors on her van keeps getting stuck in the lock position and they can't open it. The other door is making a lock noise every time it does lock which is making her think it's not gonna last long and too get both doors fixed it is 2200. Cx stated that vehicle is now at the dls Feldman Chrysler Dodge Jeep Ram, 7343623100 who diagnosed the vehicle and came up with the conclusion of that she'll have to pay for those repairs of $2200. Cx is calling looking for assistance in this repair. Cx has a loyalty score of 527, she is the original owner of this vehicle, cx owns more than one vehicle, and she does have previous maintenance history. Made cx aware that I will escalate her case up to a specialist to see if they could help with repair assistance and she'll have to wait 1-2 business days for a callback from a specialist
07/31/2019	Cx seeking info on case and when specialist would be reaching out informed cx that process takes 1-2 business days and to wait for specialist to get into contact
07/31/2019	In-Service Date: 2/23/16 Original Owner: yes Mileage: 63000 Power Train Warranty 5/60000 Vehicle purchase loyalty: 1 Original Multiple Repairs/ Previous related repairs: no repairs orders on this concern MVP plans: no OPEN RECALLS: no Other: ******REPAIR HISTORY*******
07/31/2019	OUTBOUND CUSTOMER CONTACT [redacted] CM spoke to customer who states that they were on vacation last week and the sliding driver's side stop working. Customer states that the other passenger sliding door was making a buzzing sound. Customer states that the dealership quoted him $2200.00 for repairs. CM verified the email address and sent CM Danielle information to him. CM will be reaching out to the dealership and the customer once she is back in the office. Customer states that the vehicle is dealership listed on file
08/01/2019	Customer calling int o get update. informed CM not available. sent chatter.
08/01/2019	Customer wanting to s/w CM. I advised she's not available but will lam. Branded call.
08/02/2019	Cst called in asking to speak with his CM.
08/05/2019	[redacted] calling and trying to reach Cm Danielle all lastg week, requesting to speak with somoen. $ 2002. for a pair of doors, van 3years old, at a stand still, called everyday last week and have not gotten a call back. Advised CM is not on schedule at this time, can request a site to site through manager.
08/06/2019	Customer called in wanting to speak to CM. Agent advised that the CM is currently not in and that a chatter would be sent for a call back request.
08/06/2019	Customer states he would like to speak to his CM supervisor as he has never gotten a call from CM Danielle and he is upset. Agent advised that a supervisor who be reaching out to him today as her supervisor would be doing a site to site. Agent also sent a chatter to CM supervisor.
08/06/2019	****OUTBOUND DEALER CONTACT***** Feldman's Chrysler | 60812 | 734-362-3100 CM contacted SM who advised that vehicle RO is closed. CM advised SM will contact customer. Diagnosis determined that actuators on both sliding need to be replaced.
08/06/2019	*******OUTBOUND CUSTOMER CONTACT****** [redacted] CM contacted customer and advised she has spoken with DLR. Customer advised he just picked up vehicle . Customer stated he paid the diagnostics fee. Cm advised she will follow up with the DLR to get the pricing for repair. CM advised she will review and contact customer back 08/09 with a decision and next steps. Customer thanked CM.

Date	Comment
08/12/2019	CST called in to get in touch with CM. Agent advised cst that CM is unavailable at the moment and will be sent internal message to contact cst.
08/13/2019	Customer is calling in looking to speak with his CM and has called in a few times and does not receive a phone call back. Sent CM a message to reach out to the customer and the CM's supervisor.
08/14/2019	please call the customer to get you up to date no matter what is happening if she cant please reassign or have supervisor call back
08/15/2019	****OUTBOUND DEALER CONTACT***** Feldman's Chrysler | 60812 | 734-362-3100 CM contacted DLR spoke with SM who advised he will get together pricing and email CM. CM thanked SM.
08/19/2019	Customer called in to speak with CM. Customer requesting callback from CM
08/21/2019	****OUTBOUND DEALER CONTACT***** Feldman's Chrysler | 60812 |734-362-3100 CM contacted DLR spoke with SM who advised he ha not received emails. While on the phone SM determined emails were going to spam. SM to provide pricing to CM .
08/21/2019	*******OUTBOUND CUSTOMER CONTACT****** [redacted] CM contacted customer to advise as soon as information is received she will contact customer with next steps.
08/27/2019	*******OUTBOUND CUSTOMER CONTACT****** [redacted] CM contacted customer to present offer. Customer was unavailable. CM left VM seeking call back.
08/27/2019	Customer called in looking for @danielle white he said she called and left him a voicemail and just wanted to speak to her.
08/27/2019	*******OUTBOUND CUSTOMER CONTACT****** [redacted] M contacted customer to make offer. Customer accepted offer of $300.00 copay for cost of repairs.
09/09/2019	****OUTBOUND DEALER CONTACT***** Feldman's Chrysler | 60812 |734-362-3100 CM contacted DLR spoke with SM who advised vehicle has been repaired and returned to customer.
09/09/2019	******OUTBOUND CUSTOMER CONTACT****** [redacted] CM contacted customer for follow up. Customer stated that everything is good. Customer thanked CM.

Email(s)

Date	07/31/2019	***Subject***	CONTACT INFORMATION [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	07/31/2019 18:47 PM

Good Afternoon [redacted]
My name is Danielle and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number [redacted]
The Chrysler Case Management telephone number is: 8448271999
My direct extension: 3020177
Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
Thanks
Case Management
[redacted]

Date	08/15/2019	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***me***	08/15/2019 00:11 AM

Good Afternoon [redacted]

I am currently waiting for requested information from the dealer. As soon as it is received I will contact you to advise how we can assist. Thank you for your patience and co-operation!

Thank You
Danielle
FCA Specialist
[redacted]

Date	08/16/2019	***Subject***	RE: Update [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	08/16/2019 15:20 PM

Hi Danielle

Thank you for the information it is appreciated. I called the dealership and discussed where I am at with this issue, they advised me that they did receive your request and sent you back all the information you asked for. My question now is when do you think I can expect to hear something from Chrysler Customer Service regarding my claim?

Thanks for all your help.

[redacted]

From: US Customer Care [mailto:uscustomercare@fcagroup.com]
Sent: Wednesday, August 14, 2019 8:11 PM
To [redacted]
Su

CAUTION! This is an external email. Please be cautious of links and attachments.

Good Afternoon [redacted]

I am currently waiting for requested information from the dealer. As soon as it is received I will contact you to advise how we can assist. Thank you for your patience and co-operation!

Thank You
Danielle
FCA Specialist

[redacted]

Date	09/07/2019	***Subject***	[redacted]	
From	uscustomercare@fcagroup.com	***To***		09/07/2019 15:50 PM

Good Morning [redacted]

Has an appointment been scheduled for repairs to be completed?

Thank You
Danielle
FCA Specialist
[redacted]

Date	09/09/2019	***Subject***	[redacted]	
From	uscustomercare@fcagroup.com	***To***		09/09/2019 20:38 PM

Good Afternoo [redacted]

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is [redacted]

The FCA Case Management Telephone Number is: 1-844-827-1999

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best

Danielle| FCA Case Manager

Thank You
Danielle
FCA Specialist
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/30/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/30/2019	**Origin**	Telephone	**Reason**	
Mileage	75,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]	**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	X7854	EAN HOLDINGS - ORLANDO		**Dealer Phone**	4073253783
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Cost assistance				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/30/2019 08:28 PM	Open
07/30/2019 08:38 PM	Closed

Initial Description

Customer is calling to get cost assistance for a door on the passenger side that is not locking.

Case Comments

Date	Comment
07/30/2019	Agent check more information customer doesn't merit for cost assistance she is not the first owner and factory warranty is already expire. 75000 mi , no loyalty score.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/31/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/10/2019	**Origin**	Telephone	**Reason**	
Mileage	44,693 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	MIDDLETOWN		NY	[redacted]	USA
Dealer	68665	FRANKLIN SUSSEX AUTO MALL INC		**Dealer Phone**	9738753188
Dealer Address	ROUTE 23				
	SUSSEX		NJ	07461	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	D
Subject	SLIDING DOOR				
Synopsis	issue resolved				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/31/2019 06:19 PM	Open
09/10/2019 12:55 PM	Closed

Initial Description

ISSUE WITH DOOR NOT SHUTTING CORRECTLY

Case Comments

Date	Comment
07/31/2019	Customer purchased vehicle, a few weeks after the passenger side rear sliding door had an issue with unlocking the doors. Made appointment with Franklin sussex. They stated everything is fixed. When driving home from DLR, door was doing same thing. Customer called the DLR and stated that the saem issue was happening and that they were ordering the part and that they would have to bring it back. DLR sent the vehicle home again, and now the sliding door wont close. Customer has had to take the vehicle into the DLR three times now for the door and are still having issues with the doors. The customer states the door now seems like its off the track.
07/31/2019	CUSTOMER WIFE CALLED IN TO ADD TO THE NOTES AND SAY THAT THE DEALERSHIP SERVICE DEPARTMENT WAS NOT GOOD. AND THAT THEY HAD AN ISSUE WITH THE RADIO AND NOW IT HAS TO BE REPLACED AND WHEN TALKING TO THE MANAGER JIM THE MANAGER IGNORED HER ABOUT THE THE RADIO AND CLOSED THE DOOR IN HER FACE LITERALLY. AND NOW SHE HAS TO GO BACK THERE FOR THEM TO REPLACE THE DOOR AND IS UPSET WITH THEIR SERVICE AND HOW THEY TREAT PEOPLE AT FRANKLIN SUFFIX AUTO MALL.JUST WANTED US TO KNOW THAT. APOLOGIZED FOR HOW SHE WAS TREATED, AND ASSURED HER THIS SHOULD NOT BE HAPPENING
08/01/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] DODGE - CM attempted to reach the customer but the phone number on file has been disconnected from service.
08/02/2019	Customer called in to try and get in contact with the CM. The agent advised the customer that the information on file was not correct and that the correct phone number would need to be added ***UPDATE PHONE NUMBER*** [redacted]
08/05/2019	*****OUTBOUND CUSTOMER CONTACT**** [redacted] | DODGE Customer stated that the dealer told her that they had to order a new radio. Customer stated that she was told it was on Back order. Customer stated that the dealer is rude and will not be honest in regards to parts being fixed. Writer stated she will find out of the radio is on Back order and will gladly expedite the part for her. Customer asked for an upgraded radio due to all the issues with the vehicle. Writer told customer that we can not upgrade the radio due to all the issues that the vehicle has had. Writer stated that CM can look into possible compensation in regards to the vehicle once it is fixed and returned. Writer stated the dealer complaint will be sent up after the vehicle is fixed and will be dealt with internally and we will not know the outcome of the complaint.
08/05/2019	***** OUTBOUND DEALER CONTACT***** [68665] [Franklin Sussex Auto Mall Inc] [9737022508] SA Rodger stated that they are waiting on a radio. SA Rodger is on Back order. SA Rodger stated that parts is closed for the night. SA Rodger stated that all other issues have been taken care of just waiting for the radio.
08/05/2019	M *****OUTBOUND CUSTOMER CONTACT*** [redacted] DODGE Writer informed customer that due to the radio being the only issue that is needed in regards to the repair we will be sending her up to Uconnect. Writer stated that she will be in contact by them in the next couple days. Customer stated that she still needs to be compensated due to the issues with the vehicle. Writer stated that once the vehicle is fixed we can look into possible compensation.
08/09/2019	Writer contacted customer and customer stated that was having issues when ever they touch aux port it would shut off aux mode and go back to radio. Customer stated that the dealership was ordered a radio 2 months ago, Writer will reach out to dealership and see what can be done
08/12/2019	Writer contacted dealership and was unable to speak to Parts,
08/14/2019	Writer contacted dealership and spoke with Mike in parts who stated taht the radio has arrived, Writer contacted customer and customer has an appointment Thursday

Date	Comment
08/16/2019	Writer to follow up with customer
08/20/2019	Writer to follow up
08/22/2019	Writer contacted customer and customer stated that the dealership put the radio in but it was not put in right and that the customer can pull the frame off
08/27/2019	Writer contacted customer and customer stated that the issue has not been resolved . Customer stated that they have an appointment on Friday writer will follow up
08/29/2019	waiting for appointment
08/30/2019	Vehicle has arrived at dealership Franklin Sussex Auto Mall Inc and attended by dealer employee
09/03/2019	Writer contacted customer and received voice mail, Writer left message for customer to return call at 1-800-826-6632 ext 3020722

Email(s)

Date	08/01/2019	***Subject***	[redacted]	
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	08/01/2019 21:41 PM

Good eveni[redacted]

My name is Ian and I have been assigned as your Dodge Case Manager. I attempted to reach you at the number we have on file but it appears to be disconnected from service; can you please advise of your best contact number? I also wanted to provide my contact information so you can follow up with me directly to discuss your open case with us. To reach me at my direct number you can dial 8448272006 ext 3020557.

Sincerely,

Ian
[redacted]

Date	08/02/2019	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	08/02/2019 19:19 PM

You can reach my wife[redacted] Sent from my Samsung Galaxy , an AT&T LTE smartphone
-------- Original [redacted] From: Dodge Customer Care <dodgecustomercare@fcagroup.com> Date: 8/1/19 5:41 PM (GMT-05:00) To: [redacted]
Subject: Case [redacted] re[redacted]

My name is Ian and I have been assigned as your Dodge Case Manager. I attempted to reach you at the number we have on file but it appears to be disconnected from service; can you please advise of your best contact number? I also wanted to provide my contact information so you can follow up with me directly to discuss your open case with us. To reach me at my direct number you can dial 8448272006 ext 3020557.

Sincerely,

Ian
[redacted]

Date	08/06/2019	***Subject***	[redacted]		
From	dodgecustomercare@fcagroup.com	***To***	[redacted]		08/06/2019 20:15 PM

My name is Deidre and I have been assigned as your Case Manager. I received your case after you contacted our customer care department and you had stated you had questions or issues with your Uconnect media center. I would like to discuss those issues with you. You can reply to this email with your concerns or you can reach me at the number below. Please leave a message if Im not available and I will return your call as soon as possible.
The Uconnect Case Management telephone number is: 1-800-826-6632
My direct extension: 3020722
My office hours are: Monday Friday 8:00-4:30
Thank you for your time,
Deidre

---------- Original Message ----------
From[redacted]
Sent: 8/2/2019 3:19 PM
To: dodgecustomercare@fcagroup.com
Subject: Re: Case [redacted]

You can reach my wife[redacted] Sent from my Samsung Galaxy , an AT&T LTE smartphone
-------- Original message -------- From: Dodge Customer Care <dodgecustomercare@fcagroup.com> Date: 8/1/19 5:41 PM (GMT-05:00) To[redacted]
Subject: Case [redacted]

My name is Ian and I have been assigned as your Dodge Case Manager. I attempted to reach you at the number we have on file but it appears to be disconnected from service; can you please advise of your best contact number? I also wanted to provide my contact information so you can follow up with me directly to discuss your open case with us. To reach me at my direct number you can dial 8448272006 ext 3020557.

Sincerely,

Ian
[redacted]

Date	09/05/2019	***Subject***	Re: [redacted]		
From	dodgecustomercare@fcagroup.com	***To***	[redacted]		09/05/2019 21:09 PM

Hello
This is Deidre your uconnect case manager, I am reaching out to you to see how your appointment went

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 8/6/2019 4:15 PM
To: [redacted]
Sub[redacted]

My name is Deidre and I have been assigned as your Case Manager. I received your case after you contacted our customer care department and you had stated you had questions or issues with your Uconnect media center. I would like to discuss those issues with you. You can reply to this email with your concerns or you can reach me at the number below. Please leave a message if Im not available and I will return your call as soon as possible.
The Uconnect Case Management telephone number is: 1-800-826-6632
My direct extension: 3020722
My office hours are: Monday Friday 8:00-4:30
Thank you for your time,
Deidre

---------- Original Message
From[redacted]
Sent: 8/2/2019 3:19 PM
To: dodgecustomercare@fcagroup.com
Subject: Re: Case[redacted]

You can reach my wife [redacted]t from my Samsung Galaxy , an AT&T LTE smartphone
-------- Original message --------From: Dodge Customer Care <dodgecustomercare@fcagroup.com> Date: 8/1/19 5:41 PM (GMT-05:00) To: [redacted]
Subject: Case [redacted]

My name is Ian and I have been assigned as your Dodge Case Manager. I attempted to reach you at the number we have on file but it appears to be disconnected from service; can you please advise of your best contact number? I also wanted to provide my contact information so you can follow up with me directly to discuss your open case with us. To reach me at my direct number you can dial 8448272006 ext 3020557.

Sincerely,

Ian
[redacted]

Date	09/06/2019	***Subject***	Re: Case [redacted]		
From [redacted]		***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	09/06/2019 00:11 AM

Hello,The charger port is now repaired. The radio is as good as they are able to fix it. Thank you. Sent from my Samsung Galaxy , an AT&T LTE smartphone
-------- Original message --------From: Dodge Customer Care <dodgecustomercare@fcagroup.com> Date: 9/5/19 5:09 PM (GMT-05:00) To: [redacted]
Subject: Re: Case [redacted] Hello
This is Deidre your uconnect case manager, I am reaching out to you to see how your appointment went

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 8/6/2019 4:15 PM
To: [redacted]
Su[redacted]

My name is Deidre and I have been assigned as your Case Manager. I received your case after you contacted our customer care department and you had stated you had questions or issues with your Uconnect media center. I would like to discuss those issues with you. You can reply to this email with your concerns or you can reach me at the number below. Please leave a message if Im not available and I will return your call as soon as possible.
The Uconnect Case Management telephone number is: 1-800-826-6632
My direct extension: 3020722
My office hours are: Monday Friday 8:00-4:30
Thank you for your time,
Deidre

---------- Original Message
Fro[redacted]
Sent: 8/2/2019 3:19 PM
To: dodgecustom[redacted]
Subject: Re: Cas[redacted]

You can reach my wife[redacted] Sent from my Samsung Galaxy , an AT&T LTE smartphone
-------- Original message --------From: Dodge Customer Care <dodgecustomercare@fcagroup.com> Date: 8/1/19 5:41 PM (GMT-05:00) To: [redacted]
Subject: Case[redacted] Good evening [redacted]

My name is Ian and I have been assigned as your Dodge Case Manager. I attempted to reach you at the number we have on file but it appears to be disconnected from service; can you please advise of your best contact number? I also wanted to provide my contact information so you can follow up with me directly to discuss your open case with us. To reach me at my direct number you can dial 8448272006 ext 3020557.

Sincerely,

Ian
[redacted]

Date	09/10/2019	***Subject***	Re: Case [redacted]

From	dodgecustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	09/10/2019 12:52 PM

perfect i will close out the case

---------- Original Message ----------
From: [redacted]
Sent: 9/5/2019 8:11 PM
To: dodgecustomercare@fcagroup.com
Subject: Re: Case [redacted]

Hello,The charger port is now repaired. The radio is as good as they are able to fix it. Thank you. Sent from my Samsung Galaxy , an AT&T LTE smartphone
-------- Original message --------From: Dodge Customer Care <dodgecustomercare@fcagroup.com> Date: 9/5/19 5:09 PM (GMT-05:00) To: [redacted]
Subject: Re: Case [redacted]
This is Deidre your uconnect case manager, I am reaching out to you to see how your appointment went

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 8/6/2019 4:15 PM
To: [redacted]
Subject: [redacted]

My name is Deidre and I have been assigned as your Case Manager. I received your case after you contacted our customer care department and you had stated you had questions or issues with your Uconnect media center. I would like to discuss those issues with you. You can reply to this email with your concerns or you can reach me at the number below. Please leave a message if Im not available and I will return your call as soon as possible.
The Uconnect Case Management telephone number is: 1-800-826-6632
My direct extension: 3020722
My office hours are: Monday Friday 8:00-4:30
Thank you for your time,
Deidre

---------- [redacted]
From: [redacted]
Sent: 8/2/2019 3:19 PM
To: dodgecustomercare@fcagroup.com
Subject: Re: Case [redacted]

You can reach my wife [redacted] Sent from my Samsung Galaxy , an AT&T LTE smartphone
-------- Original message --------From: Dodge Customer Care <dodgecustomercare@fcagroup.com> Date: 8/1/19 5:41 PM (GMT-05:00) To: [redacted]
Subject: Cas [redacted]

My name is Ian and I have been assigned as your Dodge Case Manager. I attempted to reach you at the number we have on file but it appears to be disconnected from service; can you please advise of your best contact number? I also wanted to provide my contact information so you can follow up with me directly to discuss your open case with us. To reach me at my direct number you can dial 8448272006 ext 3020557.

Sincerely,

Ian
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/01/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/01/2019	**Origin**	Chat	**Reason**	
Mileage	50,000 Kms	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	HARLEYSVILLE		PA	[redacted]	USA
Dealer	67280	SANDS CHRYSLER JEEP DODGE		**Dealer Phone**	2155360946
Dealer Address	501 N WEST END BLVD				
	QUAKERTOWN		PA	18951 2313	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	E
Subject	Warranty & Maintenance Information				
Synopsis					
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/01/2019 03:32 PM	New
08/01/2019 03:45 PM	Open
08/01/2019 03:51 PM	Closed

Initial Description

Transcript will be loaded shortly

Live Chats

Date

Date	
08/01/2019	Chat Started: Thursday, August 01, 2019, 11:32:08 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Emily (7s) Emily: Hi, my name is Emily with FCA Customer Care, How may I help you? (14s) Visitor: Hi Emily (1m 30s) Visitor: I have an issue with my car, the rear left actuator needs to be replaced and I am wondering why it could not be covered by the warranty extension that I purchased with the vehicle. (1m 59s) Emily: I apologize what you are going through and I'm glad that you have let us know about the repair that needs to be completed I would be happy to look into this with you. May I please have you confirm the name,address, telephone number and email address. (2m 14s) Visitor: my car dealership gave me a quote ($462) (2m 23s) Visitor: sure (2m 39s) Visitor: [redacted] Harleysville, PA (2m 45s) Visitor [redacted] (2m 52s) Visitor [redacted] (4m 9s) Emily: Thank you, currently how many miles are on the vehicle? (4m 35s) Visitor: I think it is just above 50K (5m 0s) Emily: Thank you, does the dealership currently have the vehicle? (5m 17s) Visitor: no, I kept it with me. (5m 34s) Visitor: They just gave me a quote to replace the part (6m 51s) Visitor: Is there anything else that you need? (10m 12s) Emily: Has the dealership completed the diagnosis ? (10m 32s) Visitor: Yes, they did. (11m 7s) Visitor: this is why they are proposing to replace the actuator, which lock the door sometimes, and is noisy everytime I close the doors (16m 29s) Emily: Thank you , taking a look over the information I am showing factory warranty would expired on the part. I am showing no recalls connected to the concern. I am showing you would have a service contract I would need to recommend calling with the following telephone 800-521-9922. If recall is issued you on the matter you can submit for reimbursement on the the repairs. (17m 40s) Visitor: ok, there is nothing that you can do, right? (18m 7s) Visitor: what is this phone number? (18m 8s) Emily: This would be for service contract that would have come with the vehicle. (18m 17s) Emily: You can contact to determine if they would cover the repair (18m 27s) Emily: CERTIFIED PRE-OWNED LIMITED WARRANTY (18m 55s) Visitor: ok, thanks (19m 8s) Emily: Thank you for contacting Dodge Customer Care. Please chat with us again if you need further assistance. You can also look for updates on our website www.Dodge.com. Have a good day! (19m 25s) Visitor: you too, bye

Date	
08/01/2019	

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/01/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/01/2019	**Origin**	Telephone	**Reason**	
Mileage	38,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	GALESBURG		IL	[redacted]	USA
Dealer	66750	YEMM CHRYSLER-DODGE-JEEP-RAM		**Dealer Phone**	3093442727
Dealer Address	2195 NORTH HENDERSON				
	GALESBURG		IL	61401 1358	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	G
Subject	driver side actuator for the door lock				
Synopsis	closed				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/01/2019 06:04 PM	Open
08/01/2019 06:24 PM	Closed

Initial Description

Customer states driver side actuator for the door lock needs to be replaced seeking cost assistance

Case Comments

Date	Comment
08/01/2019	Customer has to have the driver side door actuator replaced and is seeking cost assistance. Agent contacted dealership and spoke to the SM Brenda who stated that she will look into considering some sort of cost assistance and will call customer back with quote of part and what she can offer. Agent contacted customer and reached voice mail and advised to work with dealership

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/02/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/01/2019	**Origin**	Telephone	**Reason**	
Mileage	32,000 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	WASHINGTON		MI		USA
Dealer	57081	GALEANA'S VAN DYKE DODGE		**Dealer Phone**	5865734000
Dealer Address	28400 VAN DYKE AVENUE				
	WARREN		MI	48093 7133	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	A
Subject	Vehicle issue				
Synopsis	done				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/02/2019 06:16 PM	Open
10/01/2019 06:31 PM	Closed

Initial Description

Customer having issue with sliding door and issue with noise on vehicle and feels DLR sold vehicle with preexisting issues. Customer seeking coverage for repairs and MVP will not cover issue if preexisting. Customer seeking for assistance.

Case Comments

Date	Comment
08/02/2019	Customer having issue with sliding door and issue with noise on vehicle and feels DLR sold vehicle with preexisting issues. Customer seeking coverage for repairs and MVP will not cover issue if preexisting. Customer seeking for assistance. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone numbe Earliest call time: Anytime Latest call time: Updates via email: Y Vehicle location: [Dealer] Date and Time of Appointment: [7/30/2019]. Confirmed appointment with: [Dealer and Dealer Contact] Customer in rental: Y Authorized by: DLR Rental start date: 7/30/2019
08/05/2019	customer called in requesting to speak with CM. Agent advised customer that CM is not available and that a message was sent to CM requesting a call back
08/05/2019	Galeanas Van Dyke | 57081 | (586) 573-4000 | CM called and spoke with SA Kevin, they are currently working on the vehicle and should be done later today. CM will follow up with the customer.
08/05/2019	*****OUTBOUND CUSTOMER CONTACT***** CM called and spoke with the customer regarding his concerns. Customer states that there is a dealership battle over what should be fixed and who should be fixing it (Jim Riehls and Galeana's) Apparently an inspector is coming out to look at the vehicle from the Certified Pre owned people. CM will follow up with the dealership.
08/06/2019	Cx called to speak to CM to see if there is an update from yesterday
08/06/2019	Customer looking fo cm to see if they have any information on his vehicle
08/06/2019	**Customer Inquiry*** they are missing there new car and he was driving past the dealer and just wanted to see if the car was done **Agent Advised told him that we would be back to him when we knew something

Date	Comment
08/07/2019	****CM talked to SM Chris at Galeana's**** SM stated that the dealership is fixing the window motor as well as the sliding door as they are deeming that to be pre existing repairs. Dealership is eating the cost of this repair plus his rental. SM stated that the SA Gary will be calling the customer to pick up his vehicle. ****CM talked to Customer [redacted]** CM called and spoke with the customer, stated that CM did speak with the dealership and informed customer that his door and window motor will be covered. Customer asked about the shocks and struts. CM informed customer that the inspector declined to visit the dealership. Customer stated that the inspector visited dealership 26016 and looked at the vehicle there. Customer was working with SA Tim over there. CM stated he will follow up with that SA to gather more information ****CM talked with SA Tim at Jim Riehls 26016**** CM called and talked with SA Tim regarding customers concerns. SA stated that the inspector came out to look at the vehicle and have deemed struts window motor and door all pre existing conditions. CM is going to call MVP to discuss inspection ****CM talked with Jim Pitcher at MVP inspections**** CM called and spoke with Jim at MVP, he stated the following Window motor and door latch all pre existing Front struts are weak and noisy and need to be replaced- pre existing Rear shocks are leaking slightly, but not bad as of yet, do not need to be replaced ****CM talked to SM Chris at Galeana's**** CM called and spoke with the SM, explained to him that CM needed to follow through with everything between dealerships as well as the customer. CM explained to SM that the inspector is telling us that the front shocks are weak and noisy and need to be replaced. CM explained that the inspectors report showed that the rear shocks are leaking slightly but do not need to be replaced yet. SM was not happy, stated he needs to speak to his General Manager and inspector regarding this. SM stated that customer is coming today to go for a ride with SM or shop foreman to look for rear end noise ****CM talked with Custome[redacted]** CM talked and spoke with the customer, let him know all of the above information. CM explained that the dealership has to look into all of this but yes the struts should be replaced. CM told customer to go on the ride today with the dealership and CM will follow up tomorrow
08/08/2019	*****OUTBOUND DEALERSHIP CONTACT***** Galeanas Van Dyke | 57081 | (586) 573-4000 | CM called and spoke with SM Chris, he stated that customer and shop foreman went for a drive last night, 7 miles and didnt hear a sound. SM talked with AM and AM is going to goodwill shocks and struts for this customer.
08/08/2019	*****OUTBOUND CUSTOMER CONTACT****[redacted]CM called and spoke with the customer, he stated he was aware that they are going to replace struts and shocks. He went for a drive with the tech last night. CM will follow up with dealership to get a rough ETA when vehicle will be repaired
08/16/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM called and spoke with the customer, he was able to pick up his vehicle but when driving 35 mph, there is a hollow thumping noise when going over bumps. He called dealership and he is bringing vehicle back in tonight to go on a ride with the technician. CM will follow up on Monday to get status.
08/19/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM called and spoke with the customer, he went for a ride with Shop foreman who verified the thumping noise in the rear end. He asked customer to bring vehicle back in at oil changed and he will dive into the car and figure out what is going on. CM will follow up with customer to see when oil change will be needed.
08/23/2019	Vehicle has arrived at dealership Galeana's Van Dyke Dodge and attended by dealer employee
08/26/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] called and spoke with the customer, they did have to fix the window regulator that they put on it. It is fixed now. Still having the clunking noise in rear end, dealership told him to bring it in at his next oil change. CM is going to look into SC for customer due to ongoing issues and problems with the vehicle.
09/04/2019	*****OUTBOUND CUSTOMER CONTACT*****[redacted]CM called and LVM for the customer to return my call.
09/16/2019	*****OUTBOUND CUSTOMER CONTACT*****[redacted]M called and spoke with the customer, let him know that his S/C has been added and have discussed the S/C. Customer states he has about 900 miles til his oil change so they can look at suspension issues. CM will follow up.
09/18/2019	***Customer was told to come in at his oil change to have the knock in the rear end looked at. Customer states he has about 900 miles to go before oil change.***
09/25/2019	Vehicle has arrived at dealership Galeana's Van Dyke Dodge and attended by dealer employee
10/01/2019	*****OUTBOUND CUSTOMER CONTACT*****[redacted]CM called and spoke with the customer, he did take the vehicle back to the dealership, they drove the vehicle and they were unable to duplicate the noise. Customer is ok with that, he states if it gets more noticeable, he will take it back in. Customer could not thank CM enough for all the work he put into this case. CM and customer agreed to close the case. Closing email will be sent.

Email(s)

Date	08/13/2019	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***e***	08/13/2019 16:46 PM

Hi [redacted]

I talked with the Dealership today, they are still working on your vehicle. I know they were waiting on parts, I did not think this would take this long. I will follow up tomorrow with dealership as well as yourself.

Thank you,
[redacted]

Date	08/13/2019	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]		08/13/2019 16:46 PM

Hi [redacted]

I talked with the Dealership today, they are still working on your vehicle. I know they were waiting on parts, I did not think this would take this long. I will follow up tomorrow with dealership as well as yourself.

Thank you,
Ryan
[redacted]

Date	08/15/2019	***Subject***	Re: Vehicle issue [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	08/15/2019 01:35 AM

Finally got the car today!

Ryan, I really appreciate your help in this matter.

Thanks again!

On Tue, Aug 13, 2019 at 12:46 PM US Customer Care <
uscustomercare@fcagroup.com> wrote:

> Hi [redacted]
>
> I talked with the Dealership today, they are still working on your
> vehicle. I know they were waiting on parts, I did not think this would take
> this long. I will follow up tomorrow with dealership as well as yourself.
>
> Thank you,
> Ryan
>
[redacted]

--
Thanks,
[redacted]

Date	09/10/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 09/10/2019 18:30 PM

Hi [redacted]

Are we getting close to bringing the vehicle back to the dealership?

Thank you,
Ryan

---------- Original Message ----------
From: [redacted]
Sent: 8/14/2019 9:33 PM
To: uscustomercare@fcagroup.com
Subject: Re: Vehicle issue [redacted]

Finally got the car today!

Ryan, I really appreciate your help in this matter.

Thanks again!

On Tue, Aug 13, 2019 at 12:46 PM US Customer Care <
uscustomercare@fcagroup.com> wrote:

> Hi [redacted]
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> Thank you,
> Ryan
>
[redacted]

--
Thanks,
[redacted]

Date	09/10/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 09/10/2019 18:30 PM

Hi [redacted]

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Thank you,
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From: [redacted]
Sent: 8/14/2019 9:35 PM
To: uscustomercare@fcagroup.com
Subject: Re: Vehicle issue [[redacted]

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> Thank you,
> Ryan
>
[redacted]
--
Thanks,

[redacted]

Date	09/10/2019	***Subject***	[redacted]]		
From	uscustomercare@fcagroup.com	***To***	[redacted]		09/10/2019 18:30 PM

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> Thank you,
> Ryan
>
[redacted]
--
Thanks,

[redacted]

Date	09/10/2019	***Subject***	Re: Vehicle issu [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	09/10/2019 18:59 PM

Hi Ryan,

We are still about 1000 miles away from the oil change, that is when they wanted it.

Can you please call me when you have a free moment?

Thanks again.

[redacted]

On Tue, Sep 10, 2019 at 2:30 PM US Customer Care <
uscustomercare@fcagroup.com> wrote:

> Hi [redacted]
>
> Are we getting close to bringing the vehicle back to the dealership?
>
> Thank you,
> Ryan
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> ---------- Original Message
> From: [redacted]
> Sent: 8/14/2019 9:35 PM
> To: uscustomercare@fcagroup.com
> Subject: Re: Vehicle issue [redacted]
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> Finally got the car today!
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> >
> > Thank you,
> > Ryan
> > [redacted]
>
> --
> Thanks,
> [redacted]
>
> --
Thanks,
[redacted]

Date	09/23/2019	***Subject***	[redacted]]
From	uscustomercare@fcagroup.com	***To***	[redacted] 09/23/2019 19:11 PM

Hi [redacted]

When will you be heading back into the dealership? We getting close to be going in?

Thank you,
Ryan

---------- Original Message
From [redacted]
Sent: 9/10/2019 2:39 PM
To: uscustomercare@fcagroup.com
Subject: Re: Vehicle issu[redacted]

Hi Ryan,

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Can you please call me when you have a free moment?

Thanks again.

[redacted]

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> To: uscustomercare@fcagroup.com
> Subject: Re: Vehicle issue [redacted]
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> >
> > Thank you,
> > Ryan
> >
> [redacted]
> --
> Thanks,
>
> [redacted]
>
> --
Thanks,

[redacted]

Date	09/23/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 09/23/2019 19:11 PM

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> > Thank you,
> > Ryan
> >
> [redacted]
> [redacted]
> --
> Thanks,
>
[redacted]
>
> --
Thanks,

[redacted]

Date	09/23/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	09/23/2019 19:11 PM

Hi [redacted]

When will you be heading back into the dealership? We getting close to be going in?

Thank you,
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From [redacted]
Sent: 9/10/2019 2:59 PM
To: uscustomercare@fcagroup.com
Subject: Re: Vehicle issue [redacted]

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Thanks again.

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> > Thank you,
> > Ryan
> >
> > I[redacted]
>
> --
> Thanks,
>
> [redacted]
>
> --
Thanks,

[redacted]

Date	09/24/2019	***Subject***	Re: Vehicle issue [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	09/24/2019 11:41 AM

Hey Ryan,

Good morning!

I scheduled the appointment last night for Wednesday.

Talk to you later.

[redacted]

On Mon, Sep 23, 2019 at 3:11 PM US Customer Care <
uscustomercare@fcagroup.com> wrote:

> Hi [redacted]
>
> When will you be heading back into the dealership? We getting close to be
> going in?
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> Thank you,
> Ryan
>
>
> ---------- Original Message ----------
> From: [redacted]]
> Sent: 9/10/2019 2:59 PM
> To: uscustomercare@fcagroup.com
> Subject: Re: Vehicle issue [[redacted]f]
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> > From [redacted]
> > Sent: 8/14/2019 9:35 PM
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> > >
> > > --
> > Thanks,
> >
> > [redacted]
> >
> > --
> Thanks,
>
> [redacted]

>
> --
Thanks,

[redacted]

Date	10/01/2019	**Subject**	[redacted]
From	uscustomercare@fcagroup.com	**To**	[redacted] 10/01/2019 18:19 PM

Hello

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is [redacted]

The FCA Case Management Telephone Number is: 1-844-827-1999

My Direct Extension is: 3020849

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best

RYAN | FCA Case Manager

---------- Original Message ----------
From [redacted]
Sent: 9/24/2019 7:41 AM
To: uscustomercare@fcagroup.com
Subject: Re: Vehicle issue [redacted]

Hey Ryan,

Good morning!

I scheduled the appointment last night for Wednesday.

Talk to you later.

[redacted]

On Mon, Sep 23, 2019 at 3:11 PM US Customer Care <
uscustomercare@fcagroup.com> wrote:

> H[redacted],
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> When will you be heading back into the dealership? We getting close to be
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> Thank you,
> Ryan
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> From: [redacted]
> Sent: 9/10/2019 2:59 PM
> To: uscustomercare@fcagroup.com
> Subject: Re: Vehicle issue [redacted]
>
> Hi Ryan,
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> We are still about 1000 miles away from the oil change, that is when they
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> > > Thank you,
> > > Ryan
> > [redacted]
> > --
> > Thanks,
> > [redacted]
> > --
> Thanks,
[redacted]
> --
Thanks,
[redacted]

Date	10/01/2019	***Subject***	[redacted]	
From	uscustomercare@fcagroup.com	***To***		10/01/2019 18:20 PM

Hello

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

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It has been a pleasure working with you, all the best

RYAN | FCA Case Manager

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> Subject: Re: Vehicle issue [redacted]
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> > [redacted]
[redacted] Sent: 8/14/2019 9:35 PM
> > To: uscustomercare@fcagroup.com
> > Subject: Re: Vehicle issue [redacted]
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> > > Ryan
> > > [redacted]
> > --
> > Thanks,
> > [redacted]
> --
> Thanks,
> [redacted]
> --
Thanks,
[redacted]

Date	10/01/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 10/01/2019 18:20 PM

Hello

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is: [redacted]

The FCA Case Management Telephone Number is: 1-844-827-1999

My Direct Extension is: 3020849

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best

RYAN | FCA Case Manager

---------- Original Message ----------
From [redacted]
Sent: 9/24/2019 7:41 AM
To: uscustomercare@fcagroup.com
Subject: Re: Vehicle issue [[redacted]

Hey Ryan,

Good morning!

I scheduled the appointment last night for Wednesday.

Talk to you later.

[redacted]

On Mon, Sep 23, 2019 at 3:11 PM US Customer Care <
uscustomercare@fcagroup.com> wrote:

> Hi [redacted]
>
> When will you be heading back into the dealership? We getting close to be
> going in?
>
> Thank you,
> Ryan
>
>
> ---------- Original Message ----------
> From [redacted]
> Sent: 9/10/2019 2:59 PM
> To: uscustomercare@fcagroup.com
> Subject: Re: Vehicle issue [[redacted]
>
> Hi Ryan,
>
> We are still about 1000 miles away from the oil change, that is when they
> wanted it.
>
> Can you please call me when you have a free moment?
>
> Thanks again.
>
> [redacted]
>
> On Tue, Sep 10, 2019 at 2:30 PM US Customer Care <
> uscustomercare@fcagroup.com> wrote:
>
> > Hi [redacted],
> >
> > Are we getting close to bringing the vehicle back to the dealership?
> >
> > Thank you,
> > Ryan
> >
> >
> > ---------- Original Message ----------
> > From: [redacted]
> > Sent: 8/14/2019 9:35 PM
> > To: uscustomercare@fcagroup.com
> > Subject: Re: Vehicle issue [redacted]]
> >
> > Finally got the car today!
> >

> > Ryan, I really appreciate your help in this matter.
> >
> > Thanks again!
> >
> > On Tue, Aug 13, 2019 at 12:46 PM US Customer Care <
> > uscustomercare@fcagroup.com> wrote:
> >
> > > Hi [redacted]
> > >
> > > I talked with the Dealership today, they are still working on your
> > > vehicle. I know they were waiting on parts, I did not think this would
> > take
> > > this long. I will follow up tomorrow with dealership as well as
> yourself.
> > >
> > > Thank you,
> > > Ryan
> > > [redacted]
> > >
> > > --
> > Thanks,
> > [redacted]
> >
> > --
> Thanks,
[redacted]

--
Thanks,
[redacted]

Date	10/01/2019	***Subject***	Regarding your Cas[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/01/2019 22:25 PM

De[redacted]
Thank you for contacting FCA Customer Care.
Our records indicate that case number [redacted] closed.
If you require further assistance please contact us and we would be happy to assist.
Thank you and have a great day.
FCA Customer Care

[redacted]

Date	10/01/2019	***Subject***	Re: Vehicle issue[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	10/01/2019 22:25 PM

Thanks Ryan.

I appreciate all of your help.

On Tue, Oct 1, 2019 at 2:20 PM US Customer Care <uscustomercare@fcagroup.com>
wrote:

> Hello
>
> I am sending you this email regarding the closure of your Case with FCA
> Case Management. I would like to provide you with my contact information
> should you have any questions or concerns in the future.
>
> Your Case Number[redacted]
>
> The FCA Case Management Telephone Number is: 1-844-827-1999
>
> My Direct Extension is: 3020849
>
> Thank you for allowing FIAT Chrysler Automobiles Customer Care the
> opportunity to address your concern and as stated in our telephone
> conversation, if your vehicle experiences any further issues and you are
> able to get it diagnosed certainly give us a call back so we may re-open
> your case. We wanted to let you know that we attempt to conduct a
> satisfaction survey upon the close of a case; therefore, you could
> potentially receive an email or telephone survey. Wed ask that you take
> the time to complete the survey so well know how were doing and what
> improvements we can make to enhance the customer experience. Thank you for
> your time and participation and for being a FCA customer.
>
> It has been a pleasure working with you, all the best
>
> RYAN | FCA Case Manager
>
>
>
> ---------- Original Message ----------
> From [redacted]
> Sent: 9/24/2019 7:41 AM
> To: uscustomercare@fcagroup.com
> Subject: Re: Vehicle issue [redacted]
>
> Hey Ryan,
>
> Good morning!
>
> I scheduled the appointment last night for Wednesday.
>
> Talk to you later.
>
> >[redacted]
>
> On Mon, Sep 23, 2019 at 3:11 PM US Customer Care <
> uscustomercare@fcagroup.com> wrote:
>
> > Hi[redacted]
> >
> > When will you be heading back into the dealership? We getting close to be
> > going in?
> >
> > Thank you,
> > Ryan
> >
> >
> > ---------- Original Message ----------
> > From:[redacted]]
> > Sent: 9/10/2019 2:59 PM
> > To: uscustomercare@fcagroup.com
> > Subject: Re: Vehicle issue [[redacted]
> >
> > Hi Ryan,
> >
> > We are still about 1000 miles away from the oil change, that is when they
> > wanted it.
> >
> > Can you please call me when you have a free moment?
> >
> > Thanks again.
> >
> > >[redacted]
> >
> > On Tue, Sep 10, 2019 at 2:30 PM US Customer Care <
> > uscustomercare@fcagroup.com> wrote:
> >
> > > Hi[redacted]

> > >
> > > Are we getting close to bringing the vehicle back to the dealership?
> > >
> > > Thank you,
> > > Ryan
> > >
> > >
> > > ---------- Original Message ----------
> > > From [redacted]
> > > Sent: 8/14/2019 9:35 PM
> > > To: uscustomercare@fcagroup.com
> > > Subject: Re: Vehicle issue [redacted]
> > >
> > > Finally got the car today!
> > >
> > > Ryan, I really appreciate your help in this matter.
> > >
> > > Thanks again!
> > >
> > > On Tue, Aug 13, 2019 at 12:46 PM US Customer Care <
> > > uscustomercare@fcagroup.com> wrote:
> > >
> > > > Hi [redacted]
> > > >
> > > > I talked with the Dealership today, they are still working on your
> > > > vehicle. I know they were waiting on parts, I did not think this
> would
> > > take
> > > > this long. I will follow up tomorrow with dealership as well as
> > yourself.
> > > >
> > > > Thank you,
> > > > Ryan
> > > > [redacted]
> > > > [redacted]
> > > --
> > > Thanks,
> > > [redacted]
> > >
> > > --
> > Thanks,
> > [redacted]
> >
> > --
> Thanks,
> [redacted]
>
> --
Thanks,
[redacted]

Date	12/26/2020	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	

Dear [redacted]
Thank you for contacting FCA Customer Care.
Our records indicate that case number [redacted] is closed.
If you require further assistance please contact us and we would be happy to assist.
Thank you and have a great day.
FCA Customer Care

[redacted]

Date	12/26/2020	***Subject***	Re: Vehicle issue [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	12/26/2020 01:22 AM

Hey Ryan,

Hope all is well with you and your family.

I am hoping you can help. The last time we communicated, we discussed the extended warranty that your team added to this vehicle. I was wondering if you can resend me those details, as I need to take the vehicle in and would like to make sure I understand what is covered.

Thanks and Happy Holidays!

[redacted]

On Tue, Oct 1, 2019 at 6:25 PM [redacted] > wrote:

> Thanks Ryan.
>
> I appreciate all of your help.
>
>
>
> On Tue, Oct 1, 2019 at 2:20 PM US Customer Care <
> uscustomercare@fcagroup.com> wrote:
>
>> Hello
>>
>> I am sending you this email regarding the closure of your Case with FCA
>> Case Management. I would like to provide you with my contact information
>> should you have any questions or concerns in the future.
>>
>> Your Case Number is: [redacted]
>>
>> The FCA Case Management Telephone Number is: 1-844-827-1999
>>
>> My Direct Extension is: 3020849
>>
>> Thank you for allowing FIAT Chrysler Automobiles Customer Care the
>> opportunity to address your concern and as stated in our telephone
>> conversation, if your vehicle experiences any further issues and you are
>> able to get it diagnosed certainly give us a call back so we may re-open
>> your case. We wanted to let you know that we attempt to conduct a
>> satisfaction survey upon the close of a case; therefore, you could
>> potentially receive an email or telephone survey. Wed ask that you take
>> the time to complete the survey so well know how were doing and what
>> improvements we can make to enhance the customer experience. Thank you for
>> your time and participation and for being a FCA customer.
>>
>> It has been a pleasure working with you, all the best
>>
>> RYAN | FCA Case Manager
>>
>>
>>
>> ---------- Original Message ----------
>> From: [redacted]m]
>> Sent: 9/24/2019 7:41 AM
>> To: uscustomercare@fcagroup.com
>> Subject: Re: Vehicle issue [redacted]]
>>
>> Hey Ryan,
>>
>> Good morning!
>>
>> I scheduled the appointment last night for Wednesday.
>>
>> Talk to you later.
>>
>>[redacted]
>>
>> On Mon, Sep 23, 2019 at 3:11 PM US Customer Care <
>> uscustomercare@fcagroup.com> wrote:
>>
>> > [redacted]
>> >
>> > When will you be heading back into the dealership? We getting close to
>> be
>> > going in?
>> >
>> > Thank you,
>> > Ryan
>> >
>> >
>> > ---------- Original Message ----------
>> > From: [redacted]
>> > Sent: 9/10/2019 2:59 PM
>> > To: uscustomercare@fcagroup.com

>> > Subject: Re: Vehicle issue [[redacted] f]
>> >
>> > Hi Ryan,
>> >
>> > We are still about 1000 miles away from the oil change, that is when
>> they
>> > wanted it.
>> >
>> > Can you please call me when you have a free moment?
>> >
>> > Thanks again.
>> >
>> > [redacted]
>> >
>> > On Tue, Sep 10, 2019 at 2:30 PM US Customer Care <
>> > uscustomercare@fcagroup.com> wrote:
>> >
>> > > Hi [redacted]
>> > >
>> > > Are we getting close to bringing the vehicle back to the dealership?
>> > >
>> > > Thank you,
>> > > Ryan
>> > >
>> > >
>> > > ---------- Original Message ----------
>> > > From: [redacted]
>> > > Sent: 8/14/2019 9:35 PM
>> > > To: uscustomercare@fcagroup.com
>> > > Subject: Re: Vehicle issue [redacted]
>> > >
>> > > Finally got the car today!
>> > >
>> > > Ryan, I really appreciate your help in this matter.
>> > >
>> > > Thanks again!
>> > >
>> > > On Tue, Aug 13, 2019 at 12:46 PM US Customer Care <
>> > > uscustomercare@fcagroup.com> wrote:
>> > >
>> > > > Hi [redacted],
>> > > >
>> > > > I talked with the Dealership today, they are still working on your
>> > > > vehicle. I know they were waiting on parts, I did not think this
>> would
>> > > take
>> > > > this long. I will follow up tomorrow with dealership as well as
>> > yourself.
>> > > >
>> > > > Thank you,
>> > > > Ryan
>> > > >
>> > > > [redacted]
>> > > >
>> > > --
>> > > Thanks,
>> > >
>> > > [redacted]
>> > >
>> > --
>> > Thanks,
>> >
>> > [redacted]
>> >
>> --
>> Thanks,
>>
>> [redacted]
>>
> --
> Thanks,
>
[redacted]
>
--
Thanks,

[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2015	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/03/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/07/2019	**Origin**	Brand Site	**Reason**	assistance
Mileage	70,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address	[redacted]			**Source**	Customer
Caller City	Dover	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	DOVER		OH	[redacted]	USA
Dealer	44890	PROGRESSIVE CHRYSLER JEEP DODGE		**Dealer Phone**	3308338584
Dealer Address	7966 HILLS AND DALES RD NE				
	MASSILLON		OH	44646 5241	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	F
Subject	6th attempt on getting air fixed in my lemon.				
Synopsis	Duplicate case. See [redacted]				
Customer Anomaly					
Contact Reason	C110	FCA Company Contact Info Request	**Customer Anomaly**		
Reason Code	FCA World - Information & Assistance requests - Corporate - Corporate - Contacts				

Case Status History

Create Date	Status
08/03/2019 05:48 PM	New
08/07/2019 03:24 AM	Open
08/07/2019 08:29 PM	Closed

Initial Description

I need someone to contact me via email because there is backstory so I\342 d like to send the 3 emails that I\342 ve already sent over the last 3 weeks with no responses. \n\nLong story short, we\342 ve had tons of problems with our van. The air has been the major concern. We fixed it twice and paid the deductible, it quickly broke again AFTER our warranty had expired and we called and were in contact with someone named Susan. We took it BACK in and had it \342 fixed\342 for free. We\342 re having problems again. I\342 ve emailed the address we had for Susan 3 times with no response. At this point I need to know if Dodge is going to do anything before we take it to get fixed so we\342 re holding and apparently being ignored. \n\nPlease contact me because the 1st step is forwarding my previous emails to an address that someone will get. \n\nThank you\342 \n\n[redacted]

Case Comments

Date	Comment
08/06/2019	Cx states that 2 mos in communication about air system in vehicle. After air fixed the drivers side sliding door stuck in lock position, cx was able to fix but still buzes. A little more than 2 mos ago the air system is a problem again. AC has been recharged several times. Cx states feels like has purchased a lemon. Cx seeking a for check engine light on, air system and the buzzing door to be repaired.
08/06/2019	Agent advised to take vehicle to DLR for diagnosis and repair. Used find nearest dealership and cx decided to use Progressive CJD.
08/06/2019	Agent escalating case to cm. Loyalty score is: 587 and ccs is 15. Cx seeking assistance with AC issues although Basic warranty expired 7/23/2018. Cx prefers to be called after 12:00 pm est time.
08/07/2019	Created new case [redacted]

Email(s)

Date	08/03/2019	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	08/03/2019 17:48 PM

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

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

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

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

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

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit

[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/04/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/07/2019	**Origin**	Brand Site	**Reason**	assistance
Mileage	57,755 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**			
Caller Address				**Source**	Customer
Caller City	Columbus	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
	COLUMBUS		OH		USA
Dealer	59655	STERLING HEIGHTS DODGE CHRYSLER		**Dealer Phone**	5869393900
Dealer Address	40111 VAN DYKE AVENUE				
	STERLING HEIGHTS		MI	48313 3730	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	A
Subject	sliding door problem				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/04/2019 03:28 PM	New
08/07/2019 02:24 AM	Open
08/07/2019 02:28 AM	Closed

Initial Description

driver side sliding door is locked can not unlock it or open it. Is there a recall, if not there should be this is a safety issue. I have read that this is a common problem. If there are kids or pets on that side in an emergency how could we get them out quickly. I have to take the car in next week to fix it, heard it is pretty costly. This is really a safety issue any help on this would be appreciated.

Email(s)

Date	08/04/2019	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**		**Sent Date/Time**	08/04/2019 15:28 PM

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

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

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

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

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

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit

Date	08/07/2019	**Subject**	FCA Contact Center Case		
From	uscustomercare@fcagroup.com	**To**		**Sent Date/Time**	08/07/2019 02:28 AM

Hello[redacted]
Thank you for contacting Chrysler Customer Care.
We are very disappointed to hear of the difficulty you are having with the sliding door on your Town & Country not functioning properly.

In regards to the repairs, we fully appreciate your concern, particularly in view of the expense and inconvenience involved, however, we are unable to accommodate your request for out-of-warranty consideration. The vehicle has exceeded the time and mileage limitations of the basic warranty we offered on the vehicle at the time it was purchased. Although we are unable to provide a more favorable reply, we appreciate the opportunity to review your request.
Please do not hesitate to contact us if you need any further assistance by calling us at (800) 247-9753.
Thank you again for your emai[redacted]. Have a great day.
Best wishes,
Jennifer
Chrysler Customer Care
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/05/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/05/2019	**Origin**	Telephone	**Reason**	
Mileage	12,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	FARMINGDALE		NY	[redacted]	USA
Dealer	41643	MERRICK DODGE CHRYSLER JEEP OF		**Dealer Phone**	5168684400
Dealer Address	3614 SUNRISE HWY				
	WANTAGH		NY	11793 4051	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	H
Subject	door noise				
Synopsis	DOOR NOISES				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/05/2019 06:39 PM	Open
08/05/2019 06:41 PM	Closed

Initial Description

door noises all 4

Case Comments

Date	Comment
08/05/2019	[redacted] customer stated that he has been having issues with the vehicle since he purchased the vehicle with the doors making noise every time they open. Customer has been taking the vehicle in to the dealer of purchase and they keep making repairs on the vehicle for the same concern. Customer is calling to know what should he do because the issue reoccurred . Writer informed customer to take the vehicle in to a different dealership for a different opinion and a different diagnosis. *CUSTOMER HAS NO DIAGNOSIS *

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/06/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/06/2019	**Origin**	Telephone	**Reason**	
Mileage	48,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	PICKERINGTON		OH	[redacted]	USA
Dealer	68748	PARKWAY DODGE CHRYSLER JEEP		**Dealer Phone**	5864657210
Dealer Address	21560 HALL RD				
	CLINTON TOWNSHIP		MI	48038 1540	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	A
Subject	Vehicle concern				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/06/2019 04:40 PM	Open
08/06/2019 04:56 PM	Closed

Initial Description

cx stated dlr diagnosed vehicle "sliding door mechanism is broken" costing $1000"

Case Comments

Date	Comment
08/06/2019	Cx stated vehicle would not automatically open and it wasn't not responding to any commands in vehicle or on the key. Cx stated she took vehicle to dealership after this and dlr advised it was a "sliding door mechanism is broken."
08/06/2019	cx wanted coverage for sliding door mechanism but vehicle is currently out of warranty and she is the second owner vehicle has no prior service history. I advised we wouldn't be able to assist.
08/06/2019	Customer called in stating that she wants to speak to a Supervisor because she believes the sliding door should be covered and she refuses to speak with anyone else but a Supervisor. Agent reviewed the notes in the case & verified the sliding door would've been covered under basic and she doesn't meet GW. Agent called the resource line and spoke to Christie then warm transferred the customer to her.
08/06/2019	senior adviser spoke with customer and stated that this is covered under the basic warranty and that the customer does not qualify for financial assistance customer is within 2 yr/24, no loyalty, no CSI , no service contract customer disconnected the call

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/07/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/12/2019	**Origin**	Telephone	**Reason**	
Mileage	38,555 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	

Customer	[redacted]				
Customer Address					
	SUAMICO		WI	[redacted]	USA
Dealer	60015	CHRYSLER WORLD INC		**Dealer Phone**	9208264141
Dealer Address	2612 COUNTY HIGHWAY EE				
	ABRAMS		WI	54101	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	J

Subject	GWA/electrical concern
Synopsis	close
Customer Anomaly	Electronics
	Engine Electronics

Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	12	Electronic engine issues (wiring)

Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details

Case Status History

Create Date	Status
08/07/2019 03:59 PM	Open
08/12/2019 11:15 PM	Closed

Initial Description

Vehicle is barley out of warranty, she has an $800 electronic repair, she'd like to know if customer care could assist in any way possible.

Case Comments

Date	Comment
08/07/2019	SM: Don, Verified that this issue stems from, " a bad part [component] from Chrysler." Escalating for GWA.
08/08/2019	*****VEHICLE QUALIFIER***** 60015, GR269766[redacted]016 CHRYSLER TOWN & COUNTRY TOURING Warnings: No open recalls In-Service Date: 7/25/2016 Original Owner: Yes Owners: (1) Mileage: 38,555 Vehicle purchase loyalty: (1) new, (0) used Multiple Repairs/ Previous related repairs: Yes/No MVP plans: None Other: n/a Issue/complaint: Vehicle is barely out of warranty, she has an $800 electronic repair, and shed like to know if customer care could assist in any way possible.
08/08/2019	*****DEALERSHIP CONTACT***** Chrysler World Inc, 60015, 9208264141 CS attempted to contact Dealer, SM Don however, not available. CS left customers name, last (8) of VIN, case number and request for a return call at 1-844-827-2003 ext. 3020198.
08/08/2019	*****DEALERSHIP CONTACT***** Chrysler World Inc, 60015, 9208264141 VM left on 08/08/2019 at 10:47am SM Don advised customer is looking for assistance, customer is a loyal customer but not a nice customer and DLR didnt cover whole repair due to that. SM Don advised if Case Management wants to split repair with customer he would be okay with that. SM Don advised calling back, leave VM and will provide information needed.
08/08/2019	*****DEALERSHIP CONTACT***** Chrysler World Inc, 60015, 9208264141 What is the diagnosis? SA Maryann advised the passenger sliding door was making a buzzing noise, actuator was replaced. SA Maryann advised to get to the actuator a couple of panels need to come off which breaks the appliques which (2) had to be replaced. SA Maryann advised customer paid for the repair (actuator and (2) appliques), $816.57 by credit card which was verified paid and will email it to CS for reimbursement review. Is the concern a result of misuse/abuse/lack of maintenance? SA Maryann: No Could the customer have caused/prevented concern? SA Maryann: No, its inside and no outside damage Is the concern related to age and mileage? SA Maryann: No. Is vehicle maintained? SA Maryann: Yes gets oil changes. What is the general condition of the vehicle? SA Maryann: Couple of nicks and scratches but good shape other than the driver side mirror cracked due to husband hitting on the garage. SA Maryann advised when customer brought vehicle in for appointment they did a walk around, took pictures and customer was getting nervous and advising she didnt realize her vehicle had scratches on it. SA Maryann advised drivers side mirror was cracked and advised her husband broke it by hitting it on the garage. Would you be willing to provide assistance? (co-pay, D-17-18, discount) SA Maryann: No, DLR not interested in providing assistance to customer although loyal due to her past history of rudeness to the dealerships personnel. SA Maryann advised on one occasion the customer came into their store acting belligerently and complaining about her vehicle being dirty. SA Maryann advised customer was walked out to her vehicle only to find out it wasnt her vehicle who didnt apologize for her mistake and then left the premises.
08/08/2019	*****DEALERSHIP CONTACT***** Chrysler World Inc, 60015, 9208264141 FCA email received from SA Maryann advising attached a copy of the repair order for customer and that she paid DLR full via credit card.
08/08/2019	*****CUSTOMER CONTACT***** [redacted] 2016 CHRYSLER Customer reconfirmed email address: [redacted]as okay to send contact information to. Customer was advised the Chrysler World dealership had advised vehicle repaired, verified paid by credit card and have submitted the RO to CS for reimbursement review. Customer advised she wanted it noted that vehicle was in for oil change before the warranty expired, told them that there was an issue with the door but were able to do the repair at that time. Customer was advised the personnel that does the oil changes dont do repairs and that the Service Department handles needed vehicle repairs.

Date	Comment
08/08/2019	*****CUSTOMER CONTACT***** [redacted] 2016 CHRYSLER Customer was advised Case Management able to reimburse her OOP repair minus $100 due to vehicle out of warranty and most customers purchase a MVP SC which have a $100 deductible for when vehicles no longer have a factory warranty. Customer advised she will accept offer and reconfirmed address on file. Customer was also provided with MVP SC (for purchase) phone #: 1-800-442-2666. - *****CUSTOMER CONTACT***** [redacted] er accepts and verifies the check should be mailed to the following name and address [redacted] 1875 SUAMICO, WI - [redacted] Customer has submitted request for door actuator and (2) applique repair goodwill. Justification: Due to original owner, just outside of basic warranty with low mileage and for customer satisfaction. Writer is suggesting reimbursement as a goodwill gesture. Approved by: T7368me Customers proof of payment is: Credit card, verified by SA Maryann paid in full. Date: 08/07/2019 Mileage: 38768 Tax $42.57 Total $816.57 Writer is submitting check for approval in the amount of $716.57
08/12/2019	*****CUSTOMER CONTACT***** [redacted] 2016 CHRYSLER CS attempted to contact customer, however, customer was not available. CS left VM advising reimbursement check has been sent and she should receive it in 7-10 business days. CS left VM advising file will close and email of closure will be sent to her.
08/12/2019	Note: Customer's vehicle repaired and was provided CAC GW via reimbursement. Check sent.

Email(s)

Date	08/08/2019	***Subject***	[redacted]
From	chryslercustomercare@fcagroup.com	***To***	[redacted] 08/2019 17:29 PM

Hello [redacted]

My name is Maxine and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your case number is [redacted]
The Chrysler Case Management telephone number is: 1-844-827-2003
My extension is: 3020198
My work hours are: 8:00am - 4:30pm Eastern Standard Time Monday-Friday.

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

Sincerely,

Maxine
Senior Case Management Specialist
Phone: 1-844-827-2003| Ext. 3020198
[redacted]

Date	08/12/2019	***Subject***	[redacted]
From	chryslercustomercare@fcagroup.com	***To***	[redacted] 8/12/2019 23:01 PM

Hell [redacted]

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is: [redacted]
The FCA Case Management Telephone Number is: 1-844-827-2003
My Direct Extension is: 3020198

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best.

Maxine
Senior Case Management Specialist
Phone: 1-844-827-2003| Ext. 3020198
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/07/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/11/2019	**Origin**	Brand Site	**Reason**	assistance
Mileage	75,226 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address	[redacted]			**Source**	Customer
Caller City	Tampa	**Caller Country**	USA	**Caller Postal Code**	33624
Customer	[redacted]				
Customer Address	[redacted]				
	TAMPA		FL	[redacted]	USA
Dealer	43125	Sunset Dodge Chrysler Jeep Ram FIA		**Dealer Phone**	9419222400
Dealer Address	7745 SOUTH TAMIAMI TRAIL				
	SARASOTA		FL	34231 6841	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	D
Subject	car repair/cost				
Synopsis	Did not extend assistance due to mileage being far outside coverage period				
Customer Anomaly	Electronics				
	Power Windows				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	118	Automatic window function issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/07/2019 07:55 PM	New
08/11/2019 09:24 PM	Open
08/11/2019 10:09 PM	Closed

Initial Description

[redacted]

My husband and I purchased a certified preowned Chrysler in 2017 after we rented one the previous year and absolutely loved it for our growing family. Buying the right car was very important for us as we only have one vehicle as I am legally blind and can't drive. Unfortunately since owning this vehicle we have had nothing but issues unlike any other vehicle we have ever owned. Thankfully we bought an extended warrenty which has helped some, however our most recent issue is not covered as the warranty has expired as of 226 miles ago though we thought we had until 100,000 miles. We were told to get the door fixed it will be over $ 1,500 to repair. Not two weeks ago we had an issue with the driver side window not going up. Now, the driver side passenger door will not open at all. We take very good care of our car so this is a bit alarming that it won't work. We have to get this fixed, however this is a hardship for our family right now with [redacted] Is there absolutely anything that can be done to help us with this payment? I hate asking for help, but this is a huge expense we were not expecting especially since we thought we still had a warranty. It is such a shame as we love our car, but all the problems are getting to be too much. I would so greatly appreciate absolutely any help for our family. The VIN above is not correct. I only have the last numbers which are [redacted] don't know if the car is under just my husband's name [redacted] or both of us. Thank you again.

Email(s)

Date	08/07/2019	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	08/07/2019 19:55 PM

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

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

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

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

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

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit

[redacted]

Date	08/11/2019	***Subject***	Power Window Vehicle Concerns [redacted]
From	chryslercustomercare@fcagroup.com	***To***	[redacted] 22:08 PM

Hell[redacted]

Thank you for contacting Chrysler Customer Care.

We are disappointed to learn of your concerns with the windows on your 2016 Chrysler Town and Country Touring.

Our records indicate that your Certified Pre-Owned Limited warranty is still valid until February 19, 2023 or 100,000 Miles whichever comes first. You will want to contact Mopar Vehicle Protection to verify if the parts that you need fixed are indeed covered. You can contact Mopar Vehicle Protection at 1-800-521-9922. Alternatively you can go to www.moparvehicleprotection.com and put in your contract number [redacted] see what parts are covered under your provision.
If it is not covered under your extended warranty then it was covered under the basic warranty which expired on February 20, 2019 or 36000 miles. Due to the mileage that your vehicle is over that warranty period we would not be able to extend any assistance for the window concern.
Thank you for your email and allowing us the opportunity to review this matter with you.

Best Regards,

Cherie
Chrysler Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 8/7/2019 3:55 PM
To: [redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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

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

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

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

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

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit

[redacted]

Date	08/14/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	

Dear [redacted]
Thank you for contacting FCA Customer Care.
Our records indicate that case number [redacted] is closed.
If you require further assistance please contact us and we would be happy to assist.
Thank you and have a great day.
FCA Customer Care

[redacted]

Date	08/14/2019	***Subject***	Re: Power Window Vehicle Concerns [redacted]		
From	[redacted]	***To***	chryslercustomercare@fcagroup.com	***Sent Date/Time***	08/14/2019 21:55 PM

Unfortunately this information is all information that I already knew. The issue was not the window, it is the door we just had to get fixed. Very strange that it happened only a couple of weeks after the window. It cost us almost $1300 since we no longer have a warranty. We never have had so many issues with other vehicles.

Sent from my iPhone

On Aug 11, 2019, at 6:08 PM, Chrysler Customer Care <chryslercustomercare@fcagroup.com<mailto:chryslercustomercare@fcagroup.com>> wrote:

Hello [redacted]

Thank you for contacting Chrysler Customer Care.

We are disappointed to learn of your concerns with the windows on your 2016 Chrysler Town and Country Touring.

Our records indicate that your Certified Pre-Owned Limited warranty is still valid until February 19, 2023 or 100,000 Miles whichever comes first. You will want to contact Mopar Vehicle Protection to verify if the parts that you need fixed are indeed covered. You can contact Mopar Vehicle Protection at 1-800-521-9922. Alternatively you can go to www.moparvehicleprotection.com<http://www.moparvehicleprotection.com> and put in your contract number 42603983 to see what parts are covered under your provision.
If it is not covered under your extended warranty then it was covered under the basic warranty which expired on February 20, 2019 or 36000 miles. Due to the mileage that your vehicle is over that warranty period we would not be able to extend any assistance for the window concern.
Thank you for your email and allowing us the opportunity to review this matter with you.

Best Regards,

Cherie
Chrysler Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>]
Sent: 8/7/2019 3:55 PM
To: [redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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

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

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

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

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

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit

[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2015	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/07/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/16/2019	**Origin**	Telephone	**Reason**	
Mileage	64,490 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	DOVER		OH	[redacted]	USA
Dealer	59714	PARKWAY CHRYSLER DODGE JEEP RAM		**Dealer Phone**	3303436681
Dealer Address	311 COMMERCIAL PKWY				
	DOVER		OH	44622 3123	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	F
Subject	Check engine light				
Synopsis	No contact made with customer.				
Customer Anomaly	Engine				
	OTHER				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	30	General engine issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/07/2019 08:24 PM	Open
08/16/2019 01:10 PM	Closed

Initial Description

Vehicle concern

Case Comments

Date	Comment
08/07/2019	Reference case [redacted] 6 PM Agent escalating case to cm. Loyalty score is: 587 and ccs is 15. Cx seeking assistance with AC issues although Basic warranty expired 7/23/2018. Cx prefers to be called after 12:00 pm est time. Marsha Turner True 8/6/2019 2:25 PM Agent advised to take vehicle to DLR for diagnosis and repair. Used find nearest dealership and cx decided to use Progressive CJD. Marsha Turner True 8/6/2019 2:19 PM Cx states that 2 mos in communication about air system in vehicle. After air fixed the drivers side sliding door stuck in lock position, cx was able to fix but still buzes. A little more than 2 mos ago the air system is a problem again. AC has been recharged several times. Cx states feels like has purchased a lemon. Cx seeking a for check engine light on, air system and the buzzing door to be repaired.
08/12/2019	In-Service Date: 7/23/2015 Original Owner: Yes Mileage: 64490 Vehicle purchase loyalty: 1 original, 1 previous Multiple Repairs/ Previous related repairs: No MVP plans: No Other: Powertrain warranty active. No open recalls.
08/12/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM contacted the customer to introduce herself and discuss concerns. CM left a voicemail with her contact information.
08/13/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM contacted the customer to discuss her concerns as a voicemail was left. CM was unable to leave a voicemail as the mailbox was full.
08/15/2019	Customer email sent to advise, CM will follow up Friday

Email(s)

Date	08/12/2019	**Subject**	[redacted]
From	dodgecustomercare@fcagroup.com	**To**	[redacted] 13:42 PM

Hello [redacted]

My name is Jessica and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your case number is [redacted]
The FCA Case Management telephone number is: 1-844-827-1999
My direct extension: 3020555
My work hours are: 11:30am-8:00pm EST Monday through Friday

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

[redacted]

Date	08/15/2019	**Subject**	[redacted]
From	dodgecustomercare@fcagroup.com	**To**	[redacted] 2:48 PM

Hello [redacted],
My name is David and I am a Specialist with Chrysler Case Management, I have been assigned as your Case manager, Here is some information that will be helpful for you to have.
Your case number is: [redacted]
The Dodge US Case Management phone number is: 1-844-827-1999.
My direct extension is: 302-0520
Chrysler Case Managements hours are: 8:00 am to 8:00 pm EST, Mon to Fri.
My current work hours are: 11:30 am to 8:00 pm EST, Mon to Fri.

I am taking over for Jessica and will follow up with you Friday, to determine if you have an appointment, or diagnosis.

Sincerely,

David
Dodge US Case Management
1-844-827-1999 Ext. 302-0520
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/07/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/08/2019	**Origin**	Telephone	**Reason**	
Mileage	70,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	MYRTLE BEACH		SC	[redacted]	USA
Dealer	68646	MYRTLE BEACH CHRYSLER JEEP, INC		**Dealer Phone**	8434481191
Dealer Address	785 JASON BLVD				
	MYRTLE BEACH		SC	29577 8505	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	M
Subject	Back Door				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/07/2019 10:13 PM	Open
08/08/2019 04:48 PM	Closed

Initial Description

not working and having difficulty opening and closing

Case Comments

Date	Comment
08/07/2019	***Customer Inquiry*** Customer calling in regards to having the torque converter going out only a couple miles out of warranty, no reason for it to go out. The customer needed to pay out of pocket to get it replaced, and from there both of the rear sliding door actuators are going out, and the back seat will not fold down at all. Customer seeking for assistance on getting these things fixed with what is occurring. Customer went to the dealership about the sliding doors but did not ask about the seat. Customer seek assistance as the doors are currently working but the doors are bound to go out any day now (unknown to when this is not going to work anymore). ***Agent Advised*** Agent advised the customer that due to what is occurring with the vehicle and everything with that there is nothing that we can do at this time, as we look at things such as loyalty with the company, being the original owner and mileage. Customer seeking to speak with someone higher up with next steps as they are upset with the result. Agent then advised the customer that we will make a request for a supervisor to reach out but that is a 1 business day call back time. Contact at [redacted]
08/08/2019	*****OUTBOUND SUPERVISOR CONTACT***** Supervisor contacted customer [redacted] to discuss his file. Customer states that they had a torque converter go out on his vehicle and it should never happen as he never tows anything. Customer states that it is over 100 miles outside of warranty but the dealer stepped up and assisted as FCA would not. Customer states that now the door lock actuator is making noises and is frustrated seeking cost assistance. Supervisor explained that the actuators are covered for 3 years or 36,000 miles whichever occurs first. Supervisor explained that we are not in a position to assist at this time. Customer states his biggest concern is if his family gets stuck in the vehicle and something happens. Customer understood the position that was provided.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**odel Year**	2015	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/08/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/15/2019	**Origin**	Brand Site	**Reason**	assistance
Mileage	86,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]		
Caller Address	[redacted]			**Source**	Customer
Caller City	Delmar	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address	[redacted]				
	DELMAR		NY	[redacted]	USA
Dealer	37000	ARMORY CHRYSLER DODGE JEEP RAM FIA		**Dealer Phone**	5186417777
Dealer Address	926 CENTRAL AVENUE				
	ALBANY		NY	12205 3504	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	K
Subject	Dodge Grand Caravan Complaint				
Synopsis	59653428				
Customer Anomaly	Uconnect / Infotainment				
	Radio Interface/Infotainment				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	72	General issues with the radio
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/08/2019 05:16 PM	New
08/13/2019 05:52 PM	Open
08/15/2019 01:00 PM	Closed

Initial Description

To whom it may concern,\n\nBack in July 2015, I purchased a Dodge Grand Caravan (VIN # [redacted] from Armory Automotive in Albany, N.Y. As a family o[redacted] we needed a vehicle that combined all of the following: reliability, comfort, affordability and the 2015 Dodge Grand Caravan SE Plus fit our needs. However, the vehicle has not lived up to these standards and has been an expensive disappointment.\n\nLess than two years after purchasing the vehicle, on June 23, 2017, we began to experience heat in the rear when the air conditioner was turned on. We were heading on a road trip, so we needed to have this repaired immediately. I did some research and found that there was a service bulletin issued regarding this very problem (NUMBER: 24-005-16 REV. A GROUP: Heating & Air Conditioning DATE: June 30, 2016). Although it was issued for the 2015 Grand Caravan, when Icalled customer service, I was told that the vin number did not qualify for this bulletin). Also, at the time, our car had 39, 539 miles on it, just a few thousand outside the 36,000 mile warranty. We were forced to pay $306.01 to repair a problem, that your company had admitted was the fruit of the manufacturing process, which is infuriating.\n\nA mere two years later, in July 2019, I had to have the exact sat repair done to this van. The blend door actuator had to be replaced again, as it was not allowing cold air into the rear of the vehicle. In addition, the right side door lock was broken and needed to be repaired. Both repairs cost $723.06. While this vehicle already has 85, 234 miles on it, neither of these repairs are from use or wearing. We only use the rear controls for air conditioning in the summer, which in NY is about 3 months and don;t use them for heat in thewinder because they make the car too hot. We do lock our van every time that we leave it, but I don\342 t consider a lock was a wearing part..\n\nAll parts used in these repairs were Original Equ=ipment Manufacturer parts, so they \n\nIn addition, the radio stopped working about 8 months ago I can plug in an AUX cord, but AM/FM radio no longer works. Every other car that I have ever driven has fallen apart mechanically before the radio has died. On this vehicle, it died three years and four months into owning it.\n\nTO say that I am disappointed in this vehicle is an understatement. This is a four year old van and is exhibiting problems more likely seen in 12-15 year old cars. The only explanation for this is that the van was defective when it came from the factory and the company needs to do something to make this right for consumers. \n\nMy next vehicle will not come from the Dodge/Chrysler family.\n\nSIncerely, \n\[redacted]

Email(s)

Date	08/08/2019	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	08/08/2019 17:16 PM

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

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

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

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

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

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit [redacted]

Date	08/13/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 2019 17:57 PM

Hello [redacted]

Thank you for contacting Dodge Customer Care.

Please accept our apologies for the delayed response to your email and sincerely thank you for your patience.

We are disappointed to learn of the problems you have experienced and currently experiencing with your 2015 Dodge Grand Caravan and I would like to assure you that I will do everything I can to assist you.

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

To move ahead with this escalation, your vehicle would need to be at an authorized dealership. If it is not at the dealer currently, it will be necessary for you to arrange an appointment and then advise us of the name of the dealership, the date and the time of the appointment.

If you have been to your preferred dealership within the last 2 weeks, could you please provide me with some details about your visit?

Which dealership?
When was your visit?
Who was your Service Advisor or Service Manager?
What was the diagnosis?
What repairs, if any, did they complete?

Thank you again for your email Jennifer. Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at 1-800-4A-DODGE (1-800-423-6343).

Best wishes,

Belinda
Dodge Customer Care
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/08/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/06/2019	**Origin**	Telephone	**Reason**	
Mileage	23,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	WATERTOWN		NY	[redacted]	USA
Dealer	60662	F.X. CAPRARA CHRYSLER JEEP DODGE		**Dealer Phone**	3157887400
Dealer Address	18476 US ROUTE 11				
	WATERTOWN		NY	13601 5324	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	T
Subject	Vehicle concerns				
Synopsis	no diangosis				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/08/2019 05:56 PM	Open
08/21/2019 08:11 PM	Suspended
09/04/2019 04:27 AM	Open
09/06/2019 08:53 PM	Closed

Initial Description

A/C, sliding door and brakes not working

Case Comments

Date	Comment
08/08/2019	The customer called in to state that she is having multiple issues with her vehicle. The customer states the sliding door on the right side makes a loud noise. Customer also states the A/C has gone out and the brakes need to be done again. The customer is seeking cost assistance. The agent first advised the customer to send in proof of ownership. The agent also advised the customer to schedule an appointment with a dealer for a diagnosis and then call back.
08/20/2019	Cx calling back in reference to her case and to let us know she got a diagnosis done on her vehicle. Cx stated the adviser she was working with at the dls is Bryan. Reached out to F.X. Caprara Chrysler Jeep Dodge Ram of Watertown, 3157887400. Cx then stated the dls told her she could get her van and drive it but cx stated that she is leaving out of town this week due to family issues and she needs a rental because her vehicle isn't working at the time. Contacted the dls and spoke with Bryan who stated the passenger side door needs a new latch, and also they did a leak down test on the AC but they didn't see any leaks. With labor parts and ac recharge is $1051..78. Cx is calling for repair cost assistance . Made cx aware that I would escalate her case up to a case manager for cost assistance and he should hear back from someone within 1 business day
08/21/2019	In-Service Date: 12/30/15 Original Owner: 2nd owner, 8/09/18 Mileage: 16,000 Vehicle purchase loyalty: 2 used, 2016, 2008 Multiple Repairs/ Previous related repairs: 1 visit right after purchase MVP plans: No Other: purchased with no basic
08/21/2019	***OUTBOUND CUSTOMER CONTACT*** [redacted] 2016 TOWN & COUNTRY CM states she purchased this last September from FX Kia and since then she has had nothing but trouble. Customer states they have replaced the brakes twice, the sliding door needs a new latch and there is no AC in the vehicle. The vehicle has been at the dealer since last Friday and they told her the AC is fine. CM asked the $1,000.00 repair quote and she wasnt sure what made up that figure. Customer states she is in a bind because they have a family issue and they have to go out of town tomorrow. CM explained it sounds like the vehicle is safe to drive and she agreed but she thought if she took it out of the dealer I couldnt assist. CM said I would call the dealer and get back to her today, she may have to pick it up and return again.
08/21/2019	***OUTBOUND DEALER CONTACT*** FX CAPRARA -#60662 -315-788-7400 CM spoke to SA-Brian and he said the vehicle is still at the dealer. They found that the power door latch needs to be replaced and its about $527.00. He confirmed the AC is not working and couldnt find any leaks, but the next step would be to do a evac and recharge service (dye in the system) to see where it is failing. The cost of that is $129.95 + tax. CM asked if the vehicle is safe to drive and he said yes, CM explained the customer has a family concern to deal with out of town and she has to go tomorrow. CM explained I will ask the customer to pick up her vehicle and I do want to help the customer but will wait till she comes back and has another appointment.

Date	Comment
08/21/2019	***OUTBOUND CUSTOMER CONTACT*** [redacted] 2016 TOWN & COUNTRY CM called the customer and let her know that I spoke to SA-Brian and he explained the vehicle needs a new power latch and confirmed the AC doesnt blow cool air. CM said the dealer needs to have more diagnosis done on the AC before they can figure out what the problem is. CM said there will likely be a charge for the diagnosis fee. Customer said she forgot to mention to me before that she had an appointment on 8/16 and they never got a chance to look at it on Friday so on Saturday they said you need to come down to the dealer. They told her that her vehicle had no power. Customer gets down to the dealer and the shop foreman said I dont know what is wrong but there is nothing when we try to start the vehicle. Long story short it was the wrong key fob, they had her key fob for another customer (same make and model). Customer was so upset and they didnt even apologize, CM said if there is a charge today to send it to me by email and I will look at it. CM said I will put her file on hold and once she gets back to set up another appointment and I will work with the dealer and her.
08/23/2019	***OUTBOUND DEALER CONTACT*** FX CAPRARA -#60662 -315-788-7400 CM reached SM-Jason and he said he was calling about [redacted] he said he records show she just bought this vehicle 8/09/19 and found a problem with the vehicle (AC and sliding door).She then purchased a SC (3rd party) after wards and it wont cover the repair. SM said this is not diagnosis fully and her first visit, he said customer will have to pay out of pocket. CM said this file is on hold for a week or so until she gets back in. I will tell her she has to pay out of pocket and I will need a bill of sale so I know when she purchased this vehicle.

Email(s)

Date	08/21/2019	***Subject***	[redacted]	
From	chryslercustomercare@fcagroup.com	***To***	[redacted]	08/21/2019 17:18 PM

My name is Linda and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your case number is [redacted]
The Chrysler Case Management telephone number is: 1-844-827-2006
My direct extension: 3020200
My work hours are: 8:30 am 5:00 pm Eastern Standard Time Monday-Friday.

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

Linda
FCA Case Manager
Phone 1-844-827-2006, ext. 3020200
[redacted]

Date	09/04/2019	***Subject***	[redacted]	
From	chryslercustomercare@fcagroup.com	***To***	[redacted]	09/04/2019 14:13 PM

Good morning [redacted]

Im contacting you because I havent heard from you regarding an appointment at the dealer.

However, I will leave your case open for two business days before temporary closing it. In the future if you require assistance with your vehicle you can contact me and we can re-open your file. I can be reached at (844) 827-2006, ext. 3020200 or you may simply reply to this email.

Linda
FCA Case Manager
Phone 1-844-827-2006, ext. 3020200
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/08/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/22/2019	**Origin**	Telephone	**Reason**	
Mileage	61,000 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	DALLAS		TX		USA
Dealer	X7315	EAN HOLDINGS - AUSTIN		**Dealer Phone**	5125303560
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	rear door				
Synopsis	no attachment received from customer. survey bypass				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/08/2019 06:10 PM	Open
08/22/2019 03:09 PM	Closed

Initial Description

customer state the rear door behind drivers side wont open and the rear door slams shut

Case Comments

Date	Comment
08/08/2019	customer has a separate policy with fidelity on her vehicle but feels that Dodge should take care of the isssues on her car because there are hundred of people with the same issues as hers. The left sliding door does open or unlock no mater what they do the door will not open the rear door drops on her head and it wouldnt stay up. she took to dealer to get it and then the airbag light was on. . she called the natso and got an odi # . 11242510. they gave her our number to call.
08/08/2019	advised customer i would like her to send that letter in with receipt.
08/08/2019	told her to send paperwork in with email. she thinks dodge should of had a recall on this cause there are so many with same issues
08/22/2019	no attachment received from customer. survey bypass

Email(s)

Date	08/08/2019	**Subject**		
From	uscustomercare@fcagroup.com	**To**		08/2019 18:21 PM

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

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

Thank you

Fiat Chrysler Automobiles Customer Care Specialist

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

r Care

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/09/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/09/2019	**Origin**	Telephone	**Reason**	
Mileage	19,000 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	SILVERDALE		WA		USA
Dealer	26536	WEST HILLS CHRYSLER JEEP DODGE		**Dealer Phone**	3603774418
Dealer Address	900 W HILLS BLVD				
	BREMERTON		WA	98312 6300	USA
Dealer Zone	West	**Sales District**		**Service District**	A
Subject	Passenger door issue				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/09/2019 06:14 PM	Open
08/09/2019 06:16 PM	Closed

Initial Description

Passenger rear door will not open and customer seeking help with coverage for repair.

Case Comments

Date	Comment
08/09/2019	Advised customer would need to have vehicle diagnosed. Customer has arranged appointment for 16th. Advised if has any issue with coverage to let us know.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/12/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/12/2019	**Origin**	Telephone	**Reason**	
Mileage	77,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	WYOMING		MI	[redacted]	USA
Dealer	X7835	EAN HOLDINGS - ALEXANDRIA		**Dealer Phone**	7038635423
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Vehicle concern				
Synopsis	OOW and dosen't merit goodwill				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/12/2019 01:29 PM	Open
08/12/2019 01:38 PM	Closed

Initial Description

Cx stated his passenger door has locked up

Case Comments

Date	Comment
08/12/2019	Cx stated his passenger sliding back door has locked up on vehicle. Cx stated he took vehicle to the dls and they stated the repair is $1500 and cx is calling and see if he has a recall on that. Made cx aware that unfortunately at this time his vehicle has NO OPEN RECALLS. All recalls are VIN specific so just because other vehicles with the same year, make, and model has those recalls doesn't mean his vehicle would qualify for that recall also. Cx then stated he wants to know what were going to do with this issue and assist cx. Made cx aware that he is oow and the power locking doors aren't a recall so at this time there is nothing I could do to assist cx

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/13/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/26/2019	**Origin**	Telephone	**Reason**	
Mileage	26,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	LOWELL	AR	[redacted]	USA	
Dealer	26750	MCLARTY DANIEL CHRYSLER DODGE JEEP		**Dealer Phone**	4792739022
Dealer Address	2201 SE MOBERLY LN.				
	BENTONVILLE	AR	72712 3751	USA	
Dealer Zone	Southwest	**Sales District**		**Service District**	M
Subject	Cost assistance - middle row right chair				
Synopsis	Close Loop				
Customer Anomaly	Interior				
	Seats				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	80	Vehicle seats issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/13/2019 08:32 PM	Open
08/13/2019 08:36 PM	Closed
08/13/2019 08:36 PM	Open
09/04/2019 05:33 PM	Suspended
09/11/2019 09:00 AM	Open
11/01/2019 06:01 PM	Suspended
11/06/2019 04:00 PM	Open
12/26/2019 07:43 PM	Closed

Initial Description

Customer seeking cost assistance as he just got out of basic warranty.

Case Comments

Date	Comment
08/13/2019	Customer called in stating he is having some issues with his vehicle. Hes had his vehicle in dealer for some technical stuff, such as the passenger side sliding door. 2 weeks ago, he brought to Bettenville, AK. Warranty was out within 5 days. Because it was a reoccurring issue, it was covered. However the right centre row captains chair was not covered. He inquired about it being covered under warranty and is wondering now if it would be covered. They had to order a new release cable for the chair. Customer has been working with Chris Johnson service advisor. Customer's basic expired July 26,2019, and repairs for door are being covered, just not the seat. Agent advised customer she will send case up to case management and their call back time is one business day. Customer thanked agent very much.
08/14/2019	*****CUSTOMER SNAPSHOT****** MVP CONTRACTS: ECSR12N - ESSENTIAL CARE AND TIRE ROTATION WARRANTY: BASIC Expired 7/19 - POWERTRAIN 60K MILEAGE: 30K IN SERVICE DATE: 7/26/2016 ORIGINAL OWNER: YES HOUSEHOLD VEHICLES: 5+ BRAND LOYALTY: YES DEALER LOYALTY : NO REPEAT ISSUE: NO STAR TICKETS OPEN: NO RECALLS: NO
08/14/2019	Called DLR and spoke to SM Cliff who advised vehicle is extremely nasty, vehicle must be cleaned out before DLR to be able to diagnosed the issue properly. Vehicle is being driven on dirt road, all the seals are completely covered with food.
08/15/2019	Called CST. No answer. Left VM
08/19/2019	IB CST CALL - CST was seeking to talk to CM but CM is not in yet. CST requesting callback whenever CM is available. Best callback is [redacted]
08/19/2019	Called CST [redacted] regarding concern. CST said there's still a rattle noise coming from the sliding door. CST said he has an appointment to take vehicle to DLR on Wednesday. CST said he also has a check engine light issue. CM advised GW is being considered. CST will follow up once vehicle has been diagnosed.
08/21/2019	Vehicle has arrived at dealership McLarty Daniel Chrysler Dodge Jeep Ram and attended by dealer employee
08/21/2019	Called DLR and spoke to SM Cliff who advised vehicle has not been diagnose yet
08/26/2019	CST called requesting a callback from CM.
08/28/2019	CST called in and states vehicle has been diagnosed at the DLR. Was provided a repair quote for the door latch, the seat and vehicle is also needing a battery. CM advised will provide GW for the door latch and the seat, CST will take care of the battery replacement. CST accept
09/03/2019	Received email from SA Chris with warranty price for parts: PARTS BATTERY $173.00 SEAT CABLE - $82.35 DOOR LATCH - $229.00 LABOR BATTERY - $ 46.18 SEAT CABLE - $138.54 DOOR LATCH - $173.18
09/03/2019	**In the interest of customer satisfaction, FCA Customer Care approves one time GW of $623.07 to cover door latch and seat cable repair.

Date	Comment
09/03/2019	Called DLR and spoke to SM Charles and confirmed FCA will provided GW to cover parts and labor for door latch and seat cable repair. Advised CST will take care of the battery replacement as deductible.
09/11/2019	Called CST. No answer. Left VM
09/13/2019	Called DLR and spoke to SM Cliff who advised door latch is fix, engine light is fix, and currently working on seat concern.
09/18/2019	*Received email from SM Cliff: Good morning! below are the requested parts to complete [redacted] seat repair. I look forward to hearing from you and have a great day! 68193878AA 1199.47 Right side seat back 68193877AA 1303.16 left side seat back 68101139AA 278.79 seat rear - Called DLR and spoke to SM Cliff who advised after they replaced the seat cable, the seat was still locked, and those parts are required to also be replaced. CM advised will follow up once decision has been made.
09/18/2019	*CM consulted with TL Based on original discussion with CST, CM offered to assist with seat repair due to warranty just recently expired in July of this year and CST's loyalty to FCA brand. FCA CAC approves to cover seat repair as a one time GW
09/18/2019	Called CST and advised of additional parts needed to fix seat concern. Based on previous conversation, FCA will cover additional part for seat repair as one time GW.
09/25/2019	Called DLR and spoke to SM Cliff who advised they are still waiting on parts.
10/09/2019	Called DLR and spoke to SM Cliff who advised parts were delivered currently in repair process.
10/18/2019	Spoke to SM Cliff who advised the wrong cable was ordered. Waiting on the correct one. ETA Tuesday
10/30/2019	Called DLR and spoke to SM Cliff who advised vehicle has been repaired and picked up
11/01/2019	Called CST. No answer. Left VM
11/01/2019	Called CST who advised he did pick up the vehicle however there's still a rattling noise in the sliding door. CST already contacted the DLR and have an appointment to take vehicle back to DLR on Tuesday.
11/12/2019	Called DLR and spoke to SA Chris who advised CST was contacted and have appointment with CST to go on a test drive in order to duplicate the issue.
11/19/2019	Called DLR and left message for SA Chris
11/26/2019	Called DLR and spoke to SA Chris who advised CST came in on Saturday went on test drive and was not able to leave vehicle and will arrange to bring vehicle back when able. CST has vehicle.
11/26/2019	Called CST. No answer. Left VM
12/02/2019	Called CST. No answer. Left VM
12/02/2019	CST returned call and stated he set up an appointment with SA Chris on Wednesday
12/04/2019	Vehicle has arrived at dealership McLarty Daniel Chrysler Dodge Jeep Ram and attended by dealer employee
12/06/2019	Called CST. No answer. Left VM
12/10/2019	Called DLR and left message for SA Chris for callback.
12/17/2019	Called DLR and spoke to SA Chris who advised vehicle is in repair status and scheduled to be completed by Friday. CST was informed.
12/24/2019	Called DLR and spoke to SA Chris who advised vehicle been repair and returned to CST.
12/24/2019	Called CST who confirmed sliding door issue has been resolved and vehicle picked up.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2015	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/14/2019	**CAIR Type**	Top Care	**Status**	Closed
Close Date	09/09/2019	**Origin**	Letter	**Reason**	
Mileage	85,234 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]		
Caller Address				**Source**	Top Management
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	DELMAR		NY	[redacted]	USA
Dealer	37000	ARMORY CHRYSLER DODGE JEEP RAM FIA		**Dealer Phone**	5186417777
Dealer Address	926 CENTRAL AVENUE				
	ALBANY		NY	12205 3504	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	K
Subject	Top Care - Repeated A/C Issues				
Synopsis	.				
Customer Anomaly	HVAC				
	Cooling/Heating				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	62	Cooling and heating issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/14/2019 09:35 AM	Open
09/09/2019 09:42 PM	Closed

Initial Description

Top Care - Repeated A/C Issues

Case Comments

Date	Comment
08/14/2019	Cst sent letter expressing dissatisfaction with 2015 Dodge Grand Caravan. Cst advises of multiple repairs for A/c. Including: A/C 1) June 23, 2017, we began to experience heat in the rear when the air conditioner was turned on. We were heading on a road trip, so we needed to have this repaired immediately. I did some research and found that there was a service bulletin issued regarding this very problem (NUMBER: 24-005-16 REV. A GROUP: Heating & Air Conditioning DATE: June 30, 2016). Although it was issued for the 2015 Grand Caravan, when I called customer service, I was told that the VIN number did not qualify for this bulletin). Also, at the time, our car had 39, 539 miles on it, just a few thousand outside the 36,000 mile warranty. We were forced to pay $306.01 to repair a problem, that your company had admitted. A/C 2, Door lock) July 2019, I had to have the exact sat repair done to this van. The blend door actuator had to be replaced again, as it was not allowing cold air into the rear of the vehicle. o In addition, the right side door lock was broken and needed to be repaired. o Both repairs cost $723.06. While this vehicle already has 85, 234 miles on it, neither of these repairs are from use or wearing. Radio) The radio stopped working about 8 months ago. I can plug in an AUX cord, but AM/FM radio no longer works. Every other car that I have ever driven has fallen apart mechanically before the radio has died.
08/14/2019	Cst is original owner with NO repair history in VIP or QNA. Basic expired 7/31/18 and Cst has remaining PT warranty until 7/31/2020 or 100K
08/14/2019	Writer left message for Cst acknowledging receipt of letter and inviting a return call to writers direct number.
08/23/2019	8/20/19: Cst left message advising she received writer message but had been out of town and is seeking a call back.
08/23/2019	8/22/19 Cst left message advising she is seeking a call back form writers message left regarding her letter sent in. . Writer contacted Cst and received voicemail stating that the [redacted] customer is not available. Writer left Cst a message apologizing writer was not able to contact Cst earlier and advised writer will be out of the office on 8/23/19. writer provided direct number for call back.
09/16/2019	Re: 2015Dodge Caravan Recipts Jennifer Phillips <jennifer.phillips@fcagroup.com> 3:47 PM to Jen Good afternoon [redacted] Thank you for emailing copies of the two repairs completed at the independent repair facility. Per our conversation, I have reviewed the receipts provided and will be reimbursing you $291.98 covering the two Actuators and the Lock actuator part and applicable tax as a one time, out of warranty goodwill gesture. T[redacted]mbursement check for $291.98 has been requested and can be expected at your address of [redacted] Delmar, NY [redacted]n 7-10 business days. Thank you for your ongoing support of FCA. Sincerely, Jenny On Thu, Sep 12, 2019 at 10:50 AM [redacted] wrote: Jenny, Attached you will find the receipts from the service of our Dodge Grand Carav[redacted]e know if you need any more information. I look forward to hearing from you soon. Thank you for all of your help. Sincerely, [redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**del Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/14/2019	**CAIR Type**	Top Care	**Status**	Closed
Close Date	09/10/2019	**Origin**	Letter	**Reason**	
Mileage	51,039 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Top Management
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	LONG GROVE		IL [redacted]		USA
Dealer	45445	WICKSTROM CHRYSLER JEEP DODGE		**Dealer Phone**	8473818850
Dealer Address	660 W NORTHWEST HWY				
	BARRINGTON		IL	60010 2730	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	A
Subject	Top Care - Power Sliding Door (Driver's Side) Stuck In Locked Position				
Synopsis	File closed.				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/14/2019 11:51 AM	Open
08/26/2019 07:10 PM	Suspended
09/04/2019 04:04 AM	Open
09/10/2019 06:18 PM	Closed

Initial Description

Top Care - Power Sliding Door (Driver's Side) Stuck In Locked Position

Case Comments

Date	Comment
08/15/2019	Spoke with customer and he is having issues with the driver's side sliding door that will not open manually or with remote. The inside switch is not working as well. Writer asked if vehicle has been diagnosed and he stated no. Writer advised his vehicle is out of warranty however, issue can be reviewed upon diagnosis for some goodwill assistance. He would be responsible for diagnostic cost.
08/20/2019	Customer stated the vehicle is in the shop now for diagnosis. His SA is Marcus. They advised they may inspect today.
08/21/2019	8-21 Spoke with Marcus and they have not diagnosed yet. He will follow up when diagnosed.
08/21/2019	Marcus stated they diagnosed the rear sliding door latch on the driver's side. The cost at warranty is $1000.07 and the parts portion is $571.21. Writer will cover the parts and customer is responsible for the labor. He has to order the part and can get it in tomorrow. DM notes added. Writer called owner and adviesd of the offer as customer goodwill. Advised him to contact dealer so they can get the part tomorrow.
08/26/2019	Marcus stated the customer accepted the offer and is scheduled for next Tues 9-3
09/04/2019	Vehicle is repaired per the customer. Spoke with service and customer cost is $434.34 for labor.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/15/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/12/2019	**Origin**	Telephone	**Reason**	
Mileage	50,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	HENDERSON	NV	[redacted]	USA	
Dealer	45469	PRESTIGE CHRYSLER JEEP DODGE LLC		**Dealer Phone**	7023098000
Dealer Address	6520 CENTENNIAL CENTER BLVD				
	LAS VEGAS	NV	89149 4571	USA	
Dealer Zone	West	**Sales District**		**Service District**	J
Subject	vehicle concern				
Synopsis	unable to make contact with the customer closing case .				
Customer Anomaly	Body				
	Bumper				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	108	Bumper Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/15/2019 05:46 PM	Open
08/15/2019 06:13 PM	Closed
08/15/2019 08:30 PM	Open
09/12/2019 06:53 PM	Closed

Initial Description

cst called in regarding vehicle concern

Case Comments

Date	Comment
08/15/2019	cst called in regarding vehicle concern. cst stated she has had repeated issues with her vehicle. cst stated dealership wants her to pay to replace the entire bumper , but its clearly a defect. cst stated the bumper is melting underneath the vehicle, doors doesn't lock and vehicle currently doesn't start. agent contacted the servicing dealership who stated that cst came in for a few oil changes, but the vehicle hasn't been services at there dealership since sept of 2017. dealership stated cst passenger sliding door wasn't locking , they replaced the liftgate latch and in inspection was done as well
08/15/2019	agent advised cst to take the vehicle to the dealership for a diagnosis since the car won't start
08/15/2019	Customer is calling today stating she tow her vehicle to the dlr for repair on her bumper is melting underneath the vehicle. She is looking for assistance to see if its going to be cover. Since customer has the appointment and vehicle is at the dlr advise will escalate for possible cost assistance.
08/15/2019	Cst called in to speak with CM, warm trans phone call to case manager.
08/15/2019	Sent post to Josh.
08/15/2019	CS contacted the customer and left the customer a VM .
08/16/2019	CS contacted the customer and left the customer a VM
08/16/2019	Customer is calling in to speak with CM. Agent transferred customer to CM.
08/16/2019	**INBOUND CONTACT** The customer called in to return my call .She stated she has had multiple issue with the vehicle .She stated their is a hole in the bumper that was never documented by the dealer .She stated the vehicle is at the dealer at this time for a no start issue .She stated the dealer is telling her that it is the battery but she believes that the issue is not with the battery .She stated she is working with SM Miguel .
08/16/2019	CS contacted the dealer and left SM Miguel a VM 7026045002.
08/16/2019	**EMAIL PER SM MIGUEL** HELLO [redacted] TECH IS CHECKING IT OUT NOW I WILL FOLLOW UP WITH AS SOON AS I GET THE REPORT BACK. THANK YOU.
08/20/2019	CS contacted the customer and left the customer a VM .
08/22/2019	CS contacted the customer and left the customer a VM .
08/26/2019	CS contacted the customer and left the customer a VM .
08/26/2019	**INBOUND CONTACT** The customer called in to return my call .She stated she was advised that she would be reimbursed for the rental . I advised that due to the issues with the vehicle as a onetime goodwill I will take care of the repair for the bumper . I advised her to contact Miguel to have the repair scheduled . CS emailed SM Miguel with DM note information .
08/26/2019	CS contacted the SM Miguel and advised that the DM notes have been entered for the repair . He stated he would follow up with the customer confirmed the DM repair as $820.55 as advised in the email .
08/29/2019	CS contacted the customer and left the customer a VM .
09/03/2019	CS contacted the customer and left the customer a VM - second attempt

Date	Comment
09/03/2019	CS sent the customer an email for second attempt
09/03/2019	**INBOUND CONTACT** The customer called in stating she has not received an email . I sent the customer another email and confirmed the document was received . She stated she is waiting on the dealer to paint the part before she takes the vehicle back to the dealer .
09/05/2019	CS contacted the dealer and spoke with SM Miguel .He stated he would be getting the customer in Monday to have the vehicle taken over to the body shop so the bumper can be painted properly .
09/05/2019	CS contacted the customer and left the customer a VM .
09/10/2019	CS contacted the customer and left the customer a VM .
09/12/2019	CS contacted the customer and left the customer a VM - final attempt
09/12/2019	CS sent the customer an email for final attempt

Email(s)

Date	08/16/2019	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]		08/16/2019 17:42 PM

Dea[redacted]

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

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

Your case number i[redacted]
The Chrysler West [redacted]ement telephone number: 1-844-3
My direct extension: 4060097
My work hours are: 12:00pm - 8:30pm Eastern Standard Time Monday-Friday).

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

Josh
[redacted]

Date	08/19/2019	***Subject***	Documents required for Reimbursement Request [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	08/19/2019 21:15 PM

Case [redacted]
Dear ,
Thank you for your recent inquiry regarding reimbursement consideration for repairs made on your VIN.
Please forward your original repair order and proof of payment receipt by replying to this email.
Proof of payment consists of credit card receipt, front and back of cancelled check, repair order stamped "paid in full", credit card/bank statement, or cash register receipt if cash was paid.
We will review the matter when we receive the documents and contact you with the response.
Sincerely,
Leonel
Customer Care, FCA
[redacted]

Date	08/19/2019	***Subject***	Documents required for Reimbursement Request [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	08/19/2019 21:15 PM

Case [redacted]
Dear
Thank you for your recent inquiry regarding reimbursement consideration for repairs made on your VIN.
Please forward your original repair order and proof of payment receipt by replying to this email.
Proof of payment consists of credit card receipt, front and back of cancelled check, repair order stamped "paid in full", credit card/bank statement, or cash register receipt if cash was paid.
We will review the matter when we receive the documents and contact you with the response.
Sincerely,
Leonel
Customer Care, FCA
[redacted]

Date	09/03/2019	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	09/03/2019 17:34 PM

Hello[redacted]

I have attempted to contact you about your vehicle to follow up .You can reach me at 844-378-0597 ext 4060097 .

Thank you
[redacted]

Date	09/03/2019	***Subject***	Case Acknowledgemen[redacted]

From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	09/03/2019 18:31 PM

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

You may reply to this email with a copy of the receipt and proof of payment to submit for reimbursement.
Your case number i[redacted]

Thank you

Fiat Chrysler Automobiles Customer Care Specialist

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

Date	09/03/2019	Subject	Re: Case Acknowledgement [redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	09/03/2019 18:33 PM

On Tuesday, September 3, 2019, 11:31:28 AM PDT, US Customer Care <uscustomercare@fcagroup.com> wrote:

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

You may reply to this email with a copy of the receipt and proof of payment to submit for reimbursement.
Your case number [redacted]

Thank you

Fiat Chrysler Automobiles Customer Care Specialist

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

Date	09/12/2019	Subject	[redacted]	
From	uscustomercare@fcagroup.com	To	[redacted]	09/12/2019 17:13 PM

Hello

This is Josh with Chrysler customer care and I have been attempting to contact you to follow up with your case . You can reach me at 844-378-0597 ext 4060097 .

Thank you
Josh
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/16/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/23/2019	**Origin**	Telephone	**Reason**	
Mileage	66,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	PLATTE CITY		MO	[redacted]	USA
Dealer	45758	AIRPORT CHRYSLER DODGE JEEP RAM		**Dealer Phone**	8162871222
Dealer Address	2605 NW PRAIRIE VIEW RD				
	PLATTE CITY		MO	64079 7607	USA
Dealer Zone	Denver	**Sales District**		**Service District**	I
Subject	vehicle				
Synopsis	no diagnosis				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/16/2019 12:58 AM	Open
08/23/2019 12:04 PM	Closed

Initial Description

doors wont open

Case Comments

Date	Comment
08/16/2019	customer vehicle passager door wont unlock ,customer is requesting for possible assistance to to fix her door. vehicle is with customer she hasnt had the funds to get it dignose yet,customer is requesting for some assistance
08/16/2019	****OUTBOUND CUSTOMER CONTACT*** [redacted] gent called and left Introductory VM.
08/16/2019	****NOTE**** If this customer calls back please advise in order for any cost assistance to be offered a diagnosis has to be completed. Please advise customer to contact us back when diagnosis has been completed.
08/16/2019	Customer is returning the call she stated cm call her directly. Agent advised in order for FCA to assist on the repair she needs to take her vehicle to a dodge dlr. Customer than states she will call the dlr and call us back once she has the diagnosis.
08/20/2019	****OUTBOUND CUSTOMER CONTACT*** [redacted] Agent called but unable to reach.
09/11/2019	cst submitted a fax this morning. advised no documents received yet. please allow 2-4 business days for fax to upload.

Email(s)

Date	08/16/2019	**Subject**	[redacted]	
From	dodgecustomercare@fcagroup.com	**To**	[redacted]	08/16/2019 20:41 PM

Hi:

My name is Lori and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your case number is [redacted]

The Chrysler Case Management telephone number is: 1-844-827-1926

My direct extension: 3020180

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

Lori
FCA Case Manager
1-844-827-1926
[redacted]

Date	08/20/2019	**Subject**	[redacted]	
From	dodgecustomercare@fcagroup.com	**To**	[redacted]	08/20/2019 15:21 PM

Hi:

I was just touching base with you regarding your vehicle and was wondering if you have had a chance to book an appointment.

If you could let me know that would be great. I will leave the case open until Aug.23/2019 at which time I will be closing the case if no appointment is booked.

Lori
FCA Case Manager
1-844-827-1926

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 8/16/2019 4:41 PM
To: [redacted]
Su[redacted]

Hi:

My name is Lori and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your case number i[redacted]

The Chrysler Case Management telephone number is: 1-844-827-1926

My direct extension: 3020180

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

Lori
FCA Case Manager
1-844-827-1926
[redacted]

Date	08/23/2019	***Subject***	[redacted]
From	dodgecustomercare@fcagroup.com	***To***	[redacted] 19 12:02 PM

Hi:

I am sending you this email regarding the closure of your Case with FCA Case Management. If you require further assistance please call 1-800-992-1997 and a new case can be opened for you.

Lori
FCA Case Manager
1-844-827-1926

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 8/20/2019 11:21 AM
To: [redacted]
Su[redacted]

Hi:

I was just touching base with you regarding your vehicle and was wondering if you have had a chance to book an appointment.

If you could let me know that would be great. I will leave the case open until Aug.23/2019 at which time I will be closing the case if no appointment is booked.

Lori
FCA Case Manager
1-844-827-1926

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 8/16/2019 4:41 PM
To: [redacted]
Sub[redacted]

Hi:

My name is Lori and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your case number i[redacted]

The Chrysler Case Management telephone number is: 1-844-827-1926

My direct extension: 3020180

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

Lori
FCA Case Manager
1-844-827-1926
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/19/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/21/2019	**Origin**	Telephone	**Reason**	
Mileage	40,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	RICHMOND		MI	[redacted]	USA
Dealer	66183	DICK HUVAERE'S RICHMOND CHRYSLER D		**Dealer Phone**	5867277577
Dealer Address	67567 SOUTH MAIN STREET				
	RICHMOND		MI	48062 1925	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	A
Subject	Goodwill				
Synopsis	Duplicate case.				
Customer Anomaly					
Contact Reason	C10	MVP Contract Goodwill Information	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - MVP - MVP - Authorization - Goodwill				

Case Status History

Create Date	Status
08/19/2019 05:36 PM	Open
08/21/2019 01:51 PM	Closed

Initial Description

Door not opening.

Case Comments

Date	Comment
08/19/2019	Customer has lifetime warranty and dlr Dick Huvaere's Richmond Chrysler Dodge Jeep Inc. Phone 5867277577 Billing Address 67567 South Main Street Richmond, MI 480621925 USA is trying to charge customer $200 to get to a part that needs to get fix. In addition customer had AAA and GM ask customer to bring recipe of AAA with personal information. Customer [redacted]
08/19/2019	Agent call dlr and they stated that to repair door latch they have to remove door and they have to remove the applicates on vehicle which are not reusable and lifetime warranty does not pay for it. Agent call customer back and he believes if they removed part they should replace it.
08/21/2019	FCA CAC supervisor approves escalation for possible assistance.
08/21/2019	Escalating for goodwill assistance

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/19/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/28/2019	**Origin**	Telephone	**Reason**	
Mileage	62,223 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**			
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	WENDELL		NC		USA
Dealer	68808	AUTO PARK EAST		**Dealer Phone**	9193667000
Dealer Address	5310 ROLESVILLE RD				
	WENDELL		NC	27591 7958	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	N
Subject	Reimbursement				
Synopsis	Prior agent/representative reached out to customer via email, asking for documents for reimbursement. No response was given.				
Customer Anomaly					
Contact Reason	C83	Request For Goodwill Reimbursement	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Product - Reimbursement request - Compensation/Goodwill				

Case Status History

Create Date	Status
08/19/2019 06:01 PM	Open
08/28/2019 06:23 PM	Closed

Initial Description

CST seeking reimbursement for repairs.

Case Comments

Date	Comment
08/19/2019	CST seeking reimbursement for repairs. CST vehicle started to have problem with the passenger side door panel was jam locked and wasn't opening, CST had to repair the door panel control system. The other door worked perfectly but the passenger side, CST seeking reimbursement amount of $1679.37 for the replacing of both doors.. Agent advised CST at this time due to that he is the second order and the year of the vehicle being out of base warranty FCA can't offer any type of assistance. CST stated he would to be reimbursement because this is a safely issues. Agent advised CST he can summit the document but there no promises that it will be approved.
08/28/2019	Prior agent/representative reached out to customer via email, asking for documents for reimbursement. No response was given.

Email(s)

Date	08/19/2019	**Subject**		
From	uscustomercare@fcagroup.com	**To**		08/19/2019 18:14 PM

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

You may reply to this email with a copy of the receipt and proof of payment to submit for reimbursement.
Your case number is
FCA US LLC Customer Care
P.O. Box 21-8004
Auburn Hills 48321-8004

Ashley
Thank you

Fiat Chrysler Automobiles Customer Care Specialist

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New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/20/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/20/2019	**Origin**	Telephone	**Reason**	
Mileage	58,212 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	SAINT AUGUSTINE		FL	[redacted]	USA
Dealer	67679	BECK CHRYSLER DODGE JEEP		**Dealer Phone**	3863288863
Dealer Address	256 HIGHWAY 17 NORTH				
	PALATKA		FL	32177 9606	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	U
Subject	Electronic Door - Manual Lock				
Synopsis	Provide information on a design flaw on electronic door control.				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/20/2019 06:29 PM	Open
08/20/2019 06:40 PM	Closed

Initial Description

Electronic Door - Manual Lock

Case Comments

Date	Comment
08/20/2019	Customer called in. Said rear left side door - the electronic door control malfunctioned (got it fixed). Wanted to point out a design flaw. When the electronic door control malfunction - you can't electronically or manually lock and unlock the door. At time of repair - vehicle was in the locked position and couldn't be unlocked. Dealership tried to manually unlock it - couldn't so customer had it fixed. Overall - it's a design flaw. If lock malfunction (say left side) and vehicle is hit on the right - you can't get out of the vehicle. Customer wanted us to know.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/21/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/03/2019	**Origin**	Telephone	**Reason**	
Mileage	35,546 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	JBSA FT SAM HOUSTON		TX	[redacted]	USA
Dealer	45399	COURTESY CHRYSLER-JEEP-DODGE		**Dealer Phone**	8136204300
Dealer Address	9207 E ADAMO DR				
	TAMPA		FL	33619 2603	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	D
Subject	Cost Assistance				
Synopsis	vehicle repaired				
Customer Anomaly					
Contact Reason	C83	Request For Goodwill Reimbursement	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Product - Reimbursement request - Compensation/Goodwill				

Case Status History

Create Date	Status
08/21/2019 12:58 PM	Open
09/03/2019 02:39 PM	Closed

Initial Description

Customer is looking for cost assistance for her both passenger doors.

Case Comments

Date	Comment
08/21/2019	Customer was stationed over seas and could not get anything covered under warranty. Back in the US and no the warranties have expired and would like cost assistance for lock locks have failed on two doors. Customer is currently at the dealership on file, and needs cost assistance to help get them repaired. **PREFERRED CONTACT I[redacted]
08/21/2019	Task sent to DLR : Please advise if Diagnosis has been completed and warranty cost for repair as I am interested in entering DM notes for repair if permitted with this customer. Thank you
08/22/2019	SM David Phelps signed off on Goodwill repairs for this repair with a $100.00 copay from customer. Customer accepted the Goodwill assistance. Repair is under dealer self auth parameters.
08/22/2019	CM emailed CST will follow repair since DLR offered goodwill and CST accepted already
08/22/2019	Task sent to DLR : Please advise of repair details. Thank you for the DLR GW, I will be following repair only so if you can advise of expected repair finish so I may follow up I would really appreciate it. Thank you
08/26/2019	no response from DLR, CM WILL CALL TOMORROW IF NO UPDATE
08/27/2019	Repairs are completed. Customer picked up the vehicle on the 23rd. Please close this case.
08/27/2019	CM scheduling repair follow for 8/30
08/30/2019	CST CALL- no answer, CM will follow up next week when return
09/03/2019	CST CALL- no answer, CM left VM advising closing case

Email(s)

Date	08/22/2019	**Subject**	[redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]		08/22/2019 19:23 PM

Dear [redacted]

Thank you for allowing DODGE Customer Care an opportunity to address your concern.

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

Your case number is [redacted]
The Chrysler South East Case Management telephone number: 1-844-378-0575
My direct extension: 4060263
My work hours are: 8:00 am - 4:30 pm Eastern Standard Time Monday-Friday.
I was advised of dealer offering assistance for this repair with a $100 copay. I'm glad they jumped right in and were willing to assist with your repair. I will be following repair to make sure no issues or further help needed but looks like the dealer has you taken care of.

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

Kim
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/21/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/21/2019	**Origin**	Telephone	**Reason**	
Mileage	72,245 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	CINCINNATI		OH	[redacted]	USA
Dealer	43664	KINGS DODGE CHRYSLER JEEP		**Dealer Phone**	5136833000
Dealer Address	4486 KINGSWATER DRIVE				
	CINCINNATI		OH	45249 8268	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	G
Subject	Warranty Coverage				
Synopsis	GW declined due to mileage				
Customer Anomaly					
Contact Reason	C183	Vehicle Warranty Plan Coverage	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Warranty - Warranty - Coverage Information				

Case Status History

Create Date	Status
08/21/2019 02:14 PM	Open
08/21/2019 02:21 PM	Closed

Initial Description

Warranty Coverage/GW Inquiry

Case Comments

Date	Comment
08/21/2019	Customer inquiry of MVP and warranty coverage for vehicle. Seeking to know if Sliding door lock actuator would be covered. Agent advised of MVP service contracts for possible coverage, and that under factory warranty this would have been under the Basic Warranty and that is too far past expired for us to cover or provide assistance, customer also has no LS and is at minimum the second owner. Agent offered to transfer to MVP for further assistance so that they can explain exact coverage of their SVC Ct better.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/21/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/04/2019	**Origin**	Telephone	**Reason**	
Mileage	28,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	ELYRIA		OH	[redacted]	USA
Dealer	41573	NORTH OLMSTED CHRYSLER JEEP DODGE		**Dealer Phone**	4407778200
Dealer Address	27500 LORAIN RD				
	NORTH OLMSTED		OH	44070 4038	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	E
Subject	Door Actuator is broken				
Synopsis	No response from the customer.				
Customer Anomaly	Interior				
	Panels/Moldings				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	82	Interior panels or moldings issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/21/2019 02:33 PM	Open
08/30/2019 03:24 PM	Suspended
09/04/2019 04:04 AM	Open
09/04/2019 01:06 PM	Closed

Initial Description

Dealer said actuator is broken and needs replaced / not in warranty - $633

Case Comments

Date	Comment
08/21/2019	customer needs GW on her leased vehicle. SA Jennifer Reise, customer is wanting GW since it is just out of warranty and is really needing help.
08/22/2019	In-Service Date: 3/8/2016 Original Owner: Yes Mileage: 28000 Vehicle purchase loyalty: 3 original Multiple Repairs/ Previous related repairs: Yes MVP plans: No Other: No maintenance records. Powertrain warranty active. No open recalls.
08/22/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM contacted the customer to introduce herself and discuss concerns. CM left a voicemail with her contact information.
08/22/2019	Customer called in do to missing cm call and called right back. advised customer if the cm isn't available then i would notate that they called and if they are then i would transfer over to the cm if they were available;e
08/22/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM contacted the customer to return her call and discuss her concerns. CM explained her position and agreed to look into assistance. The customer has the vehicle back but once we know pricing, she can call and get it back in. Customers email address [redacted]
08/26/2019	*****OUTBOUND DEALERSHIP CONTACT***** NORTH OLMSTED | 888-415-4189 CM contacted the dealership for a warranty pricing breakdown on the customers door actuator repairs. CM left a voicemail to be contacted back.
08/30/2019	*****OUTBOUND DEALERSHIP CONTACT***** NORTH OLMSTED | 888-415-4189 CM contacted the dealership for a warranty pricing breakdown on the customers door actuator repairs. Parts- $258.00 Labor- $375.00 Total- $633.00
08/30/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM contacted the customer to request that she submit for reimbursement as the dealership is not providing warranty pricing. CM left a voicemail requesting a call back.

Email(s)

Date	08/22/2019	**Subject**	[redacted]
From	chryslercustomercare@fcagroup.com	**To**	[redacted] 3:41 PM

[redacted]

My name is Jessica and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your case number is [redacted]
The FCA Case Management telephone number is: 1-844-827-1999
My direct extension: 3020555
My work hours are: 8:00am-4:30pm EST Monday through Friday

[redacted] you have any questions or concerns. Thank you for your patience and co-operation!

Date	08/22/2019	***Subject***	[redacted]
From	chryslercustomercare@fcagroup.com	***To***	[redacted] 18:59 PM

[redacted]

My name is Jessica and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your case number [redacted]
The FCA Case Management telephone number is: 1-844-827-1999
My direct extension: 3020555
My work hours are: 8:00am-4:30pm EST Monday through Friday

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

[redacted]

Date	08/26/2019	***Subject***	[redacted]
From	chryslercustomercare@fcagroup.com	***To***	[redacted] 56 PM

[redacted]

I have left a voicemail with the service manager, requesting a pricing breakdown for your repairs so I can take a look into assistance. I will keep you updated!

[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/21/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/16/2019	**Origin**	Telephone	**Reason**	
Mileage	57,216 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	WEEDSPORT		NY	[redacted]	USA
Dealer	66799	FOX CHRYSLER DODGE JEEP INC		**Dealer Phone**	3152527274
Dealer Address	346 GRANT AVENUE RD				
	AUBURN		NY	13021 8201	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	T
Subject	Vehicle concern-Driver side passenger door				
Synopsis	needs to be diagnosis				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/21/2019 07:50 PM	Open
09/16/2019 07:48 PM	Closed

Initial Description

The customer stated that she was having an issue with the driver side passenger side door.

Case Comments

Date	Comment
08/21/2019	The customer stated that in January of 2019 the driver side passenger door froze up and became unresponsive. The customer stated that she was having an issue with the driver side passenger side door. The customer stated that her mechanic fixed the concern regarding the door and now the door does not close all the way. The customer stated that she took it to the dealer and they had diagnosed it and stated that it would be about 600 dollars to fix the concern. The customer stated that she picked the vehicle back up on August 20th and wanted to see what kind of assistance we would be able to offer towards the repair. The customer stated that her best call back number is [redacted] and she stated that she can be best reached between 7 AM and 8AM. The customer stated that she is also available 11:45 am to 12:45 PM and then again anytime after 3 PM eastern standard time.
08/22/2019	In-Service Date: 5/16/16 Original Owner: yes Mileage: 57,216 Vehicle purchase loyalty: 1 new 2016, 1 used 2007 Multiple Repairs/ Previous related repairs: 1 visit, full diagnosis not completed MVP plans: no Other:
08/22/2019	***OUTBOUND CUSTOMER CONTACT*** [redacted] 2016 GRAND CARAVAN CM reached [redacted] and explained I was calling about the file, he asked if it was the complaint against the dealer and CM said no it was about the file for cost assistance. Customer didnt know anything about this and said his wife is the best person to talk about the concern. CM said I will call her tomorrow, he informed me she is available all day.
08/23/2019	O[redacted]ng to speak with cm
08/23/2019	[redacted] please contact customer as soon as possible for follow up.
08/26/2019	**EMAIL SENT TO SM** ** Hello Robert, As Linda is away on vacation I am reaching out to discuss the cases had with your DLR. GR336129 - Customer seeking cost assistance for her door as it doesn't shut all the way after having another repair completed. Is this something we should be covering? if so could I get WP breakdown; PARTS: LABOR: COPAY:
08/26/2019	**OUTBOUND CUSTOMER CONTACT** [redacted] DODGE - CM LVM advising she will CB once she has spoken with the SM.
08/28/2019	**OUTBOUND DLR CONTACT** 3152527273 | FOX - CM was advised no one in service was available.
08/28/2019	**EMAIL SENT TO SM** I am just following up on this email. - I have tried to give the service department a call as well however am unable to speak with anyone in service.
08/30/2019	CM to f\u with DLR upon return.
09/03/2019	**OUTBOUND CUSTOMER CONTACT** [redacted] -2016 GRAND CARAVAN CM reached the customer and asked about her concern, CM explained I look at my information and it looks like the dealer hasnt diagnosis the concern. She said the dealer kept the vehicle for a day and half and they returned it worse than before. She said a while ago the door seized up and her mech worked on the vehicle. After replacing a part the lock buzzes saying the door is ajar, the door opens with the key fob, buttons inside and by pulling on the outdoor handle. When the door closes it will not close a 100% and the warning light comes on. Her mech said the vehicle needs the homing device reset and suggested she take the vehicle to a Dodge dealership to reprogram the Home button. She takes it there and explains what she would like and they said to diagnosis the vehicle they want to take off the door and she was looking at another $600.00 for the diagnosis. Customer declined and that is when she called us. Customer mentioned that the door wouldnt work at all after she picked up her van, her husband found a loose wire and now everything works except the outside handle. CM asked if she would go back to the dealer, she said only if it doesnt cost her anything. She said she has spent around $800.00 already.
09/09/2019	CM unable to reach the dealer, will try again 9/10/19

Date	Comment
09/11/2019	CM reviewed file

Email(s)

Date	08/28/2019	***Subject***	[redacted]	
From	uscustomercare@fcagroup.com	***To***	[redacted]	08/28/2019 19:10 PM

Hello [redacted]

I am just reaching out to advise I am currently awaiting a follow up from the service manager. - I or Linda will be in contact as soon as we know further.

Alisha | FCA Case Manager
1-844-827-2006
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/21/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/10/2019	**Origin**	Telephone	**Reason**	
Mileage	38,896 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	CULVER CITY		CA	[redacted]	USA
Dealer	27034	Nissani Bros. Chrysler Dodge Jeep		**Dealer Phone**	3103900000
Dealer Address	5750 Mesmer Ave suite B				
	Culver City		CA	90230 6317	USA
Dealer Zone	California	**Sales District**		**Service District**	Y
Subject	Cost Assistance				
Synopsis	close				
Customer Anomaly					
Contact Reason	C83	Request For Goodwill Reimbursement	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Product - Reimbursement request - Compensation/Goodwill				

Case Status History

Create Date	Status
08/21/2019 09:41 PM	Open
09/10/2019 05:53 PM	Closed

Initial Description

Customer is calling in to see if customer care can assist him with his left sliding door.

Case Comments

Date	Comment
08/21/2019	Customer took vehicle into service last September right side sliding door, in February it was the left side sliding door. Now the left side is back out. Customer would like to know if he can have some assistance on having vehicle fixed. **Customer is seeking assistance with getting door repaired. Vehicle is currently in the dealership on file.
08/23/2019	Customer called back about his sliding door issue so the adviser called his CM and transferred the customer over.
08/23/2019	Received warm transferred call from customer and confirmed customer's concern with his vehicle. He advised that he has had issues with his right side sliding door a year ago and it was fixed under warranty, now he's having the same issue with the left side. Advised I will contact the DLR and speak with SA Oswald and confirm manufacturing defect and then I'll call him back.
08/27/2019	Contacted DLR and left VM for SM Mauricio. Also spoke with receptionist and was advised to leave message with her to provide to SM.
08/29/2019	Customer called wanting to speak with CM. Leaving message for callback
08/29/2019	Contacted DLR and spoke with SM Mauricio. He advised he will email me the pricing of the repairs.
08/30/2019	Customer called to speak with CM. CM is unavailable. I did leave a message.
08/30/2019	Per DLR CRM Angeline: "Good afternoon Jube, Per our technician, the Left Rear Sliding Door Lock Actuator needs to be replaced due to normal wear and tear. Part number: 68030379-AE $601.56 Labor 3 hrs @ $660.00 Total Parts and Labor = $1261.56 Please advise as the Part has not yet been ordered."
08/30/2019	Email sent to CRM Angeline and SM Mauricio advising of GW assistance, along with copy of DM notes
08/30/2019	Contacted customer at [redacted] and advised that GW will be provided for repair and now we are waiting for parts to arrive.
09/04/2019	Part 68030379AE has yet to be ordered by the DLR. Email sent to DLR CRM and SM sent advising to order part for repair.
09/04/2019	Per DLR CRM Angeline: "Good morning Jube, The repairs have been completed and [redacted] picked up his vehicle yesterday."
09/04/2019	Contacted customer at [redacted] d left VM.
09/10/2019	Not S/I.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/22/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/12/2019	**Origin**	Telephone	**Reason**	
Mileage	48,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	HOLTS SUMMIT		MO	[redacted]	USA
Dealer	42906	CAPITOL CHRYSLER JEEP DODGE		**Dealer Phone**	5738935000
Dealer Address	3201 MISSOURI BLVD				
	JEFFERSON CITY		MO	65109 5722	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	O
Subject	cost assistance request - sliding door				
Synopsis	closed				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/22/2019 01:31 PM	Open
08/29/2019 10:05 PM	Suspended
09/06/2019 04:13 AM	Open
09/12/2019 02:38 PM	Closed

Initial Description

Customer's sliding door is locked and will not unlock. Dealership has advised will be upwards of $1000 to repair and customer seeking cost assistance. Agent will escalate to case management.

Case Comments

Date	Comment
08/22/2019	Customer's sliding door is locked and will not unlock. Dealership has advised will be upwards of $1000 to repair and customer seeking cost assistance. Agent will escalate to case management.
08/22/2019	Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: 9 am Latest call time: 7 pm Updates via email [redacted] Vehicle location: [Customer/Dealer/IRF] dealer Date and Time of Appointment: August 23, 2019 Confirmed appointment with: SA Wes Customer in rental: Y/N n Authorized by: n Rental start date: n
08/23/2019	Vehicle has arrived at dealership Capitol Chrysler Jeep Dodge and attended by dealer employee Kirk Urich
08/23/2019	********** In-Service Date: 9/16/2016 Original Owner: Yes Mileage: 48,000 Household: 4 original Multiple Repairs/ Previous related repairs: no Mechanical MVP plans: No Open Recalls: No Other: ********** *****Repair History***** RO : **********
08/23/2019	***Customer Comments***` Case number [redacted] st calling cause of issue of sliding door on the drivers side. She has a LS of 705 ****Agents comments**** Going to send to Specialist to have reviewed as per AH doc 1267
08/23/2019	SM comments - Diagnosed the door concern and found the latch to be defective, repair total is 1023.90 for the drivers sliding door latch replacement.
08/23/2019	***** DEALER CONTACT ***** Capitol Chrysler Jeep Dodge | 42906 | 5738936800 Writer called to gather further information from Service Manager Kirk INTERNAL USE ONLY Is the concern a result of misuse/abuse/lack of maintenance? No Could the customer have caused/prevented concern? No Is the concern related to the age and/or mileage? No Has the vehicle been properly maintained? Yes Is maintenance completed at the dealership? Yes Have there been any previous related repairs? No Have there been any previous out-of-pocket repairs? What is the repair cost at customer price? repair total is 1023.90 for the drivers sliding door latch replacement. What is the breakdown for warranty pricing, parts and labor? will have to gather at a later time When could repairs be completed? n/a Do you feel this customer should receive assistance and why? Yes, maintains at dealer, is selling dealer, somewhat of a known concern, close to end of warranty Has this customer been provided assistance previously? No Would you be willing to provide assistance? SM suggested splitting cost 30/30/30, writer advised he would do us 40%, DLR 30% and customer 30% if customer accepted.
08/23/2019	***** CUSTOMER CONTACT **** [redacted] Writer called customer to discuss the case, lvm
08/26/2019	CX called to check the status of case.
08/26/2019	Writer will return call from customer when able
08/27/2019	***** CUSTOMER CONTACT **** [redacted] Writer called customer to return call, writer confirmed the concern with the sliding door and advised the customer of the offer writer and SM Kirk would like to offer. Writer advised in the offer she would only pay 30% of the total repair cost, dealer would pay 30% and writer will cover 40%. Writer advised her and the dealers portion would equal $307.17. Writer is covering $409.56 or 40% of the total repair cost. Customer accepted the offer for assistance and writer advised he would call SM Kirk to advise.

Date	Comment
08/27/2019	***** DEALER CONTACT ***** Capitol Chrysler Jeep Dodge | 42906 | 5738936800 Writer called to speak with Service Manager Kirk, writer advised customer accepted offer to pay 30% which equals $307.17
08/27/2019	[redacted] is requesting review of cost assistance for repairs that need to be completed on their vehicle. Customer has submitted request for goodwill for repair(s) to Vehicle concern Writer is suggesting the following as a goodwill gesture based on dealer input and for customer satisfaction. Customers proof of payment is: Attached receipt or DM notes Date of Repair: Vehicle currently at the DLR In-Service Date: 9/16/2016 Original Owner: Yes Mileage: 48,000 Household: 4 original Multiple Repairs: 1st repair on this concern or listed RO s. RO- Authorized Chrysler Dealership: Capitol Chrysler Jeep Dodge Dealer Opinion: Is the concern a result of misuse/abuse/lack of maintenance? No Could the customer have caused/prevented concern? No Is the concern related to the age and/or mileage? No Has the vehicle been properly maintained? Yes Is maintenance completed at the dealership? Yes Have there been any previous related repairs? No Have there been any previous out-of-pocket repairs? What is the repair cost at customer price? repair total is 1023.90 for the drivers sliding door latch replacement. What is the breakdown for warranty pricing, parts and labor? will have to gather at a later time When could repairs be completed? n/a Do you feel this customer should receive assistance and why? Yes, maintains at dealer, is selling dealer, somewhat of a known concern, close to end of warranty Has this customer been provided assistance previously? No Would you be willing to provide assistance? SM suggested splitting cost 30/30/30, writer advised he would do us 40%, DLR 30% and customer 30% if customer accepted. Service Contract/Warranty: N/A Labor: $ 511.95 Parts: $ 511.95 Misc: $ 0.00 Tax: $ 0.00 Total: $ 1023.90 Co-Pay: $ 307.17 Specialist is seeking cost assistance for PARTIAL assistance for repair. Writer requests FCA contribution of $409.56 with customer contribution $307.17 Reason for assisting: dealer input, brand and dealer loyalty, dealer is covering 30%
08/29/2019	Case suspended writer will be out of the office until September 6th
09/03/2019	Vehicle has arrived at dealership Capitol Chrysler Jeep Dodge and attended by dealer employee
09/09/2019	***** DEALER CONTACT ***** Capitol Chrysler Jeep Dodge | 42906 | 5738936800 Writer called SM Kirk to follow up, SM was not available, spoke with SA Wes. SA Wes confirmed repairs are completed and the customer has picked up the vehicle.
09/09/2019	***** CUSTOMER CONTACT ***** [redacted] Writer called customer to follow up, lvm
09/12/2019	***** CUSTOMER CONTACT ***** [redacted] Writer called to follow up after repairs, writer was again unable to reach customer following repairs. Writer is closing the case at this time.

Email(s)

Date	09/12/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] ***e/Time*** 09/12/2019 14:38 PM

Hello [redacted]

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is: [redacted]

The FCA Case Management Telephone Number is: 1-844-827-2003

My Direct Extension is: 3020720

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best

Joe | Case Specialist

Phone:1-844-827-2003 | Ext. 3020720

Regards,
Joe | Case Specialist
Phone 1-844-827-2003 ext. 3020720
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/22/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/22/2019	**Origin**	Chat	**Reason**	
Mileage	59,980 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	GRAND LEDGE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	MULLIKEN	MI		USA	
Dealer	60334	CHAMPION CHRYSLER JEEP DODGE		**Dealer Phone**	5177032300
Dealer Address	6525 W SAGINAW HWY				
	LANSING	MI	48917 1109	USA	
Dealer Zone	Great Lakes	**Sales District**		**Service District**	O
Subject	Warranty & Maintenance Information				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/22/2019 03:25 PM	New
08/22/2019 03:38 PM	Open
08/22/2019 04:02 PM	Closed

Initial Description

Chat Started: Thursday, August 22, 2019, 11:25:47 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Randy (12s) Randy: Hi, my name is Randy with FCA Customer Care, How may I help you? (24s) Randy: Hello [redacted] How are you today? (1m 49s) Visitor: Good thank you Randy (1m 56s) Randy: You're welcom[redacted] 2m 48s) Visitor: I am cantacting because I recently had to repair my drivers side slider door on my van. (4m 25s) Visitor: I had to spend $1,400 to fix a lock and feel that is outrageous for a 3 year old vehicle. I see that there are lots of complaints about it online fie the same year make and model. (4m 32s) Randy: That is very upsetting to hear that you had to repair the sliding door on the driver's side [redacted] and are very upset over the cost to repair the lock. I am glad that you have chatted in as I will be happy to see if there is anything that I can do to assist you. (5m 24s) Visitor: Thank you Randy (6m 11s) Visitor: I did see any recalls which I was surprised by with all of the complaints about the same vehicle (7m 4s) Randy: So I can look into this for you [redacted] ay I please have you provide the following information. Is this the Vehicle Identification Number [redacted] May I please have the mileage, the name of the owner of vehicle , full address, email and phone number for the file for future recalls? (8m 11s) Visitor: Yes that is the vin number. The mileage is 59980. [redacted] 8m 49s) Visitor [redacted] [redacted] rand Ledge Mi [redacted] 11m 19s) Randy: where was the repair done at [redacted] (11m 49s) Visitor: Champion in Lansing Mi (12m 17s) Randy: Is this the address 6525 W SAGINAW HWY for the dealership? (12m 25s) Visitor: 8-20-19 (12m 32s) Visitor: Yes (13m 55s) Randy: I am not showing that there has been or is any recall or extended warranty for the sliding door at this time [redacted] 15m 12s) Randy: I am just looking into other information know [redacted] (15m 26s) Visitor: Great thank you (16m 41s) Visitor: If there is a recall in the future will I be able to get a refund (17m 37s) Randy: Yes most definitely if a recall does come out for this in the future you will be notified by mail and then can submit the receipts in for review on the reimbursement process. (20m 18s) Randy: I am still looking to see if there is anything that I might be able to do for you [redacted] (21m 6s) Visitor: Thank you Randy I appreciate it (21m 12s) Randy: You're welcome. (24m 42s) Randy: Who did you speak to at the dealership [redacted] (25m 6s) Visitor: Soran (25m 43s) Randy: Okay. I want to call the dealership just to get some information on this repair from them. (26m 6s) Randy: May I place you on hold for 2-6 minutes [redacted] (27m 2s) Visitor: Yes thank you (30m 44s) Randy: Thank you foolding sorry that I wa sso long [redacted] (30m 59s) Visitor: No problem (32m 5s) Randy: I called the dealership and spoke to Soran who stated that this was not a manufacturers defect that caused the failure of the latch and lock on the door. he stated that it looked like it was pulled to hard which caused the latch to stick. (33m 8s) Randy: I do apologize since it did not look like a manufacturers defect there is nothing else that I would be able to assist you with,. (34m 57s) Randy: Is there anything else that I can assist you with today? (35m 23s) Visitor: So I will need to wait for the recall (36m 24s) Randy: Correct you will need to see if a recall does come out for this on your vehicle. (36m 52s) Randy: Is there anything else that I can assist you with today? (39m 0s) Randy: Thank you for contacting Chrysler Customer Care. Please chat with us again if you need further assistance or you can contact our Customer Care phone line at 1-800-247-9753. You can also visit website www.chrysler.com. Have a great day!

Case Comments

Date	Comment
08/22/2019	Agent called the dealership and spoke to Soran who states that the sliding door not opening. SA states that it had internal damage and replaced the latch operation. SA states that he believes it is customer caused.

Live Chats

Date

Date	
08/22/2019	Chat Started: Thursday, August 22, 2019, 11:25:47 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Randy (12s) Randy: Hi, my name is Randy with FCA Customer Care, How may I help you? (24s) Randy: Hello [redacted] How are you today? (1m 49s) Visitor: Good thank you Randy (1m 56s) Randy: You're welcom[redacted] (2m 48s) Visitor: I am cantacting because I recently had to repair my drivers side slider door on my van. (4m 25s) Visitor: I had to spend $1,400 to fix a lock and feel that is outrageous for a 3 year old vehicle. I see that there are lots of complaints about it online fie the same year make and model. (4m 32s) Randy: That is very upsetting to hear that you had to repair the sliding door on the driver's side Doreen and are very upset over the cost to repair the lock. I am glad that you have chatted in as I will be happy to see if there is anything that I can do to assist you. (5m 24s) Visitor: Thank you Randy. (6m 11s) Visitor: I did see any recalls which I was surprised by with all of the complaints about the same vehicle. (7m 4s) Randy: So I can look into this for you [redacted] may I please have you provide the following information. Is this the Vehicle Identification Number [redacted] May I please have the mileage, the name of the owner of vehicle , full address, email and phone number for the file for future recalls? (8m 11s) Visitor: Yes that is the vin number. The mileage is 59980, [redacted] (8m 49s) Visitor: [redacted] Grand Ledge Mi 48837 [redacted] (11m 19s) Randy: where was the repair done a[redacted] (11m 49s) Visitor: Champion in Lansing Mi (12m 17s) Randy: Is this the address 6525 W SAGINAW HWY for the dealership? (12m 25s) Visitor: 8-20-19 (12m 32s) Visitor: Yes (13m 55s) Randy: I am not showing that there has been or is any recall or extended warranty for the sliding door at this time doreen. (15m 12s) Randy: I am just looking into other information kno[redacted] (15m 26s) Visitor: Great thank you (16m 41s) Visitor: If there is a recall in the future will I be able to get a refund (17m 37s) Randy: Yes most definitely if a recall does come out for this in the future you will be notified by mail and then can submit the receipts in for review on the reimbursement process. (20m 18s) Randy: I am still looking to see if there is anything that I might be able to do for you Doreen. (21m 6s) Visitor: Thank you Randy I appreciate it (21m 12s) Randy: You're welcome. (24m 42s) Randy: Who did you speak to at the dealership[redacted] (25m 6s) Visitor: Soran (25m 43s) Randy: Okay. I want to call the dealership just to get some information on this repair from them. (26m 6s) Randy: May I place you on hold for 2-6 minutes[redacted] (27m 2s) Visitor: Yes thank you (30m 44s) Randy: Thank you foolding sorry that I wa sso long[redacted] (30m 59s) Visitor: No problem (32m 5s) Randy: I called the dealership and spoke to Soran who stated that this was not a manufacturers defect that caused the failure of the latch and lock on the door. he stated that it looked like it was pulled to hard which caused the latch to stick. (33m 8s) Randy: I do apologize since it did not look like a manufacturers defect there is nothing else that I would be able to assist you with,. (34m 57s) Randy: Is there anything else that I can assist you with today? (35m 23s) Visitor: So I will need to wait for the recall (36m 24s) Randy: Correct you will need to see if a recall does come out for this on your vehicle. (36m 52s) Randy: Is there anything else that I can assist you with today? (39m 0s) Randy: Thank you for contacting Chrysler Customer Care. Please chat with us again if you need further assistance or you can contact our Customer Care phone line at 1-800-247-9753. You can also visit website www.chrysler.com. Have a great day!

Date
08/22/2019

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/22/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/22/2019	**Origin**	Telephone	**Reason**	
Mileage	125,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	ROGERSVILLE		AL	[redacted]	USA
Dealer	45666	AUTONATION CHRYSLER DODGE JEEP		**Dealer Phone**	9122619600
Dealer Address	5400 ALTAMA AVENUE				
	BRUNSWICK		GA	31525 2243	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	F
Subject	Vehicle technical issue				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/22/2019 06:01 PM	Open
08/22/2019 06:20 PM	Closed

Initial Description

Sliding door would not open and DLR indicting a door actuator bad 2000 is the cost

Case Comments

Date	Comment
08/22/2019	Description Sliding door would not open and DLR indicting a door actuator bad 2000 is the cost Customer seeking for assistance on cost Agent did research and found Original Owner No Warranties active to apply for this issue and not active service contract as well This is first time issue occurs We regret the fact that you have encountered these issues and we take this very seriously. I have researched your specific request further and have utilized every possible resource. Your warranty was for 3 years or 36,000 miles, whichever came first *There is no service contract on this vehicle and it looks like you are outside of the years and miles for any coverage. Based on this information, we are not in the position to fulfill your specific request in offering any additional assistance. Customer not satisfied with result is now seeking for a supervisor said she over paid on the vehicle cost and that DLR said multiple vehicle came in with same issue there for customer is indicating we should assist her with this and wants a supervisor Agent contacted Resource line for this request
08/22/2019	Customer hung up before reaching RL

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/24/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/23/2019	**Origin**	Telephone	**Reason**	
Mileage	49,874 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	FRESNO		CA	[redacted]	USA
Dealer	60449	GILL CHRYSLER DODGE JEEP RAM		**Dealer Phone**	5596745661
Dealer Address	1100 S MADERA AVE				
	MADERA		CA	93637 5699	USA
Dealer Zone	California	**Sales District**		**Service District**	J
Subject	Vehicle Concern				
Synopsis	no diagnosis				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/24/2019 06:44 PM	Open
09/06/2019 05:31 PM	Suspended
09/16/2019 04:00 AM	Open
09/23/2019 05:19 PM	Closed

Initial Description

Customer called about passenger door that's not locking. Previous vehicle had the same issue with passenger side slider door.

Case Comments

Date	Comment
08/24/2019	Customer called about passenger door that's not locking. Previous vehicle had the same issue with passenger side slider door. Module in door latch. She stated that's her second vehicle with us that keeps giving her that issue. Customer is seeking cost assistance because she had to trade in her previous vehicle because of the same issue. Verified dealership. Customer had 2 vehicle with us. Customer stated that her previous vehicle she had it trade the second time she started having issuers with passenger door slide. She stated that she did not want to keep dealing with situation. Updated customer info.
08/27/2019	***OBC TO CUSTOMER [redacted] customer unreachable; CM LVM
09/04/2019	Customer was not available, left VM
09/06/2019	OB to customer, not reachable, VM left
09/06/2019	Customer called, informed appointment is scheduled with Gill on 9/17 for diagnosis on door. CM informed case will be suspended, advised customer to let CM know if appointment changes. Cm will follow up on diag.
09/11/2019	Left Detailed VM for customer.
09/18/2019	Customer was not reachable, left VM

Email(s)

Date	08/27/2019	**Subject**	[redacted]	
From	uscustomercare@fcagroup.com	**To**	[redacted]	08/27/2019 01:55 AM

Dear [redacted]

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

My name is Aaron following up on behalf Case Manager Pierre is currently out of office today Here is some information that will be helpful for you to have:

Your case number is [redacted]
The Chrysler California Case Management telephone number: 1-844-888-0601

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

Aaron
[redacted]

Date	08/28/2019	***Subject***	[redacted]	
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	08/28/2019 23:31 PM

Good afternoon,

This is Pierre with DODGE. I did want to go ahead and inform you that I am the case specialist that will be handling your case. My days of work are Monday-Friday 8:00 AM - 4:30 PM Pacific Time. If you have any questions for me feel free to go ahead and email me back or give me a call at 844-378-0575 extension 4060124. If I do not answer please leave me a voice mail and I will get back to you as soon as possible.

[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/25/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/25/2019	**Origin**	Chat	**Reason**	
Mileage	55,100 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	66648	SOUTHERN CDJ LTD		**Dealer Phone**	9366347793
Dealer Address	2711 SOUTH MEDFORD DRIVE				
	LUFKIN		TX	75901 6161	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	E
Subject	Vehicle concern slide door and complaint				
Synopsis	Vehicle concern slide door and complaint				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/25/2019 01:15 AM	New
08/25/2019 01:32 AM	Open
08/25/2019 01:43 AM	Closed
08/25/2019 01:44 AM	Open
08/25/2019 01:45 AM	Closed

Initial Description

Chat Started: Saturday, August 24, 2019, 21:15:29 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Vivian (5s) Vivian: Hi, my name is Vivian with FCA Customer Care, How may I help you? (31s) Visitor: Hi, I'm [redacted] I have a couple questions about my wife's dodge grand caravan. (1m 14s) Vivian: Hello [redacted] (1m 31s) Vivian: Before we proceed may you provide me with the last 8 characters of your vehicles identification number (VIN) (1m 43s) Visitor: 1297 (3m 27s) Vivian: last 8 characters of your vehicles identification number (VIN) (3m 48s) Visitor: [redacted] 4m 1s) Visitor: sorry (5m 1s) Vivian: Excellent! May I have the name, complete address with zip code, phone number, email address to who the vehicle is registered to as current mileage please? (5m 39s) Visitor: [redacted] Lufkin TX [redacted] (6m 1s) Visitor: mileage 55,100 (6m 26s) Visitor: phon[redacted] (7m 52s) Vivian: Thank you [redacted] what are the questions ? (9m 32s) Visitor: well, we have been investigating a problem with the rear sliding door locks. There is a grinding/buzzing noise, noticeable when we lock and unlock the doors. We have diagnosed as the locking regulator. (10m 8s) Visitor: Numerous, Numerous online videos and chatboards clearly outline how to replace this component....and I will likely be forced to do so. (10m 47s) Visitor: However, it seems to me, when the car is only 3 years old- that this must be a faulty part, especially when sooo many others seem to identify it as such online. (11m 13s) Visitor: The local dealer told us he would charge over $1200 to replace them. (11m 36s) Visitor: That seems like a gouge! Especially when this seems to be such a common problem. (13m 9s) Visitor: I was looking through the NHTSA- the Nat'l Highway Traffic Safety Administration website, looking at recalls, etc.-- when I noted that there were 260 complaints about this auto. MANY of which seem to be about rear door locking, and locking components failing.... (13m 42s) Visitor: So I am shocked that Dodge would allow such a problem to fester and not to address it.... (14m 40s) Visitor: I guess I am wondering if there is anyone looking into this problem...and what you would recommend I do. (15m 25s) Visitor: How do vehicle owners lodge specific consumer complaints such as this? (15m 40s) Vivian: Thank you. What is the name of the dealer that diagnose the vehicle door issue? (16m 5s) Vivian: And When? (16m 5s) Visitor: Southern Chrysler, Dodge Jeep. (16m 38s) Visitor: she had it serviced there for her last oil change, it was the middle of June. (16m 54s) Vivian: what is the dealer address? (17m 41s) Visitor: 2711 S Medford Dr Lufkin, Tx 75901 (19m 46s) Vivian: one moment (22m 3s) Vivian: I can file this complaint for you. (22m 23s) Visitor: great! so what is required, and what will that actually do? (23m 3s) Vivian: FCA reviews all complaints and handles the complaint internally (23m 33s) Visitor: FCA is?? (23m 33s) Vivian: Currently vehicle does not have any incomplete recall. (23m 55s) Vivian: FCA is FIAT Chrysler Automobile (24m 3s) Visitor: ah- duh sorry :) (24m 32s) Vivian: that is the current name of the manufacture (24m 51s) Visitor: yeh - forgot about fiat buying (25m 27s) Vivian: you can keep receipt of the repair for future reimbursement consideration, if there is recall regarding that matter. (25m 39s) Vivian: Would there be anything else I can try to assist with today? (25m 53s) Visitor: No, thank you for handling the complaint! (26m 8s) Vivian: you are welcome. Thank you for contacting Dodge Customer Care. Please chat with us again if you need further assistance or you can contact our Customer Care phone line at 1-800-423-6343. You can also visit our website www.dodge. com. Have a great day! (26m 19s) Visitor: thank you. g'night! (26m 36s) Vivian: Good night, [redacted]

Live Chats

Date

Date	
08/25/2019	Chat Started: Saturday, August 24, 2019, 21:15:29 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Vivian (5s) Vivian: Hi, my name is Vivian with FCA Customer Care, How may I help you? (31s) Visitor: Hi, I'm [redacted]ave a couple questions about my wife's dodge grand caravan. (1m 14s) Vivian: He[redacted] (1m 31s) Vivian: Before we proceed may you provide me with the last 8 characters of your vehicles identification number (VIN) (1m 43s) Visitor: 1297 (3m 27s) Vivian: last 8 characters of your vehicles identification number (VIN) (3m 48s) Visitor[redacted] (4m 1s) Visitor: sorry (5m 1s) Vivian: Excellent! May I have the name, complete address with zip code, phone number, email address to who the vehicle is registered to as current mileage please? (5m 39s) Visitor: [redacted]Lufkin TX [redacted] (6m 1s) Visitor: mileage 55,100 (6m 26s) Visitor: phone[redacted] (7m 52s) Vivian: Thank[redacted]what are the questions ? (9m 32s) Visitor: well, we have been investigating a problem with the rear sliding door locks. There is a grinding/buzzing noise, noticeable when we lock and unlock the doors. We have diagnosed as the locking regulator. (10m 8s) Visitor: Numerous, Numerous online videos and chatboards clearly outline how to replace this component....and I will likely be forced to do so. (10m 47s) Visitor: However, it seems to me, when the car is only 3 years old- that this must be a faulty part, especially when sooo many others seem to identify it as such online. (11m 13s) Visitor: The local dealer told us he would charge over $1200 to replace them. (11m 36s) Visitor: That seems like a gouge! Especially when this seems to be such a common problem. (13m 9s) Visitor: I was looking through the NHTSA- the Nat'l Highway Traffic Safety Administration website, looking at recalls, etc.-- when I noted that there were 260 complaints about this auto. MANY of which seem to be about rear door locking, and locking components failing.... (13m 42s) Visitor: So I am shocked that Dodge would allow such a problem to fester and not to address it.... (14m 40s) Visitor: I guess I am wondering if there is anyone looking into this problem...and what you would recommend I do. (15m 25s) Visitor: How do vehicle owners lodge specific consumer complaints such as this? (15m 40s) Vivian: Thank you. What is the name of the dealer that diagnose the vehicle door issue? (16m 5s) Vivian: And When? (16m 5s) Visitor: Southern Chrysler, Dodge Jeep. (16m 38s) Visitor: she had it serviced there for her last oil change, it was the middle of June. (16m 54s) Vivian: what is the dealer address? (17m 41s) Visitor: 2711 S Medford Dr Lufkin, Tx 75901 (19m 46s) Vivian: one moment (22m 3s) Vivian: I can file this complaint for you. (22m 23s) Visitor: great! so what is required, and what will that actually do? (23m 3s) Vivian: FCA reviews all complaints and handles the complaint internally (23m 33s) Visitor: FCA is?? (23m 33s) Vivian: Currently vehicle does not have any incomplete recall. (23m 55s) Vivian: FCA is FIAT Chrysler Automobile (24m 3s) Visitor: ah- duh sorry :) (24m 32s) Vivian: that is the current name of the manufacture (24m 51s) Visitor: yeh - forgot about fiat buying (25m 27s) Vivian: you can keep receipt of the repair for future reimbursement consideration, if there is recall regarding that matter. (25m 39s) Vivian: Would there be anything else I can try to assist with today? (25m 53s) Visitor: No, thank you for handling the complaint! (26m 8s) Vivian: you are welcome. Thank you for contacting Dodge Customer Care. Please chat with us again if you need further assistance or you can contact our Customer Care phone line at 1-800-423-6343. You can also visit our website www.dodge. com. Have a great day! (26m 19s) Visitor: thank you. g'night! (26m 36s) Vivian: Good night[redacted]
Date	
08/25/2019	

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/25/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/02/2019	**Origin**	Brand Site	**Reason**	assistance
Mileage	66,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address	[redacted]			**Source**	Customer
Caller City	Ledbetter	**Caller Country**	USA	**Caller Postal Code**	42058
Customer	[redacted]				
Customer Address					
	LEDBETTER		KY [redacted]		USA
Dealer	60260	LINWOOD MOTORS		**Dealer Phone**	2704446901
Dealer Address	3345 PARK AVE				
	PADUCAH		KY	42001 4039	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	P
Subject	Sliding door locks				
Synopsis	close				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/25/2019 06:52 PM	New
08/31/2019 08:39 PM	Open
09/02/2019 03:13 PM	Closed

Initial Description

The looks on both sliding doors on my 2016 town & country are not functioning. The passenger door will not lock and has not for about 1 1/2 now. In the last week the driver door is now locked and will not unlock or open! Looking on the internet it seems to be a common problem. And i was wondering it you all are doing anything about it? Thanks

Case Comments

Date	Comment
09/04/2019	customer called in stating he made an appoint with dealer Thursday the 12th at 8am . customer is going in to get his diagnoses.

Email(s)

Date	08/25/2019	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	08/25/2019 18:52 PM

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

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

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

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference numbe[redacted]

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit

[redacted]

Date	08/31/2019	Subject	[redacted]	
From	chryslercustomercare@fcagroup.com	To	[redacted]	08/31/2019 20:41 PM

Hello [redacted]

Thank you for contacting the CHRYSLER Customer Assistance Center.

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

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

To move ahead with this escalation, your vehicle would need to be at an authorized dealership. If it is not at the dealer currently or not there within the last 14 days, it will be necessary for you to arrange an appointment and then call and advise us of the name of the dealership, the date and the time of the appointment.

Should you wish I assist in booking your appointment, please provide the preferred dealership, date and time you would be available to bring the vehicle in.

Escalating your situation to a Case Manager will provide the dealership and yourself with an individual who will review your concerns, then assist you and the dealership in exhausting all available resources to have this issue addressed and resolved.

You are always welcome to reply back to this email and we will respond back to you as promptly as we can. If you prefer, you can also call us directly with your questions at Chrysler Customer Assistance Center by calling 1-800-247-9753.

Sincerely,

Jody
[redacted]

Date	09/14/2019	Subject	[redacted]
From	uscustomercare@fcagroup.com	To	

Dear [redacted]
Thank you for contacting FCA Customer Care.
Our records indicate that case number [redacted] closed.
If you require further assistance please contact us and we would be happy to assist.
Thank you and have a great day.
FCA Customer Care

[redacted]

Date	09/14/2019	Subject	Re: Case Acknowledgement [re[redacted]	
From	[redacted]	To	chryslercustomercare@fcagroup.com	Sent Date/Time 09/14/2019 22:15 PM

I was told the $2018 repair bill would be my problem. That is Highway robbery when the part that needs to be replaced i can get for under $20. It is sad the a 4 year old vehicle needs that kind of repair. I will not be buying another Chrysler vehicle. My 99 Silverado with 250xxx miles and all original still has everything working. I am very unhappy with my purchase. My first new vehicle and my last Chrysler.

On Sat, Aug 31, 2019, 3:42 PM Chrysler Customer Care < chryslercustomercare@fcagroup.com> wrote:

> [image: Header]
> Hello [redacted]
>
> Thank you for contacting the CHRYSLER Customer Assistance Center.
>
> I can understand the dissatisfaction that you feel, given the unresolved
> sliding door lock issue you have with your vehicle. I want to guarantee
> that we take the appropriate steps to ensure your concerns are addressed,
> and ultimately resolved as best as possible.
>
> Your email has been reviewed and, due to the nature of your concern, I
> would like to forward your case to our Case Management department for their
> attention and response.
>
> To move ahead with this escalation, your vehicle would need to be at an
> authorized dealership. If it is not at the dealer currently or not there
> within the last 14 days, it will be necessary for you to arrange an
> appointment and then call and advise us of the name of the dealership, the
> date and the time of the appointment.
>
> Should you wish I assist in booking your appointment, please provide the
> preferred dealership, date and time you would be available to bring the
> vehicle in.
>
> Escalating your situation to a Case Manager will provide the dealership
> and yourself with an individual who will review your concerns, then assist
> you and the dealership in exhausting all available resources to have this
> issue addressed and resolved.
>
> You are always welcome to reply back to this email and we will respond
> back to you as promptly as we can. If you prefer, you can also call us
> directly with your questions at Chrysler Customer Assistance Center by
> calling 1-800-247-9753.
>
> Sincerely,
>
> Jody
> Chrysler Customer Assistance Center
> [image: Footer]
>
>
>
> [redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/27/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/11/2019	**Origin**	Telephone	**Reason**	
Mileage	36,490 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	Estero		FL	[redacted]	USA
Dealer	66732	Galeana Chrysler Dodge Jeep Ram FI		**Dealer Phone**	2394812600
Dealer Address	14375 S TAMIAMI TRL				
	FORT MYERS		FL	33912 1943	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	D
Subject	Goodwill consideration				
Synopsis	Customer's vehicle is OAD after repairs.				
Customer Anomaly					
Contact Reason	C109	FCA Contacts Or Dealership	**Customer Anomaly**		
Reason Code	FCA World - Information & Assistance requests - Network - Contacts & various information - Network				

Case Status History

Create Date	Status
08/27/2019 01:06 PM	Open
09/11/2019 01:32 PM	Closed

Initial Description

Goodwill consideration for sliding door on vehicle.

Case Comments

Date	Comment
08/27/2019	Caller called in stating that he would like some assistance with the cost of repairs for his driver side sliding door. after researching, the caller does have a critical case score, repair history and is only out of his basic by 4 months and 490 miles. I advised the caller that he would have to have the vehicle diagnosed or have an set appointment before I am able to have the case reviewed by a Case manager. Caller stated that the lock is Jammed. Set an appointment for diagnosis at Galeana 09/04 at 9 A.M. I advised the caller that I could send the case up and it would be reviewed by a case manager and they would reach back out within 1-2 business days.
09/03/2019	Customer callin in for update on case, customer had appointment tomorrow at 9am and seeking update before. Agent sent alert to CM and supervisor.
09/04/2019	Customer has not been contacted by CM, he is on his way to the DLR and wanted to talk to his CM before taking it in to the DLR. Leaving message for CM and Supervisor.
09/04/2019	Vehicle has arrived at dealership Galeana Chrysler Dodge Jeep Ram FIAT and attended by dealer employee
09/04/2019	Contacted the customer and LVM advising the customer to contact back
09/04/2019	Caller called in to speak with their CM, I advised caller that the CM was not available but I could leave a notification for them to reach back out.
09/04/2019	Contacted SA Dwayne who stated that the repair price is as follows: Parts: $258 Labor: $187.78 Total: $445.78 Advised that CAC will cover as one time GW due to customer being within 2/24000
09/04/2019	Contacted the customer and advised that CAC covered the cost of the repair and that the customer will receive a follow up on Friday.
09/11/2019	Contacted the customer and the customer stated that the vehicle was repaired and that they are very happy with the repairs.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/28/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/25/2019	**Origin**	Telephone	**Reason**	
Mileage	67,554 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	LAUREL		MD	[redacted]	USA
Dealer	68833	OURISMAN CHRYSLER DODGE JEEP RAM		**Dealer Phone**	4109888100
Dealer Address	12430 AUTO DR				
	CLARKSVILLE		MD	21029 2200	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	O
Subject	Cost assistance				
Synopsis	vehicle is repaired				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/28/2019 04:34 PM	Open
09/06/2019 03:09 PM	Suspended
09/16/2019 04:00 AM	Open
09/25/2019 07:56 PM	Closed

Initial Description

Cost assistance

Case Comments

Date	Comment
08/28/2019	Caller called in because he is seeking cost assistance with his vehicle. Caller stated that the vehicle has been diagnosed today and that the door lock is jammed and the replacement cost for that is $840. Caller also stated that he has a small leak in his radiator and the cost for that is $910. I advised the caller that I would send this case and have it reviewed by a specialist and someone would get back in contact with him within 1-2 business days. Wifes cell is 240-515-5307 is caller can not be reached.
08/29/2019	*****OUTBOUND DEALER CONTACT**** Ourisman Chrysler Dodge Jeep Ram 68833 4109888100 SM Mike Cm reached out to dealership for diagnosis. Cm spoke with SM Mike who advised the door latch was replaced a year ago with a co-pay. SM advised needs to be replaced. CM sent dealer funnel and requested warranty pricing.
08/29/2019	- EMAIL SENT TO DLR FOR DEALER FUNNEL AND WARRANTY PRICING -
08/29/2019	**********BC 35 REVIEW********** In-Service Date: 3/2/2016 Original Owner: No (2nd owner) Mileage: Vehicle purchase Loyalty: 2 original, 1 current Multiple Repairs/ Previous related repairs: yes MVP plans: ACTIVE: CPW710N: CERTIFIED PRE-OWNED LIMITED WARRANTY EXPIRED:ECGR24N: ESSENTIAL CARE AND TIRE ROTATION EXPIRED: ECGR24N: ESSENTIAL CARE AND TIRE ROTATION ACTIVE: MOPARTIRE: MOPAR TIRE WORKS ACTIVE: MOPAR: MOPAR TIRE WORKS ACTIVE: MOPARTIRE: MOPAR TIRE WORKS ACTIVE: MOPARTIRE: MOPAR TIRE WORKS EXPIRED: ECGR24N: ESSENTIAL CARE AND TIRE ROTATION Basic expires: March 2, 2019 Expired (Time) Powertrain expires: March 2, 2021 Expired (Odometer) LS: 506 CC:15 Open Recalls: 0 ********** - ********** R.O[redacted]REPAIR: COMPLETED MULTI-POINT INSPECTION DIAGNOSE CONCERN-DRIVERS SIDE SLIDING DOOR LATCH BINDING REPLACE SLIDING DOOR LATCH. CHRYSLER GOODWILL ASSISTANCE W/CO PAY. NEEDED TO UNTRIM VEHICLE FROM INSIDE. DATE: 2/7/2019 ********** -
08/29/2019	***** OUTBOUND CUSTOMER CONTACT*****[redacted] Writer advised am contacting on behalf of his CM whom is out of office. Customer stated he has is presently, the dealer gave him the repair estimate and did not have it done as he wanted to seek assistance. Customer stated the door lock on the other side as repaired about 6- 8 months ago (left side) and now it the right side; it is the first time for radiator. Writer provided contact number for his CM. Writer advised we have reached out to the dealer and requested the warranty pricing information to review; the dealer is gathering the information and will be sending it to use. Writer advised once this is received the matter will be further reviewed. **********PREFERRED CONTACT********** PHONE; 1st[redacted]d: [redacted]**********
09/03/2019	- EMAIL SENT TO SM -
09/04/2019	Waiting for pricing from DLR
09/05/2019	INBOUND CUSTOMER CONTACT [redacted]. Customer called in to get updates advised still waiting on pricing from dealership that several contact has been made to dealer with no success CM reached out to dealer- service with no success... phone just rang with no option for a message to be left. customer will try the dealership in the afternoon
09/05/2019	Cst called to see if the cm received doc.but I do not see them yet. Customer numbers to reach to. home[redacted]

Date	Comment
09/06/2019	- EMAIL FROM SM These repairs are not misuse or lack of maintenance and there is nothing the customer did to cause this. The radiator is leaking at the seams in the upper left corner. The sliding door lock actuator is binding which is part of the latch inside the sliding door. Again, no abuse or lack of maintenance for this item either. This customer has (2) chrysler vehicles that we maintain. He is a good customer and maintains both of the vehicles. His last visit with this vehicle we replaced the other side sliding door latch for the same issue and we had him pay a $100.00 co pay as goodwill. The estimated cost of these repairs are $1166.56. -
09/06/2019	- EMAIL SENT TO SM WITH OFFER OF $100.00 CO-PAY -
09/16/2019	Vehicle has arrived at dealership Ourisman Chrysler Dodge Jeep Ram and attended by dealer employee
09/17/2019	- Vehicle is repaired. -
09/19/2019	*****outbound dealership contact***** CM spoke to Duane in service who advised that they replaced the lock actuator and the radiator with a $100 co pay - *****OUTBOUND CUSTOMER CONTACT***** [redacted] Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 3020-170
09/23/2019	*****OUTBOUND CUSTOMER CONTACT*** [redacted] Writer left a VM seeking to follow up on the vehicle.

Email(s)

Date	09/03/2019	**Subject**	[redacted] 2016 DODGE GRAND CARAVAN SX[redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	09/03/2019 20:37 PM

Good Afternoon,

I am contacting you on behalf of your case manager Paige as she is out of the office. We are waiting for an update from the dealership. As soon as the update becomes available, we will be in contact.

Sincerely,

Amy

FCA Case Management

866-932-3873 ext 3020178

[redacted]

Date	09/06/2019	**Subject**	Re: [redacted] 2016 DODGE GRAND CARAVAN SXT [redacted]		
From	[redacted]	**To**	uscustomercare@fcagroup.com	**Sent Date/Time**	09/06/2019 13:28 PM

Dear Amy,

We talked to Dwayne, our service advisor at Ourisman Dodge, this morning (Sept. 5) and we have accepted Chrysler's offer on the repairs for our car. We have an appointment on Sept. 16 to have this work done.

Thank you very much for your help in this matter!

[redacted]

On Tue, Sep 3, 2019 at 4:37 PM US Customer Care <uscustomercare@fcagroup.com> wrote:

> Good Afternoon,
>
> I am contacting you on behalf of your case manager Paige as she is out of
> the office. We are waiting for an update from the dealership. As soon as
> the update becomes available, we will be in contact.
>
> Sincerely,
>
> Amy
>
> FCA Case Management
>
> 866-932-3873 ext 3020178

[redacted]

Date	09/06/2019	**Subject**	[redacted] 2016 DODGE GRAND CARAVAN SXT [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	[redacted]

Fantastic News

Thank you very much for updating me as I was just about to call you .

Your case manager Paige will be back in the office on Monday so she follow up with you on the day of the appointment,

Sincerely,

Amy

FCA Case Management

866-932-3873 ext 3020178

[redacted]

Date	09/16/2019	**Subject**	RE: [redacted] - 2016 DODGE GRAND CARAVAN SXT [redacted]		

From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	09/16/2019 18:31 PM

Good Afternoon,

I see that the vehicle made it over to the dealership. I will touch base with them tomorrow to see how they are doing.

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 9/6/2019 11:05 AM
To: [redacted]
Sub[redacted] 2016 DODGE GRAND CARAVAN SXT [redacted]

Fantastic News

Thank you very much for updating me as I was just about to call you .

Your case manager Paige will be back in the office on Monday so she follow up with you on the day of the appointment,

Sincerely,

Amy

FCA Case Management

866-932-3873 ext 3020178
[redacted]

Date	09/17/2019	Subject	[redacted] 2016 DODGE GRAND CARAVAN SXT [[redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	09/17/2019 17:51 PM

Good Afternoon,

Please let me know how the repairs are with the vehicle.

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 9/16/2019 2:31 PM
To[redacted]
S[redacted] 2016 DODGE GRAND CARAVAN SXT [[redacted]

Good Afternoon,

I see that the vehicle made it over to the dealership. I will touch base with them tomorrow to see how they are doing.

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 9/6/2019 11:05 AM
To: j[redacted]
Subj[redacted] 2016 DODGE GRAND CARAVAN SXT [[redacted]

Fantastic News

Thank you very much for updating me as I was just about to call you .

Your case manager Paige will be back in the office on Monday so she follow up with you on the day of the appointment,

Sincerely,

Amy

FCA Case Management

866-932-3873 ext 3020178
[redacted]

Date	09/20/2019	Subject	Re: [redacted] 2016 DODGE GRAND CARAVAN SXT [[redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	09/20/2019 02:15 AM

Hello US Customer Care,

Sorry to be slow to reply but I am not into my email every day like I used to be before I retired.

Thanks for inquiring about the repairs to our Dodge minivan. All went well and everything is working very well. Ourisman always does a great job and we are always pleased with their work.

[redacted]

On Tue, Sep 17, 2019 at 1:51 PM US Customer Care < uscustomercare@fcagroup.com> wrote:

> Good Afternoon,
>
> Please let me know how the repairs are with the vehicle.
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 9/16/2019 2:31 PM
> [redacted] 2016 DODGE GRAND CARAVAN SXT [
>
> Good Afternoon,
>
> I see that the vehicle made it over to the dealership. I will touch base
> with them tomorrow to see how they are doing.
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 9/6/2019 11:05 AM
> To: [redacted]
> Su[redacted] 2016 DODGE GRAND CARAVAN SXT [
> ref[redacted]]
>
> Fantastic News
>
> Thank you very much for updating me as I was just about to call you .
>
> Your case manager Paige will be back in the office on Monday so she follow
> up with you on the day of the appointment,
>
> Sincerely,
>
> Amy
>
> FCA Case Management
>
> [redacted]
>

Date	09/25/2019	***Subjec***	[redacted] 2016 DODGE GRAND CARAVAN SXT [	[redacted]	
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	09/25/2019 19:55 PM

Good Afternoon [redacted],

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

The FCA Case Management telephone number is: 1-866-932-3873
My direct extension is: 3020-170

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and we hope we were able to resolve your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a Case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

Have a good day!!

---------- Original Message ----------
From: [redacted]
Sent: 9/19/2019 10:15 PM
To: uscustomercare@fcagroup.com
Subject: Re: [redacted] 5 - 2016 DODGE GRAND CARAVAN SXT [redacted]

Hello US Customer Care,

Sorry to be slow to reply but I am not into my email every day like I used
to be before I retired.

Thanks for inquiring about the repairs to our Dodge minivan. All went well
and everything is working very well. Ourisman always does a great job and
we are always pleased with their work.

[redacted]

On Tue, Sep 17, 2019 at 1:51 PM US Customer Care <
uscustomercare@fcagroup.com> wrote:

> Good Afternoon,
>
> Please let me know how the repairs are with the vehicle.
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 9/16/2019 2:31 PM
> To: [redacted]
> Subject: RE: [redacted] 5 - 2016 DODGE GRAND CARAVAN SXT [
> ref:_[redacted]
>
> Good Afternoon,
>
> I see that the vehicle made it over to the dealership. I will touch base
> with them tomorrow to see how they are doing.
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 9/6/2019 11:05 AM
> [redacted]
> Subject [redacted] - 2016 DODGE GRAND CARAVAN SXT [
> [redacted]
>
> Fantastic News
>
> Thank you very much for updating me as I was just about to call you .
>
> Your case manager Paige will be back in the office on Monday so she follow
> up with you on the day of the appointment,
>
> Sincerely,
>
> Amy
>
> FCA Case Management
>
> 866-932-3873 ext 3020178
[redacted]
>
>

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/29/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/29/2019	**Origin**	Telephone	**Reason**	
Mileage	70,020 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	ELBERFELD		IN	[redacted]	USA
Dealer		MARK TOWNSEND		**Dealer Phone**	8124305753
Dealer Address	110 FUQUAY RD				
	CHANDLER		IN	476109693104	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	Q
Subject	vehicle concerns				
Synopsis	Need a diagnosis				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/29/2019 02:01 PM	Open
08/29/2019 02:19 PM	Closed

Initial Description

CST stated he couldn't get the passagers door was locked shut

Case Comments

Date	Comment
08/29/2019	CST stated he couldn't get the passagers door was locked shut. CST stated he went to the DLR and they told him its a common problem to contact FCA. CST seeking cost assistance. Agent contact the DLR and spoke with SA and he stated the vehicle hasn't been there for service. Agent advised CST the vehicle needs a diagnosis before FCA can offer any type of assistance.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2016	Brand	DODGE
Body	RTKM53	Vehicle	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	08/29/2019	CAIR Type	Regular	Status	Closed
Close Date	08/29/2019	Origin	Telephone	Reason	
Mileage	38,000 Miles	Market	U	Language	English
Contact Email					
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	BELVIDERE		NJ		USA
Dealer	60660	JOHN JOHNSON DODGE CHRYSLER JEEP		Dealer Phone	9085551212
Dealer Address	411 ROUTE 31 NORTH				
	WASHINGTON		NJ	07882	USA
Dealer Zone	Northeast	Sales District		Service District	D
Subject	Sales complaint as vehicle was sold with problems				
Synopsis					
Customer Anomaly					
Contact Reason	C144	Complaint That Dealer Did Not Communicate During Sale	Customer Anomaly		
Reason Code	Sales - Complaint - Network - Treatment during sale - Lack of communication/ information				

Case Status History

Create Date	Status
08/29/2019 03:37 PM	Open
08/29/2019 03:40 PM	Closed

Initial Description

Vehicle has been in the shop for over 30 days and had return it twice to the dealership, she thinks the dealership is bandaiding the breaks are pullsating Dvd player is broken, passenger side door does not lock. Vehicle was given back to her with no gas. Left air, cap to air conditioner valve cap was loose. Powersteering was loose engine cover is loose.

Case Comments

Date	Comment
08/29/2019	Vehicle has been in the shop for over 30 days and had return it twice to the dealership, she thinks the dealership is bandaiding the breaks are pullsating Dvd player is broken, passenger side door does not lock. Vehicle was given back to her with no gas. Left air, cap to air conditioner valve cap was loose. Powersteering was loose engine cover is loose. She feels bamboozled, the manager.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/30/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/30/2019	**Origin**	Telephone	**Reason**	
Mileage	97,909 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	THOMSON		GA	[redacted]	USA
Dealer	68426	THOMSON CHRYSLER DODGE JEEP RAM		**Dealer Phone**	7065970062
Dealer Address	2158 WASHINGTON RD NE				
	THOMSON		GA	30824 6653	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	L
Subject	vehicle concern and warranties inquiry				
Synopsis	Vehicle concern: the sliding door actuator, when opening or closing door makes beeping noise. Agent advice to call dlr for diagnosis				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/30/2019 02:45 PM	Open
08/30/2019 02:48 PM	Closed

Initial Description

Vehicle concern: the sliding door actuator, when opening or closing door makes beeping noise. Agent advice to call dlr for diagnosis

Case Comments

Date	Comment
08/30/2019	Vehicle concern: the sliding door actuator, when opening or closing door makes beeping noise. Agent advice to call dlr for diagnosis.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/30/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/30/2019	**Origin**	Telephone	**Reason**	
Mileage	42,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	FOLSOM		PA	[redacted]	USA
Dealer	60610	REEDMAN TOLL CHRYSLER DODGE JEEP		**Dealer Phone**	6105445300
Dealer Address	770 BALTIMORE PIKE				
	SPRINGFIELD		PA	19064 3052	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	A
Subject	Sliding Door Issue				
Synopsis	Asking about recalls for the door locks. Advised no open recalls.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/30/2019 07:45 PM	Open
08/30/2019 09:11 PM	Closed

Initial Description

Sliding Door issue

Case Comments

Date	Comment
08/30/2019	[redacted] the father o[redacted] who owns vehicle is calling in and said that his son's vehicle door is not locking and is asking if there are any recalls. Agent advised that there are not recalls and caller understood. Agent advised that someone called in about this about a month ago and he said that he was not sure if his son called in.

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	Model Year	2016	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	08/30/2019	CAIR Type	Regular	Status	Closed
Close Date	09/26/2019	Origin	Telephone	Reason	
Mileage	90,000 Miles	Market	U	Language	English
Contact Email	[redacted]				
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer	[redacted]				
Customer Address					
	SYLVAN LAKE		MI	[redacted]	USA
Dealer	67243	GOLLING CHRYSLER DODGE JEEP RAM,		Dealer Phone	2483343600
Dealer Address	2405 S TELEGRAPH RD				
	BLOOMFIELD HILLS		MI	48302 0256	USA
Dealer Zone	Great Lakes	Sales District		Service District	B
Subject	Doors				
Synopsis	repaired				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/30/2019 08:43 PM	Open
09/26/2019 08:41 PM	Closed

Initial Description

Back doors do not work.

Case Comments

Date	Comment
08/30/2019	Customer is calling in due to sliding doors not working. One door does not work and the other only works with a key fob. customer was advised it would cost 3000 to repair both doors. customers LS or CCS is not showing. customer has brand loyalty, active SC and RO history. Customer was alos given MVP number to verify.
09/04/2019	*****GOODWILL QUALIFIER***** In-Service Date: 3/16/2016 Original Owner: 3rd owner Mileage: 91000 Vehicle purchase loyalty: 2 used Multiple Repairs/ Previous related repairs: no MVP plans: CPW710N (CPOV ACTIVE) Other:
09/04/2019	*****EMAILS BEING EXCHANGES WITH SM****** OUTBOUND CM seeking more information on the diagnosis of the vehicle. INBOUND This customer states both doors are stuck in the closed position and he wants warranty assistance in repairing the vehicle. The first step would be to try and get the doors open by going thru the trim panels but they may break when we attempt this. I know for sure he needs one door latch and the cost for the part is $600 and he may need the other one also. We may have to cut open the doors which bring in a whole lot more expense. We did not see any evidence of abuse or anything like that. The customer feels he should not bear the cost of getting and fixing his doors on a 3-4 year old vehicle. He is outside our DSA by mileage at 91000 miles OUTBOUND CM advised they Customer would need to authorize diagnosis however CM would look into the possibility of GW however it is not looking good for any assistance with the repair.
09/04/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM reached out to Customer and advised of position. CM advised at this time there seems to be limited assistance able to be provided. CM advised to get a third party quote of repairs however advised of preference to work with DLR and the benefits of doing so. Customer is not pleased. CM advised they would reach out 9/10 upon return.
09/11/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM LVM seeking further course of action decision. CM advised they would reach out 9/1[redacted]
09/13/2019	Vehicle has arrived at dealership Golling Chrysler Dodge Jeep Ram Inc. and attended by dealer employee
09/16/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM LVM seeking more information on DLR trigger. CM advised they would reach out 9/18.
09/20/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM LVM advising contact is needed. CM to follow up 9/24
09/24/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM reached out to Customer and advised we are unable to assist with the costs of repairs given the age, mileage, ownership, repair history, and household history. CM offered 2 years 4 oil changes with 4 tire rotations. Customer advised the repairs are roughly 2000 dollars and they will be reaching out to their lawyer and social media as they are not satisfied with the lack of cost assistance. Customer accepted the oil changes and agreed to email communication once added. Customer agreed to case closure once the MVP has been added.

Email(s)

Date	09/18/2019	Subject	[redacted]
From	uscustomercare@fcagroup.com	To	[redacted] 8/2019 21:16 PM

[redacted]

This is Katelyn from FCA Case Management. I would like to discuss the details of your case progression.
Please call me at your earliest convenience. I can be reached at 1-844-827-2003 extension 3020217.
I have been attempting to reach you by telephone but am unable to do so. If there is another telephone number that we can use to reach you, please advise us either by telephone or by replying to this email.
Regards,

Katelyn
Senior Case Management Specialist
Phone: 1-844-827-1999 ext. 3020217
[redacted]

Date	09/18/2019	***Subject***	Re: Case Management Follow U[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	09/18/2019 21:43 PM

Hi, I left a message with you today. Feel free to call tomorrow.

[redacted]

> On Sep 18, 2019, at 5:16 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
[redacted]
>
> This is Katelyn from FCA Case Management. I would like to discuss the details of your case progression.
> Please call me at your earliest convenience. I can be reached at 1-844-827-2003 extension 3020217.
> I have been attempting to reach you by telephone but am unable to do so. If there is another telephone number that we can use to reach you, please advise us either by telephone or by replying to this email.
> Regards,
>
> Katelyn
> Senior Case Management Specialist
> Phone: 1-844-827-1999 ext. 3020217
>
[redacted]

Date	09/26/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted]

[redacted]

I am pleased to advise you that the Mopar Vehicle Protection Service Contract has been added to your vehicle. This plan covers 2 years, 4 oil changes with 4 tire rotations. It will expire by time or usage, which ever comes first. Given the nature of the service contract, it will not be extended if expired. The contract code specific to your vehicle is 43299413 if any concerns would arise. You are able to utilize this oil change package at any certified Chrysler dealership nation wide.

Thank you for your time,

(below is the closing email)

Katelyn.

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is: [redacted]
The Chrysler Case Management telephone number is: 1-844-827-1999
My direct extension: 3020217

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best

Katelyn
Senior Case Management Specialist
Phone: 1-844-827-1999 ext. 3020217

---------- Original Message ----------
From: [redacted]]
Sent: 9/18/2019 5:43 PM
To: uscustomercare@fcagroup.com
Subject: Re: Case Management Follow Up [redacted]]

Hi, I left a message with you today. Feel free to call tomorrow.

[redacted]

> On Sep 18, 2019, at 5:16 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> [redacted]
>
> This is Katelyn from FCA Case Management. I would like to discuss the details of your case progression.
> Please call me at your earliest convenience. I can be reached at 1-844-827-2003 extension 3020217.
> I have been attempting to reach you by telephone but am unable to do so. If there is another telephone number that we can use to reach you, please advise us either by telephone or by replying to this email.
> Regards,
>
> Katelyn
> Senior Case Management Specialist
> Phone: 1-844-827-1999 ext. 3020217
>
> [redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	Model Year	2015	Brand	DODGE
Body	RTKH55	Vehicle	DODGE GRAND CARAVAN SE		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	09/01/2019	CAIR Type	Regular	Status	Closed
Close Date	09/19/2019	Origin	Brand Site	Reason	assistance
Mileage	60,000 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	[redacted]		
Caller Address	[redacted]			Source	Customer
Caller City	Dover	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address	[redacted]				
	DOVER		OH	[redacted]	USA
Dealer	44890	PROGRESSIVE CHRYSLER JEEP DODGE		Dealer Phone	3308338584
Dealer Address	7966 HILLS AND DALES RD NE				
	MASSILLON		OH	44646 5241	USA
Dealer Zone	Great Lakes	Sales District		Service District	F
Subject	Van				
Synopsis	repairs completed				
Customer Anomaly	HVAC				
	Cooling/Heating				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	62	Cooling and heating issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/01/2019 11:12 PM	New
09/07/2019 07:58 AM	Open
09/07/2019 08:11 AM	Closed
09/11/2019 01:21 AM	Open
09/19/2019 09:04 PM	Closed

Initial Description

This is the email I sent on July 16th of this year. Since then we\342 ve been trying to get into contact with someone. Anyone. We had been in communication with a Susan about a claim about our air conditioning and then gave up after playing phone tag for quite a while. Then we called and filed other claims. One of them came through rather quickly and through email. (The headrest [redacted] The other one i [redacted] was opened prior to August 12. August 12 was the date my husband missed a call from Jessica and I called right back and left a message. To our knowledge we have not received anymore attemps to contact us (no voicemails). At this point we\342 re in limbo because the headrest repair got approved and we\342 re waiting to hear what\342 s happened, if anything to the other claim, so we can take the van in only once. \n\nThe below email was sent on July 16, 2019 and since then it\342 s been almost impossible to get and stay in contact with anyone. \n\nWhat I think is important to note now is that our van has multiple internal problems and at this point it probably comes off as us not taking care of it but all of this stuff happened within a relatively short period of time, all at once and if it keeps up at this rate we\342 re screwed. If we take our van in to fix the air 4 times, our warranty ends, it\342 s fixed again at no cost to us (our very 1st claim), and it\342 s acting up AGAIN there\342 s something wrong with that. \n\nThanks for your prompt time and attention to this matter. \n_____\n\n***Attn: Susan\n\nMy name is [redacted] a couple of months ago you were in communication with my husband [redacted] about the air system in our 2015 Dodge Grand Caravan. Last we were in contact we had it fixed and I guess you and he were playing phone tag after our Dodge dealership charged us for reading a check engine light that had come on and went off the very next day while we had it in there for the air. First, I am curious as to why you were trying to get in contact with us again. Also, I\342 d like to update you as to the state of our van.\302\240\n\nRight after we had the air fixed the drivers side sliding door got stuck in the locked position and would buzz loudly when the van hits 20mph and autolocks. We looked online and found a solution to getting the door open just so we could get our daughter out. To this day it still buzzes.\302\240\n\nA little more than a month ago the air started acting up again. I pressured [redacted] o get back in contact with you and I think he was embarrassed that he dropped the ball in trying to get in contact with you with the back and forth calls so he didn\342 t. When you start the van the \342 rear\342 defrost button blinks for several minutes before the air kicks on. The blinking has gotten to be longer and longer delaying the air from kicking on and I am afraid that at some point the air just won\342 t come on. That would not be wonderful as we closer to AUGUST. This would now be the 5th time something with the air isn\342 t working properly.\302\240\n\nTo add insult to injury we were driving down the interstate about a week ago and the passenger side headrest popped open. I didn\342 t even know they did that! How dangerous, luckily no one was sitting there. Also, looked online and looks like it\342 s broke.\302\240\n\nThe check engine light literally came back on 2 days ago so we\342 re currently driving a car I feel is highly unreliable.\302\240\n\nThis is the 3rd brand new car we have bought and we do that for a reason. The very opposite of what we\342 re getting out of this van. We currently also own a 2009 Ford Fusion that has had no problems beyond the normal oil changes, brakes and tires. I honestly feel like we bought a lemon, our van is 4 years old, has less than 70k miles on it and at this point it\342 s not even going to last the life of the loan. A very reasonable 5-year loan.\302\240\n\nWe are at a loss as what to do at this point. We\342 ve recently discussed whether or not to trade it in but it seems futile to buy new, own for the majority of the loan, pay off 20k+ and trade it in JUST to break even. We are very responsible car owners.\302\240\302\240We get oil changes regularly and on time and we keep up with necessary repairs but I don\342 t think it\342 s normal to be having weekly/monthly problems, most of which are internal so it\342 s nothing that we have any control over and at this point they are piling up faster than we can emotionally, physically, and financially deal with them.\302\240\n\nWe are reasonable people and we understand that there are responsibilities to owning and taking care of a vehicle. We don\342 t take that lightly, we want to get as much life as we can from a car. We don\342 t drive them into the ground but from the very start pieces have just flown off while driving. The heat shield fell off and we had to pull over off the highway when we heard it dragging, shove it in the van and keep going, the passenger side window won\342 t go down with the passenger side controls (only the drivers\342 side and the lock is NOT on) and also the small plastic triangle trim piece that sits beside the side mirror on the passenger side. We never recovered that. The check engine light seems to have a mind of its own\342 and remember it was \342 read\342 just a few months ago, apparently nothing was wrong and it\302\240\302\240has come on several times since. How are we to know when there is a problem?\n\nOn top of all of this and just a side note I 100% don\342 t trust taking my car to the dealership here in Dover.\302\240\302\240From trying to charge us for a \342 tire patch\342 that we didn\342 t have to being incredibly rude when we ask questions about charges to telling me that my 2nd set of brakes in SIX WEEKS after the first set was grinding (on our fusion) was warranted because it\342 s just \342 the way I drive\342 (and funny enough we haven\342 t needed more yet and it\342 s been 3 years and I\342 m still driving) I am just done with them.\302\240\n\nWe don\342 t expect things for free, but we do have expectations when purchasing a brand-new vehicle, and this 2015 Dodge Grand Caravan has had too many problems for us to simply overlook so if you have any suggestions as to where to go from here we will gladly listen. Please contact me by phone or email, I hope to find some resolution to this constant headache whether it will ultimately be a trade-in I would like this to not be my last impression

of Dodge.\302\240\n\nThank you.\302\240\n\n\342 m not sure if we\342 re still in your system or what you need to review our last issue but our last case number was: [redacted] You were in communication with [redacted] nd his phone number is [redacted] \nMy contact information is\r [redacted]

Case Comments

Date	Comment
09/07/2019	cst called in stating she has appointment on Monday September 9 AT 11:30
09/13/2019	*****OUTBOUND DEALERSHIP CONTACT***** Parkway Chrysler | 59714 | 3303436681| CM attempted to reach service department and only got a voicemail for Phil. CM left a message for an update.
09/13/2019	Goodwill Qualifier Narrative In-Service Date: 7-23-2015 Original Owner: yes Mileage: 60000 Vehicle purchase loyalty: 1 new/ 1 used Multiple Repairs/ Previous related repairs: last in per GWA 4-8-2019 for oil change and tire repair MVP plans: none Recalls: none Other:
09/13/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM left a message fro return call back. Cm wanting to check to make sure that vehicle is at DLR on record, as CM had to call and leave a message with them,
09/13/2019	*****INBOUND CUSTOMER CONTACT***** [redacted] CM spoke with customer, and she advised that vehicle is at progressive Chrysler at this time, and they are fixing her concerns with sliding door and and fuel injector issue with the CEL light. They are charging her to replace the trim, even though repair is covered under her third party warranty. CM will speak with Roy SA and cover this repair of 146.00, as its no fault of hers that sliding door was making a noise. She appreciated this. She was having problems with a/c but when brought it in was working fine. She confirmed her email on file, and CM will let her know if CM was able to communicate with Roy. All questions answered.
09/13/2019	*****OUTBOUND DEALERSHIP CONTACT***** Progressive Chrysler | 44890 | 3308793567 | CM spoke with Roy SA, and they are working on vehicle right now. CM will email him so he can send warranty pricing on trim part, CM will send him DM notes to cover repair.
09/17/2019	*****OUTBOUND DEALERSHIP CONTACT***** Progressive Chrysler | 44890 | 3308793567 | CM spoke with Roy SA and customer has his vehicle and waiting for headrest to come in.
09/17/2019	Copy of DM notes sent to Roy SA

Email(s)

Date	09/01/2019	***Subject***	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	09/01/2019 23:12 PM

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

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

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

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference numbe [redacted]

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit [redacted]

Date	09/07/2019	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***e/Time***	09/07/2019 08:11 AM

Hello [redacted]

Thank you for contacting Dodge Customer Care;

I can understand the dissatisfaction that you feel, given the numerous unresolved issues that you have with your 2015 Dodge Grand Caravan. I want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.

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

To move ahead with this escalation, your vehicle would need to be at an authorized dealership. If it is not at the dealer currently, it will be necessary for you to arrange an appointment and then advise us of the name of the dealership, the date and the time of the appointment.

Escalating your situation to a Case Specialist will provide the dealership and yourself with an individual who will review your concerns, then assist you and the dealership in exhausting all available resources to have these issues addressed and resolved.

It is our hope is that this escalation will provide you the best opportunity to address your concerns. Once you have scheduled an appointment, let us know by calling us at the number below and referencing your case number 59771826.

Due to current public interest we apologize for any delays you may have receiving a response.

Pending the scheduling of an appointment, at this time, I will be closing this case.

Please do not hesitate contact us if you need any further assistance by clicking here and sending us another email or calling us at 800-423-6343.

Thank you again for your email, Carey. Have a great day.

Best wishes,
Jacob
Dodge Customer Care
[redacted]

Date	09/13/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 49 PM

My name is Susan and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number is [redacted]
The Chrysler Case Management telephone number is: 1-844-827-1999
My direct extension: 3020216
My work hours are: 11:30am - 8:00pm Eastern Standard Time Monday-Friday.

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

Date	09/13/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 1 PM

HI [redacted]
Great news I spoke with Roy so your trim will be covered. He was not sure if it would be completed but he will let me know. Thanks

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216
[redacted]

Date	09/17/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 9 PM

H[redacted]
I heard that you have picked up vehicle as they were waiting for headrest to come in. I will keep an eye on this for you. Thanks

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216
[redacted]

Date	09/19/2019	***Subject***	Re: Case# [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	09/19/2019 18:18 PM

Thanks, Susan. Ive spoken with Roy also and the plan is to wait until I get my next oil change so we can get the oil change, the headrest, and hopefully work on some of the other issues that werent covered by Dodge or Allstate. Im not sure when thats due but for a 45-minute drive Id like to kill two birds with one stone. Thanks for checking inso far, so good. Im very glad to have my car back and Progressive (Roy) was wonderful to work with, so good I plan to continue taking my cars there instead of somewhere local.

[redacted]

On Tue, Sep 17, 2019 at 1:19 PM US Customer Care < uscustomercare@fcagroup.com> wrote:

> H[redacted]
> i [redacted]you have picked up vehicle as they were
> waiting for headrest to come in. I will keep an eye on this for you. Thanks
>
> Susan | FCA Case Manager
>
> Phone: 1-844-827-1999 | 3020216
>
>
[redacted]

Date	09/19/2019	***Subject***	[redacted]015 Dodge Grand Caravan [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	09/19/2019 21:01 PM

H[redacted]
Since you are waiting for next oil change, which I don't blame you waiting. I will close your case for now. If you need anything else please contact back in. Thanks. I will send a closing email next.
Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216
[redacted]

Date	09/19/2019	***Subject***	[redacted]2015 Dodge Grand Caravan [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]m	***Sent Date/Time***	09/19/2019 21:04 PM

Hello[redacted]

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is:[redacted]

The FCA Case Management Telephone Number is: 844-827-1999

My Direct Extension is: 3020216

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 9/19/2019 5:01 PM
To[redacted]
Su[redacted]dge Grand Caravan [r[redacted]

H[redacted]
Since you are waiting for next oil change, which I don't blame you waiting. I will close your case for now. If you need anything else please contact back in. Thanks. I will send a closing email next.
Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/03/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/03/2019	**Origin**	Telephone	**Reason**	
Mileage	65,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	FISHERS		IN	[redacted]	USA
Dealer	41534	WATSON'S MANISTEE CHRYSLER INC		**Dealer Phone**	2317236529
Dealer Address	208 PARKDALE AVENUE				
	MANISTEE		MI	49660 1130	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	S
Subject	Sliding door				
Synopsis	declined door actuator				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/03/2019 12:30 PM	Open
09/03/2019 12:33 PM	Closed

Initial Description

Will not open or close

Case Comments

Date	Comment
09/03/2019	Customer seeking goodwill policy on failed door actuator. Vehicle has over 65000 miles on it with no history of issues prior to this. Customer did not purchase service contract for any extended coverage's. Request was declined.
10/23/2019	customer seeking goodwill for door repair advised we would need a diagnosis on the vehicle first wants to speak to area manager and was advised to request that through the dealership has already spoken to a zone manager and they declined assistance wants assistance without a diagnosis due to information reported on the internet and thinks we have access to information on issues reported by the dealership advised we would have to speak to a dealership to see where that information would be reported to

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/03/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/03/2019	**Origin**	Telephone	**Reason**	
Mileage	59,730 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	BRIDGEPORT		CT	[redacted]	USA
Dealer	23058	MILFORD CHRYSLER JEEP DODGE RAM		**Dealer Phone**	2038782471
Dealer Address	1470 BOSTON POST RD				
	MILFORD		CT	06460 2773	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	Q
Subject	Sliding Door				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/03/2019 03:35 PM	Open
09/03/2019 03:39 PM	Closed

Initial Description

Customer states sliding door is not working

Case Comments

Date	Comment
09/03/2019	Customer is having an issue, sliding door does not open, can not open with the push of the button or manually, customer states online research confirm lots of people having the same issue, dlr states it is the actuator, the whole door would have to come off Agent advised customer to continue working with the dealership.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/03/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/03/2019	**Origin**	Telephone	**Reason**	
Mileage	54,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	CRAIG	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	Owner Contact				
Customer Address					
					USA
Dealer	57076	ELMWOOD CHRYSLER DODGE JEEP RAM		**Dealer Phone**	4014380400
Dealer Address	625 TAUNTON AVE				
	E PROVIDENCE		RI	02914 1614	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	A
Subject	Service appointment				
Synopsis					
Customer Anomaly	Engine				
	OTHER				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	30	General engine issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/03/2019 03:56 PM	Open
09/03/2019 03:58 PM	Closed

Initial Description

Service appointment

Case Comments

Date	Comment
09/03/2019	Customer called stating her is unable to lock her doors wants to find a dealership to service her vehicle . Called 7 dealerships call was transferred to South shore as they had an appointment on Sept 9th at 10 which was the soonest

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/03/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/03/2019	**Origin**	Chat	**Reason**	
Mileage	0 Kms	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	GARFIELD		NJ	[redacted]	USA
Dealer	99999	Dealer99999		**Dealer Phone**	
Dealer Address					
Dealer Zone		**Sales District**		**Service District**	
Subject	Warranty & Maintenance Information				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/03/2019 05:20 PM	New
09/03/2019 05:28 PM	Open
09/03/2019 05:29 PM	Closed

Initial Description

Chat Started: Tuesday, September 03, 2019, 13:20:02 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Michael (3m 2s) Michael: Hi, my name is Michael with FCA Customer Care, How may I help you? (4m 25s) Visitor: Hi Michael, I have a 2016 Caravan with a problem sliding door. The door won't lock. Is this covered by my manufacturer's warranty? (4m 53s) Michael: I can certainly appreciate your frustration [redacted] would be more than happy to look into this for you, in order to obtain further information regarding your particular vehicle may I verify the name the vehicle is registered under, the last 8 characters of the your vehicles VIN, the approximate mileage currently, your Address, ZIP code, preferred Phone number as well as the best email address to communicate with you? (7m 16s) Visitor: [redacted] 53,000 [redacted] Garfield, NJ [redacted] 8m 53s) Michael: I am seeing the basic warranty, which would typically cover this kind of issue, has expired as of March 31, 2019 or 36,000 miles whichever had occurred first. Has this issue been looked into at a Chrysler Jeep dodge RAM dealership to determine the cause as of yet? (9m 21s) Visitor: no (10m 47s) Michael: I understand, at this time I would have to recommend having the cause of this issue looked into at a Chrysler Jeep Dodge RAM dealership to see if this is something they would be able to assist with resolving. (11m 28s) Visitor: I see. But you're certain it is not covered now? (11m 40s) Michael: Yes (11m 49s) Visitor: Thank you.

Live Chats

Date	
09/03/2019	Chat Started: Tuesday, September 03, 2019, 13:20:02 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Michael (3m 2s) Michael: Hi, my name is Michael with FCA Customer Care, How may I help you? (4m 25s) Visitor: Hi Michael, I have a 2016 Caravan with a problem sliding door. The door won't lock. Is this covered by my manufacturer's warranty? (4m 53s) Michael: I can certainly appreciate your frustration [redacted] would be more than happy to look into this for you, in order to obtain further information regarding your particular vehicle may I verify the name the vehicle is registered under, the last 8 characters of the your vehicles VIN, the approximate mileage currently, your Address, ZIP code, preferred Phone number as well as the best email address to communicate with you? (7m 16s) Visitor: [redacted] 53,000, [redacted] Garfield, NJ [redacted] (8m 53s) Michael: I am seeing the basic warranty, which would typically cover this kind of issue, has expired as of March 31, 2019 or 36,000 miles whichever had occurred first. Has this issue been looked into at a Chrysler Jeep dodge RAM dealership to determine the cause as of yet? (9m 21s) Visitor: no (10m 47s) Michael: I understand, at this time I would have to recommend having the cause of this issue looked into at a Chrysler Jeep Dodge RAM dealership to see if this is something they would be able to assist with resolving. (11m 28s) Visitor: I see. But you're certain it is not covered now? (11m 40s) Michael: Yes (11m 49s) Visitor: Thank you.
Date	

Date	
09/03/2019	

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/03/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/16/2019	**Origin**	Telephone	**Reason**	
Mileage	39,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	NEW BRIGHTON		MN	[redacted]	USA
Dealer	66912	ROSEVILLE CHRYSLER JEEP DODGE,		**Dealer Phone**	6516333500
Dealer Address	2805 HIGHWAY 35W NORTH				
	ROSEVILLE		MN	55113 1133	USA
Dealer Zone	Denver	**Sales District**		**Service District**	M
Subject	Vehicle Problem/ Complaint				
Synopsis	Sliding door actuator				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/03/2019 05:29 PM	Open
09/16/2019 05:06 PM	Closed

Initial Description

Customer stated the door actuator is gone and needs to replace it. He is really unsatisfied about our products.

Case Comments

Date	Comment
09/03/2019	Customer states that he has taken his vehicle to the dlr to diagnose vehicle and is looking for cost assistance. Door actuator is buzzing and was told by dlr is an opx expense. to replace the door actuator. Estimate price around $1000.00 . Agent advised will be send for further review to see if we can cover under goodwill
09/04/2019	*****Outbound Customer Call***** [redacted] 056 CM left voicemail with case and call back information.
09/05/2019	ROSEVILLE CHRYSLER JEEP DODGE | 66912 | 651-633-3500 Voicemail left for SM Burrell, CM to send email.
09/05/2019	Email sent.
09/06/2019	CM spoke with customer who advised that he went elsewhere, to a body shop to have concern addressed as they have to remove glass. Customer states he then went to Roseville, and was advised by the first person at the first desk. Customer was provided the number to call by the advisor. CM advised will follow up no later than Tuesday. 9/10.
09/10/2019	This is within our ability. He should pay $100 deductible and goodwill the rest.
09/10/2019	*****Outbound Customer Call***** [redacted] CM spoke with customer to present offer of repair completed for $100 deductible. Customer accepted and was going to make an appointment.
09/12/2019	ROSEVILLE CHRYSLER JEEP DODGE | 66912 | 651-633-3500 Spoke with Jake in service. Customer was in yesterday, vehicle done and gone.
09/12/2019	*****Outbound Customer Call**** [redacted] CM left voicemail following up after repair. Call back information left.

Email(s)

Date	09/06/2019	**Subject**	Dodge Case Management [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	09/06/2019 21:06 PM

My name is Devon and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your case number is [redacted]
The Chrysler Case Management telephone number is: 1.844.827.1926
My direct extension: 3020155
My work hours are: 9:00am - 5:30pm Eastern Standard Time Monday-Friday).

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

Date	09/16/2019	**Subject**	[redacted]	ef]	
From	uscustomercare@fcagroup.com	**To**	[redacted]		09/16/2019 17:05 PM

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is [redacted]
The Chrysler Case Management telephone number is: 1.844.827.1926
My direct extension: 3020155

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/03/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/03/2019	**Origin**	Telephone	**Reason**	
Mileage	47,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	QUINCY		MI	[redacted]	USA
Dealer	X7629	HERTZ DAILY RENTALS-St Louis MO		**Dealer Phone**	3144267555
Dealer Address	9477 AEROSPACE RD				
	ST LOUIS		MO	63134	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Vehicle issue				
Synopsis	Agent advised customer to follow up with DLR				
Customer Anomaly					
Contact Reason	C109	FCA Contacts Or Dealership	**Customer Anomaly**		
Reason Code	FCA World - Information & Assistance requests - Network - Contacts & various information - Network				

Case Status History

Create Date	Status
09/03/2019 08:03 PM	Open
09/03/2019 08:08 PM	Closed

Initial Description

Customer called stated he is having issue with latch on door with vehicle

Case Comments

Date	Comment
09/03/2019	Customer called stated having issue with latch on vehicle, customer stated back passenger side and front driver side doors don't lock or unlock properly, Agent advised customer to take vehicle into DLR for diagnosis, customer will follow up with DLR

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2017	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN GT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/03/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/03/2019	**Origin**	Telephone	**Reason**	
Mileage	48,000 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	WYANDOTTE		MI		USA
Dealer	60812	FELDMAN CHRYSLER DODGE JEEP RAM		**Dealer Phone**	7343623100
Dealer Address	23940 ALLEN RD				
	WOODHAVEN		MI	48183 3374	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	B
Subject	Goodwill Request				
Synopsis					
Customer Anomaly	Interior				
	Water Damage				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	105	Interior water damage
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/03/2019 10:46 PM	Open
09/03/2019 10:50 PM	Closed

Initial Description

Goodwill assistance for out of warranty repair. NO diagnosis.

Case Comments

Date	Comment
09/03/2019	Seeking goodwill assistance for repairs outside of basic warranty. No dealer diagnosis. Decline goodwill: Not original owner Previous Rental vehicle with rental agency ISD 8/17/2016 Basic Expired 8/17/2019 and 12,000 miles ago NO Active SC *** Not Certified Pre-Owned ** No loyalty/CCS Customer said okay, agent branded call, customer disconnected.
09/03/2019	Issues: Blower motor for AC/Heater, water coming through vehicle during car wash, door locks making a loud buzzing noise. No dealer diagnosis for concerns.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/04/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/23/2019	**Origin**	Telephone	**Reason**	
Mileage	64,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]			**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	PT CHARLOTTE	FL	[redacted]		USA
Dealer	60697	Gettel Chrysler Dodge Jeep Ram		**Dealer Phone**	9416395500
Dealer Address	2323 TAMIAMI TRL				
	PUNTA GORDA	FL	33950 5925		USA
Dealer Zone	Southeast	**Sales District**		**Service District**	D
Subject	goodwill				
Synopsis	Unable to reach customer				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/04/2019 02:32 PM	Open
09/04/2019 02:45 PM	Closed
09/09/2019 03:33 PM	Open
09/09/2019 05:47 PM	Closed
09/09/2019 07:41 PM	Open
09/23/2019 03:46 PM	Closed

Initial Description

Sliding door issues

Case Comments

Date	Comment
09/04/2019	Customer called in stating that one of the sliding doors will not open. Customer stated that he took it to the DLR about a year ago and they told him he was out of warranty and that they wouldn't fix it without the customer paying. Customer feels this shouldn't be happening so soon on a vehicle. Writer explained that the vehicle would need to be diagnosed for us to be able to look into any sort of GW. Writer tried calling the DLR however there was no answer. Writer explained to the customer that once he got the vehicle diagnosed to call back and we could look into what we were able to do going forward.
09/09/2019	Customer called stating that as of today he has gotten a diagnosis don on vehicle in regards to the door issue. customer is seeking Goodwill assistance
09/11/2019	Contacted SM Doug who stated that the customer was told in June of 2018 that they would need a passenger side door actuator. The customer declined the repairs at the time as they were out of warranty. SM Doug stated that the customer was there on 9/9/19 and was told that the passenger door actuator still needs to be replaced and the customer declined.
09/16/2019	Contacted the customer and LVM advising the customer to contact back
09/17/2019	Vehicle has arrived at dealership Gettel Chrysler Dodge Jeep Ram and attended by dealer employee
09/19/2019	Contacted SM Doug who stated that the customer was just there and the door actuator had to be replaced and the customer paid OOP for the repairs.
09/20/2019	Contacted the customer and LVM advising the customer to contact back
09/23/2019	Contacted the customer and LVM advising the customer that the case is closing due to no contact and to contact back if there are any further issues or concerns.

Email(s)

Date	09/09/2019	**Subject**	[redacted]		
From	uscustomercare=fcagroup.com@fcagroup.com	**To**		**Time**	09/09/2019 15:35 PM

Hey [redacted] it's Andrea we spoke earlier

Here is where to reply with supporting documents,

If you have any questions please don't hesitate to call us back,
Best Regards,
Andrea
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/04/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/13/2019	**Origin**	Telephone	**Reason**	
Mileage	63,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	PASADENA		MD	[redacted]	USA
Dealer	54194	TATE DODGE CHRYSLER JEEP, INC.		**Dealer Phone**	4107662560
Dealer Address	7429 RITCHIE HWY				
	GLEN BURNIE		MD	21061 3101	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	M
Subject	Engine Overheating				
Synopsis	Unable to make initial customer contact				
Customer Anomaly	Engine				
	Warning Light MIL				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	27	Check engine light is on
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/04/2019 02:41 PM	Open
09/13/2019 01:03 PM	Closed

Initial Description

Vehicle is overheating. Engine light is on. Thermostat issues.

Case Comments

Date	Comment
09/04/2019	Customer vehicle is having engine issues. Customer vehicle is at dlr Tate Dodge Chrysler Jeep Inc. Phone 4108635428 Billing Address 7429 Ritchie Hwy Glen Burnie, MD 210613101 USA SA is Dana. Vehicle is overheating. Engine light is on. Thermostat issues. Dlr does not know what is going on with vehicle and this issues keep happening. Customer is seeking assistance and wants her vehicle repair.
09/04/2019	**********BC 35 REVIEW********** In-Service Date: 1/9/2016 Original Owner: 2nd (purchased 9/17/2018) Mileage: 63,000 Vehicle purchase Loyalty: 1 used Multiple Repairs/ Previous related repairs: 6/6/2019 DLR 54194 61,120 miles Customer Complaint: CK TEMP GUAGE RISING TO HOT (General Concern 3) Vehicle seems to shake at idle and while driving (Engine Con cern) (Multi-point inspection according to maintenance interval) Cause: THERMOSTAT FAILURE Correction: DIAGNOSTICS, REPLACED THERMOSTAT FLASH PROGRAMM PCM 23 POINT INSPECTION 6/21/2019 DLR 54194 61,500 miles Customer Complaint: CK ENGINE IS STILL RUNNING HOT (Engine Concern) (Multi-point inspection according to maintenance interval) Cause: INTERMITTENT FAN CONCERN Correction: DIAGNOSTICS, AND TESTING, ESTIMATE TO REPLACE FAN IS $665.00, PART WOULD HAVE TO BE ORDERED 23 POINT INSPECTION 8/15/2019 DLR 54194 62,753 miles Customer Complaint: CK RUNNING HOT (General Concern 4) PASSENGER SLIDING DOOR DOES NOT OPEN (General Concern 2) (Multi-point inspection according to maintenance interval) Cause: FAN MODULE IS INTERMITTENT LATCH INTERNAL Correction: DIAGNOSTICS, REPLACED FAN MODULE PER SERVICE CONTRACT ORDERED LATCH, COVERED BY SERVICE CONTRACT DEDUCTIBLE PAID ON THIS RO 23 POINT INSPECTION MVP plans: CERTIFIED PRE-OWNED LIMITED WARRANTY-active CERTIFIED PRE OWNED ADDED CARE PLUS-active GAP GUARANTEED AUTOMOTIVE PROTECTION-active AUTO APPEARANCE CARE-canaceled Basic expires: Expired Powertrain expires: Expired Open Recalls: no LS: 0 CC: 15 **********
09/05/2019	*****OUTBOUND CALL DLR***** Tate DCJ | 54194 | 410-863-5428 CM spoke to SA Dana. SA Dana stated the vehicle is there now, they are putting in a thermostat and also repairing sliding door issue. SA Dana stated the customer complaining of overhearing in drive through and things like that; it has an active thermostat code but they havent replicated the overheating thus far. SA Dana stated they replicated the conditions she described but havent had it do anything. CM inquired if the customer has gone for a test drive with them. SA Dana stated she has not but he can certainly see if she can do that when she comes in. *****OUTBOUND CALL CUSTOMER***** [redacted] CM left a VM advising have been assigned as their CM and would like to discuss the details of the case.
09/09/2019	*****OUTBOUND CALL DLR***** Tate DCJ | 54194 | 410-863-5428 CM was unable to reach SA Dana.
09/09/2019	*****OUTBOUND CALL CUSTOMER***** [redacted] customer disconnected.
09/09/2019	*****EMAIL TO CUSTOMER*****. Hello [redacted] My name is Stephanie and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have: Your case number is [redacted] The Chrysler Case Management telephone number is: 1-866-932-3873 My direct extension: 302-0206 I attempted to reach you by phone however was unsuccessful. Is there a best number to reach you at? Regards, Stephanie *****END OF EMAIL*****
09/09/2019	Email sent to SM seeking an update on the vehicle.
09/09/2019	*****INBOUND CALL DLR***** Tate DCJ | 54194 | 410-863-5428 SM Roger informed they did not replicated any overheating issue and the customer did not rest drive with him; she has picked up the vehicle.
09/11/2019	*****OUTBOUND CALL CUSTOMER***** [redacted] CM left a V M seeking to follow up on the vehicle.

Email(s)

Date	09/09/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 9 15:44 PM

Hello [redacted]

My name is Stephanie and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number is [redacted]
The Chrysler Case Management telephone number is: 1-866-932-3873
My direct extension: 302-0206

I attempted to reach you by phone however was unsuccessful. Is there a best number to reach you at?

Regards,
Stephanie
FCA Case Management
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/04/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/04/2019	**Origin**	Telephone	**Reason**	
Mileage	62,000 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	MAIDEN		NC		USA
Dealer	X7092	EAN HOLDINGS - MIAMI		**Dealer Phone**	3058712286
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Door				
Synopsis	vehicle has not been diagnosed.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/04/2019 06:22 PM	Open
09/04/2019 06:25 PM	Closed

Initial Description

Customer is calling in due to a safety concern for the driver side door locking failing.

Case Comments

Date	Comment
09/04/2019	Customer is calling in due to a safety concern for the driver side door locking failing. Customer states he has contacted NHTSA in regards to his concerns and was advised to reach out to the manufactures. Customer was just voicing his concern and has a appointment for 9/6/19. Agent advised the customer to reach back out if any other assistance is needed.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/04/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/04/2019	**Origin**	Telephone	**Reason**	
Mileage	55,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	WYTHEVILLE		VA	[redacted]	USA
Dealer	45562	Empire Chrysler Jeep Dodge Ram of		**Dealer Phone**	6314420123
Dealer Address	555 SUNRISE HWY				
	WEST ISLIP		NY	11795 2124	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	H
Subject	sliding door issue				
Synopsis	complaint noted				
Customer Anomaly	Electronics				
	Engine Electronics				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	12	Electronic engine issues (wiring)
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/04/2019 08:16 PM	Open
09/04/2019 08:18 PM	Closed

Initial Description

sliding door issue

Case Comments

Date	Comment
09/04/2019	customer calling to complain about buzzing sound coming from the right side sliding door.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/05/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/11/2019	**Origin**	Brand Site	**Reason**	recall
Mileage	53,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address	[redacted]			**Source**	Customer
Caller City	Harleysville	**Caller Country**	USA	**Caller Postal Code**	19438
Customer	[redacted]				
Customer Address					
	HARLEYSVILLE		PA	[redacted]	USA
Dealer				**Dealer Phone**	
Dealer Address					
Dealer Zone		**Sales District**		**Service District**	
Subject	recall				
Synopsis					
Customer Anomaly					
Contact Reason	C110	FCA Company Contact Info Request	**Customer Anomaly**		
Reason Code	FCA World - Information & Assistance requests - Corporate - Corporate - Contacts				

Case Status History

Create Date	Status
09/05/2019 12:59 PM	New
09/11/2019 01:31 AM	Open
09/11/2019 01:42 AM	Closed

Initial Description

Dear Customer service,\nI recently asked the local Dodge car dealership to replace the rear sliding door actuator (driver side) on my Dodge grand Caravan, 2016. The door was staying locked most of the time and that's a major safety issue when you have kids and passengers siting in the back.\nI had to pay ~ $500 to replace a part which cost less than $30. I realized that I'm not the only customer dealing with the poor quality of certain parts. I found, with google, so many customers reporting the same issue. I can't believe that Dodge/Chrysler did not initiate a recall yet for this safety issue.\nCould you please tell me that Dodge/Chrysler is going to handle this safety issue seriously?\nI've been a Dodge customer for more than 5 years but I'm really thinking to buy another car. \nThanks\nBest Regards \n

Email(s)

Date	09/05/2019	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	09/05/2019 12:59 PM

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

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

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

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference numbe[redacted]

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit

[redacted]

Date	09/11/2019	**Subject**	[redacted]		
From	uscustomercare@fcagroup.com	**To**			8 AM

Hello [redacted]
[redacted] for contacting Dodge Customer Care.
We are sorry to hear of the dissatisfaction you have had from the door on your Grand Caravan.

Experiences such as yours are great to hear, and we sincerely appreciate the time you took to write us.

Given that the current issue you have reported is not covered under a recall, you can report a safety concern to the National Highway Traffic Safety Administration at https://www-odi.nhtsa.dot.gov/VehicleComplaint/

We appreciate your comments and I have taken the liberty of logging your feedback. Comments like yours are always a welcomed and important way of getting feedback and helps providing the greatest possible satisfaction for customers.
Please do not hesitate to contact us if you need any further assistance by calling us at (800) 423-6343.
Thank you again for your email [redacted] Have a great day.
Best wishes,
Jennifer
Dodge Customer Care
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/05/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/01/2019	**Origin**	Telephone	**Reason**	
Mileage	38,000 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	PORT CHARLOTTE		FL		USA
Dealer	60697	Gettel Chrysler Dodge Jeep Ram		**Dealer Phone**	9416395500
Dealer Address	2323 TAMIAMI TRL				
	PUNTA GORDA		FL	33950 5925	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	D
Subject	vehicle concerns				
Synopsis	No further assistance needed. Closing case.				
Customer Anomaly					
Contact Reason	C183	Vehicle Warranty Plan Coverage	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Warranty - Warranty - Coverage Information				

Case Status History

Create Date	Status
09/05/2019 06:42 PM	Open
11/01/2019 10:09 PM	Closed

Initial Description

back sliding door would not open and would not unlock

Case Comments

Date	Comment
09/05/2019	CUSTOMER CALLED IN DUE TO SHE IS OUTSIDE OF HER WARRANTY AND NOW HER BACK SLIDING DOOR WILL NOT OPEN OR UNLOCK.AGENT ADVISED CUSTOMER TO TAKE THE VEHICLE TO THE DEALERSHIP FOR A DIAGNOSIS. ONCE A DIAGNOSIS IS DONE THEN DUE TO SHE IS NOT OUTSIDE OF HER WARRANTY 2YEARS/24,000 MILES WE WILL BE ABLE TO VERIFY IF WE COULD GET THE REPAIRS COMPLETED UNDER GOODWILL
09/12/2019	Vehicle has arrived at dealership Gettel Chrysler Dodge Jeep Ram and attended by dealer employee

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/07/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/19/2019	**Origin**	Telephone	**Reason**	
Mileage	62,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	VIRGINIA BEACH		VA	[redacted]	USA
Dealer	26769	HALL CHRYSLER DODGE JEEP RAM		**Dealer Phone**	7574982200
Dealer Address	3152 VIRGINIA BEACH BLVD				
	VIRGINIA BEACH		VA	23452 6922	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	L
Subject	torque issue				
Synopsis	Goodwill offered. Vehicle repaired and returned. No return contact from Customer after vehicle picked up.				
Customer Anomaly	Engine				
	OTHER				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	30	General engine issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/07/2019 01:18 PM	Open
09/19/2019 03:41 PM	Closed

Initial Description

customer is out the powertrain warranty by only 2k miles and the vehicle just now needs torque/transmission repairs

Case Comments

Date	Comment
09/07/2019	customer is out the powertrain warranty by only 2k miles and the vehicle just now needs torque/transmission repairs, the vehicle is at the servicing dlr now, Jeff was the person she spoke to there.. Customer is seeking cost assistance for repairs.
09/09/2019	Customer called in to speak with CM, CM was not available. Customer states a few days ago she was contacted by SA from Hall Chrysler Dodge Jeep Ram Virginia Beach and he informed the whole transmission needs to be replaced and she hasn't had any more updates. Agent tried to reach out to SA John for more recent update and cost est SA John was not available and SA Vicky provided his ext 51131 informed customer of this and advised to allow 1-2 business days for CM to contact dealer and her
09/12/2019	***OUTBOUND DLR CALL 26769-Hall Chrysler Dodge Jeep Ram Virginia Beach | 757-498-2357 CM returned SA Jon's call. SA advises Customer's transmission requires replacement. Transmission type does not require DI approval. 70% sheet was completed. SA originally thought vehicle was under Powertrain warranty, but warranty expired at 60,000 not 100,000. Customer is OOW by 2,000 miles. Customer is very loyal to DLR, and sees them regularly for maintenance and service. DLR/Customer seeking assistance for transmission replacement. Total: 5119.24
09/12/2019	**********BC 35 REVIEW********** In-Service Date: 5/10/2016 Original Owner: Yes Mileage: 62,000 Vehicle purchase Loyalty: 2 used, 2 new Multiple Repairs/ Previous related repairs: MVP plans: No Basic expires: Expired Powertrain expires: Expired LS: 525 CC: 15 Open Recalls: 0 **********
09/13/2019	REPAIR GOODWILL for DM NOTES [redacted] 2016 CHRYSLER TOWN & COUNTRY TOURING | [redacted] Virginia Beach | Goodwill Assistance [redacted] s requesting review of cost assistance for repair of the repair for transmission and door latch. Writer is suggesting the following as a goodwill gesture based on dealer input and for customer satisfaction. Customers proof of payment is: Customer is seeking cost assistance; no payment has been made at this time. Date of Repair: Vehicle currently at the DLR not repaired yet In-Service Date: 5/10/2016 Original Owner: Yes Mileage: 62,000 Loyalty: 2 used, 2 new Multiple Repairs: 1st repair on transmission concern, multiple previous visits for the door latch. Authorized Chrysler Dealership: 26769 - Hall Virginia Beach Dealer Opinion: The dealership is suggesting to have the transmission be replaced, as well as the door latch. Customer has good DLR loyalty, and was originally advised that the repair would be covered by PT Warranty as there was a miscommunication about warranty end mileage (100,000 vs. 60,000). Customer has had multiple visits for door latch. BREAK DOWN Transmission Replacement Labor $750.20 Parts $3100.72 Door Latch Labor $204.60 Parts $568.47 Specialist is seeking cost assistance of $3750.92 with a customer co-pay of $100.00 on assistance for repair of the transmission and $673.07 with a customer co-pay of $100.00 on assistance for repair of the door latch. Total for repair to transmission: $3850.92 Total for repair to door latch: $773.07
09/13/2019	***OUTBOUND CUSTOMER CALL [redacted] CM contacted Customer to provide introduction, and advise of offer. No answer. CM left VM.
09/17/2019	DLR EMAIL SENT CM seeking part order status/repair progress update from SA Jon.
09/17/2019	DLR EMAIL RECEIVED Vehicle completed and picked up
09/17/2019	***OUTBOUND CUSTOMER CALL [redacted] CM contacted Customer to test for repair satisfaction. No answer. CM left VM.
09/17/2019	CUSTOMER EMAIL SENT Hello [redacted], I just wanted to check in to ensure all is well after your recent repairs at Hall. If you need additional assistance, you can reach out by replying to this email or by calling me at 866-932-3873 ext. 3040166. If no additional assistance is needed, we will close your case on out after 2 business days. Best Wishes, Amy

Email(s)

Date	09/09/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] ***me*** 09/09/2019 19:17 PM

Your case manager is Aimee.
Here is some information that will be helpful for you to have:
Your case number [redacted]
The FCA Case Management telephone number is : 1-866-932-3873
Her direct extension for leaving a Voice Mail is: 3040166 (best way to reach me is to speak to any Case Manager and have them locate me for the call)
FCA Case Managements hours are: 8:00 am 8:00 pm EST Monday through Friday
My work hours are: Monday through Friday.

[redacted] if you have any questions or concerns. Thank you for your patience and co-operation!

Date	09/19/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] :40 PM

Hell[redacted]
I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is[redacted]
The FCA Case Management telephone number is: 1-866-932-3873
My direct extension is: 3040166

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and we hope we were able to resolve your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a Case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best
Amy

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 9/9/2019 3:17 PM
To: [redacted]
Su[redacted]

Your case manager is Aimee.
Here is some information that will be helpful for you to have:
Your case number is[redacted]
The FCA Case Management telephone number is : 1-866-932-3873
Her direct extension for leaving a Voice Mail is: 3040166 (best way to reach me is to speak to any Case Manager and have them locate me for the call)
FCA Case Managements hours are: 8:00 am 8:00 pm EST Monday through Friday
My work hours are: Monday through Friday.

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

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/09/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/18/2019	**Origin**	Telephone	**Reason**	
Mileage	50,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	DOUGLASS		KS	[redacted]	USA
Dealer	68621	WINFIELD MOTOR COMPANY		**Dealer Phone**	6202212840
Dealer Address	1901 SOUTH MAIN				
	WINFIELD		KS	67156 5417	USA
Dealer Zone	Denver	**Sales District**		**Service District**	L
Subject	Delay on parts				
Synopsis	Could not reach customer, closing case.				
Customer Anomaly					
Contact Reason	C75	Part Not Available/Backordered	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Parts - Parts - Part in backorder/not available				

Case Status History

Create Date	Status
09/09/2019 02:55 PM	Open
09/11/2019 02:33 PM	Suspended
09/19/2019 09:00 AM	Open
10/03/2019 04:39 PM	Closed
10/08/2019 05:30 PM	Open
10/18/2019 05:42 PM	Closed

Initial Description

Seeking info on warranty coverage and assistance with delay on part for the door not locking

Case Comments

Date	Comment
09/09/2019	Caller [redacted] Best number [redacted] stating that a piece of trim fell off and is finding from the DLR that this is not covered under her SC and would like to know why this is not covered Agent verified info and estimated mileage is about 50k Informed cx of the coverage shows SC with Max care and offered to email contract from website moparvehicleprotection.com Cx stating there is a part on back order and is seeking further assistance after having the vehicle there last week. The part fell off the vehicle yesterday.
09/10/2019	*****Outbound Dealer Call***** Winfield Motor Company | 68621 | 6202212840 Spoke with Shelly in service. Advised right sliding door wouldn't lock, and an oil change. When she showed up, intermittent door wouldn't shut and intermittent no start concern. Could not duplicate those. Latch for door arrived today
09/10/2019	*****Outbound Customer Call***** [redacted] CM spoke with customer to advise that part has arrived. Customer states she had a part on the vehicle that fell off while driving down the road. Customer stated she has an extended warranty, and was advised it is not covered. Customer does not recall who she spoke with at the DLR regarding the part. States it's a little strip that goes on the door, glued up there, and has plastic tabs and popped off. Customer states she spoke with someone at the DLR, and they advised they have seen this before. Customer states that Dodge should be aware if parts are going to fly off of vehicle. CM to follow up regarding part that flew off for potential assistance.
09/11/2019	*****Outbound Customer Call***** [redacted] CM spoke with customer who advised her appointment is on the 20th. CM advised would be in touch that day, and follow up with customer. Customer asked about the piece that flew off her vehicle, and CM advised would need to speak with the DLR as they would need to know if a defect or caused by outside influence, which may void warranty. No guarantees for assistance made.
09/20/2019	*****Outbound Dealer Call***** Winfield Motor Company | 68621 | 6202212840 SA Shelly on lunch.
09/20/2019	*****Outbound Dealer Call***** Winfield Motor Company | 68621 | 6202212840 Spoke with Shelly, just finished door latch repair. Customer paid deductible. Issue with doors not opening with key fob, and unable to duplicate concern. The trim on one of the doors fell off, and wasn't covered under service contract. The repair estimate for the trim piece that fell off was $103. Part is on order.
09/25/2019	waiting on parts
09/27/2019	*****Outbound Dealer Call***** Winfield Motor Company | 68621 | 6202212840 Spoke with Shelly who advised vehicle done and gone.
09/27/2019	*****Outbound Customer Call***** [redacted] CM left voicemail following up. - CM to offer a couple oil changes or reimburse the $103.
10/01/2019	*****Outbound Customer Call***** [redacted] CM left voicemail advising case will close in two business days if no further concern. Call back information left.
10/08/2019	*** Customer Concern** Customer called in as is trying to get in touch with case manager Devon as missed a call ***Agent Advised*** Agent advised that I can notate that customer is looking for another follow up in regards to the case.
10/09/2019	*****Outbound Customer Call***** [redacted] CM left voicemail.

Date	Comment
10/11/2019	INBOUND CUSTOMER CONTACT - Customer calling to speak with their CM. Customer's best contact number is [redacted] which is the cell phone, and she is not home a lot.
10/15/2019	*****Outbound Customer Call***** [redacted] CM left voicemail.

Email(s)

Date	09/09/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 09/2019 15:05 PM

To [redacted]

We apologize that you are experiencing issues with your vehicle and we know how much of an inconvenience this can be.
Thank you for taking the time to call us and giving us the opportunity to further assist you.
A case has been created to reference your call today [redacted]

Attached is a copy of your Service Contract Max Care Provisions found on
- Mopar vehicle protections website or by calling MVP - 800-521-9922

[redacted]

Please give us a call if you should need any other assistance
8009921997

Thank you for choosing to be part of the Dodge family!

Best Regards,

Fiat Chrysler Automobiles
[redacted]

Date	09/10/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 019 21:43 PM

My name is Devon and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your case number is [redacted]
The Chrysler Case Management telephone number is: 1.844.827.1926
My direct extension: 3020155
My work hours are: 9:00am - 5:30pm Eastern Standard Time Monday-Friday).

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

[redacted]

Date	10/03/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 3/2019 16:38 PM

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is: [redacted]
The Chrysler Case Management telephone number is: 1.844.827.1926
My direct extension: 3020155

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best

[redacted]

Date	10/18/2019	***Subject***	[redacted] f]
From	uscustomercare@fcagroup.com	***To***	[redacted] 0/18/2019 17:41 PM

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number i [redacted]
The Chrysler Case Management telephone number is: 1.844.827.1926
My direct extension: 3020155

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/10/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/17/2019	**Origin**	Telephone	**Reason**	
Mileage	42,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	RACINE		WI	[redacted]	USA
Dealer	26730	PALMEN AUTOMOTIVE GROUP OF RACINE,		**Dealer Phone**	2628866800
Dealer Address	8320 WASHINGTON AVE				
	RACINE		WI	53406 3733	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	I
Subject	Customer seeking goodwill				
Synopsis	No initial contact with customer. Close.				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/10/2019 08:44 PM	Open
09/17/2019 09:01 PM	Closed

Initial Description

Customer seeking goodwill on sliding doors

Case Comments

Date	Comment
09/10/2019	The customer stated that both sliding door failed and the customer had taken the vehicle for a diagnostic at PALMEN . The customer is seeking Goodwill assistance for the repair . Customer with in dealer goodwill . The customer call back[redacted]
09/11/2019	********** In-Service Date: 2/15/2016 Original Owner: YES Mileage: 42,000 miles New/Used Vehicle Purchase History: 2 NEW Loyalty Score: 658 Case Critical: 0 Multiple Repairs/ Previous related repairs: NONE MVP plans: NEW ADDED CARE PLUS Open Recalls: NONE Other: NONE **********
09/11/2019	**********OUTBOUND CUSTOMER CONTACT**********[redacted]********** Customer preferred contact - Email - Phone[redacted] Earliest call time - Latest Call Time - ********** CM contacted customer to introduce herself and discuss the case. Customer was unavailable, so CM left a voicemail for call back.
09/12/2019	**********OUTBOUND DEALERSHIP CONTACT********** Palmen Automotive Group of Racine Inc. | 26730 | 2628866800 | ********** CM contacted dealership to get a status on the vehicle. CM spoke with SA who advised the vehicle is not there. CM thanked SA.
09/13/2019	**********OUTBOUND CUSTOMER CONTACT**********[redacted] ********** CM contacted customer too discuss the case, and introduce herself. Customer was unavailable, CM left a voicemail for call back.
09/17/2019	**********OUTBOUND CUSTOMER CONTACT**********[redacted] ********** CM contacted customer for the third time. CM left a voicemail stating she will be closing the case, but that he can call in and have it reopened if he wishes.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/10/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/11/2019	**Origin**	Chat	**Reason**	
Mileage	0 Kms	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
Dealer	26750	MCLARTY DANIEL CHRYSLER DODGE JEEP		**Dealer Phone**	4792739022
Dealer Address	2201 SE MOBERLY LN.				
	BENTONVILLE		AR	72712 3751	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	M
Subject	Customer Assistance				
Synopsis					
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/10/2019 09:16 PM	New
09/11/2019 02:31 AM	Open
09/11/2019 02:33 AM	Closed

Initial Description

Chat Started: Tuesday, September 10, 2019, 17:16:11 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Steven (10s) Steven: Hi, my name is Steven with FCA Customer Care, How may I help you? (4m 5s) Visitor: Hello i bought my second dodge gran caravan in 2016. The one i bought in 2000 is still running and owned by another family member. I am now needing to replace the second door lock assembly on this vehicle, at a cost of 1400. The one on the other door last year cost me 1200 . I never had this problem with my other dodge gran caravan and bought this because thr first was so reliable. Is this a common problem? The maintenance on this van is gettting to be very expensive! [redacted] 4m 25s) Steven: For that I can get you over to a Dodge advisor is that okay? (4m 32s) Visitor: Sure (4m 38s) Steven: Will be one moment Chat Trans[redacted]teven To Amber (4m 56s) Amber: Hi, my name is Amber with FCA Customer Care, How may I help you? (7m 32s) Visitor: I just relayed my story earlier i own now my second dodge gran caravan which i bought in 2016. I am now having to replace the door lock assembly for the second door at a cost of 1400 dollars. The one last year cost 1200 dollars. Is this a common problem? The dodge gran caravan i bought in 2000 is still running and never had this issue (8m 56s) Amber: I am very sorry to hear you are having this problem again[redacted] can understand that reoccurring issues can be very frustrating, I would be happy to look into this for you to see what information we have on the concern. (9m 7s) Amber: Before we proceed I just need to verify some account information. Can you please confirm your mailing address, phone number, email address and current estimated mileage? (9m 40s) Visitor: That would be very helpful. It is getting to be very expensive!

Email(s)

Date	09/10/2019	**Subject**	[redacted]	
From	uscustomercare@fcagroup.com	**To**	[redacted]	09/10/2019 21:28 PM
[redacted]				

Date	09/10/2019	**Subject**	[redacted]	
From	uscustomercare@fcagroup.com	**To**	[redacted]	09/10/2019 21:29 PM

I do apologize that we were disconnected on our chat. If you need further assistance, please chat us back or you can contact us at 1-800-992-1997.

Sincerely,
Amber
FCA Customer Care
[redacted]

Date	09/10/2019	**Subject**	[redacted]		
From	[redacted]	**To**	uscustomercare@fcagroup.com	**Sent Date/Time**	09/10/2019 21:41 PM

Beth ann is taking my information

Sent from my iPhone

> On Sep 10, 2019, at 4:29 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
>
>
>
> I do apologize that we were disconnected on our chat. If you need further assistance, please chat us back or you can contact us at 1-800-992-1997.
>
> Sincerely,
> Amber
> FCA Customer Care
>
[redacted]

Live Chats

Date	
09/10/2019	Chat Started: Tuesday, September 10, 2019, 17:16:11 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Steven (10s) Steven: Hi, my name is Steven with FCA Customer Care, How may I help you? (4m 5s) Visitor: Hello i bought my second dodge gran caravan in 2016. The one i bought in 2000 is still running and owned by another family member. I am now needing to replace the second door lock assembly on this vehicle, at a cost of 1400. The one on the other door last year cost me 1200 . I never had this problem with my other dodge gran caravan and bought this because thr first was so reliable. Is this a common problem? The maintenance on this van is gettting to be very expensive! [redacted] (4m 25s) Steven: For that I can get you over to a Dodge advisor is that okay? (4m 32s) Visitor: Sure (4m 38s) Steven: Will be one moment Chat Transferred From Steven To Amber (4m 56s) Amber: Hi, my name is Amber with FCA Customer Care, How may I help you? (7m 32s) Visitor: I just relayed my story earlier i own now my second dodge gran caravan which i bought in 2016. I am now having to replace the door lock assembly for the second door at a cost of 1400 dollars. The one last year cost 1200 dollars. Is this a common problem? The dodge gran caravan i bought in 2000 is still running and never had this issue (8m 56s) Amber: I am very sorry to hear you are having this problem again [redacted] can understand that reoccurring issues can be very frustrating, I would be happy to look into this for you to see what information we have on the concern. (9m 7s) Amber: Before we proceed I just need to verify some account information. Can you please confirm your mailing address, phone number, email address and current estimated mileage? (9m 40s) Visitor: That would be very helpful. It is getting to be very expensive!
Date	
09/10/2019	

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/10/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/10/2019	**Origin**	Chat	**Reason**	
Mileage	0 Kms	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
Dealer	26750	MCLARTY DANIEL CHRYSLER DODGE JEEP		**Dealer Phone**	4792739022
Dealer Address	2201 SE MOBERLY LN.				
	BENTONVILLE		AR	72712 3751	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	M
Subject	Customer Assistance				
Synopsis					
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/10/2019 09:27 PM	New
09/10/2019 09:44 PM	Open
09/10/2019 09:45 PM	Closed

Initial Description

Chat Started: Tuesday, September 10, 2019, 17:27:37 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Beth-Anne (6s) Beth-Anne: Hi, my name is Beth-Anne with FCA Customer Care, How may I help you? (55s) Visitor: I got disconnected from amber who was working on my issue (3m 2s) Beth-Anne: I am sorry to learn that you have lost connection and I will do everything I can to assist. (3m 23s) Visitor: I own a 2016 dodge gran caravan. I am having to replace the second door lock assembly at a cos t of 1400 dollars. The one last year cost 1200 dollars and the dodge gran caravan i bought in 2000 never had this issue. Im wondering if thus iss a common problem (4m 26s) Visitor: My current odometer reading is 58693. My email is [redacted] y address is [redacted] bella vista ar [redacted] 5m 4s) Visitor: The vin number is [redacted] 5m 26s) Visitor: Tgis getting very (6m 28s) Visitor: This is getting to be very expensive. I bought the dodge because of the reliability of the first one (6m 32s) Beth-Anne: I am sorry to learn that there is an issue with the locks and I would like to look into it further for you. Has the van been to the dealership yet? (7m 17s) Visitor: Yes. They had to order the part and it should be in today. Its mcclarty dsniels dodge in bentonville ar (7m 54s) Visitor: Basically the doors close slower and finally wont open (8m 33s) Visitor: Mcclarty daniels. (8m 56s) Visitor: [redacted] 11m 6s) Beth-Anne: Thank you [redacted] I did look and I do not see any recalls or extended warranties that would cover this issue. What I would like to do is create a case and document that your vehicle has had this concern. If it becomes a known issue then the engineers will investigate and possibly issue a recall. If that happens we would notify you by mail and you can submit for reimbursement. (11m 31s) Visitor: Ok (11m 50s) Visitor: Im sure i cant be the only one (14m 23s) Beth-Anne: I have created the case and documented so that if we receive alot of calls it creates an alert etc. We appreciate you taking the time to let us know so that it can be taken into consideration. Your case number for reference is [redacted] (14m 33s) Visitor: Thank you (14m 51s) Beth-Anne: You are most welcome. In the mean time is there anything else I can look into for you to help with the situation? (15m 0s) Visitor: Nope

Live Chats

Date

Date	
09/10/2019	Chat Started: Tuesday, September 10, 2019, 17:27:37 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Beth-Anne (6s) Beth-Anne: Hi, my name is Beth-Anne with FCA Customer Care, How may I help you? (55s) Visitor: I got disconnected from amber who was working on my issue (3m 2s) Beth-Anne: I am sorry to learn that you have lost connection and I will do everything I can to assist. (3m 23s) Visitor: I own a 2016 dodge gran caravan. I am having to replace the second door lock assembly at a cos t of 1400 dollars. The one last year cost 1200 dollars and the dodge gran caravan i bought in 2000 never had this issue. Im wondering if thus iss a common problem (4m 26s) Visitor: My current odometer reading is 58693. My email is [redacted] my address is [redacted] bella vista a [redacted] (5m 4s) Visitor: The vin number is [redacted] (5m 26s) Visitor: Tgis getting very (6m 28s) Visitor: This is getting to be very expensive. I bought the dodge because of the reliability of the first one (6m 32s) Beth-Anne: I am sorry to learn that there is an issue with the locks and I would like to look into it further for you. Has the van been to the dealership yet? (7m 17s) Visitor: Yes. They had to order the part and it should be in today. Its mcclarty dsniels dodge in bentonville ar (7m 54s) Visitor: Basically the doors close slower and finally wont open (8m 33s) Visitor: Mcclarty daniels. (8m 56s) Visitor: [redacted] (11m 6s) Beth-Anne: Thank you [redacted] did look and I do not see any recalls or extended warranties that would cover this issue. What I would like to do is create a case and document that your vehicle has had this concern. If it becomes a known issue then the engineers will investigate and possibly issue a recall. If that happens we would notify you by mail and you can submit for reimbursement. (11m 31s) Visitor: Ok (11m 50s) Visitor: Im sure i cant be the only one (14m 23s) Beth-Anne: I have created the case and documented so that if we receive alot of calls it creates an alert etc. We appreciate you taking the time to let us know so that it can be taken into consideration. Your case number for reference is [redacted] (14m 33s) Visitor: Thank you (14m 51s) Beth-Anne: You are most welcome. In the mean time is there anything else I can look into for you to help with the situation? (15m 0s) Visitor: Nope

Date	
09/10/2019	

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2015	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/11/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/04/2019	**Origin**	Telephone	**Reason**	
Mileage	27,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	MODESTO		CA	[redacted]	USA
Dealer	64302	CENTRAL VALLEY CHRYSLER JEEP		**Dealer Phone**	2095263300
Dealer Address	4460 N MCHENRY				
	MODESTO		CA	95356 1518	USA
Dealer Zone	California	**Sales District**		**Service District**	J
Subject	Sliding door				
Synopsis	goodwill				
Customer Anomaly	Interior				
	Panels/Moldings				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	82	Interior panels or moldings issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/11/2019 03:47 PM	Open
10/04/2019 08:03 PM	Closed

Initial Description

Sliding door

Case Comments

Date	Comment
09/11/2019	Customer was calling because the sliding door in the vehicle, does not work automatic or manually. There is a problem with the motor within the door. They got one of the sliding door repaired, but now they are facing the same problem with another sliding door. They took the vehicle to the dealership for diagnosis and it was found that there is a same problem with this door also this time. They were given the estimated of 1500$, customer is looking to get cost assistance with this. Please review and update
09/11/2019	SM email Tehero- parts and labor are $877.94. keep in mind there is a possibility that the door panel may break when removing since the door will not open, wont know until we try.
09/12/2019	Unable to reach customer, left VM.
09/12/2019	SM email An extra $396.20 if door panel needs to be replaced
09/19/2019	Caller [redacted] nder mothers name [redacted] Best number [redacted] stating that last year a door broke and now the other side broke and is now outside of warranty and is seeking further assistance about this. That she called in about this before and has not heard back about this. Agent verified info and shows case being worked by CM Pierre, last attempt to connect with customer last week on Thursday 09/12 Agent attempted to connect with CM and was able to get connect, conferenced customer over for further assistance.
09/19/2019	Customer called, spoke to Stephanie. Confirmed issues, informed FCA will assist with repair GW free of charge. Explained to customer in order for DLR to repair, they may have to break door panel and she will be responsible for that repair $396.20. Customer agreed, Advised customer to cal DLR to authorize her copay. CM will follow up regarding parts.
09/25/2019	Customer not reachable, left VM
09/30/2019	SM email Tehero- parts due in Wed.
10/03/2019	SM email Tehero- knows parts are here but not sure when she is going to bring it in, possible Tuesday.

Email(s)

Date	09/16/2019	**Subject**	[redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	09/16/2019 20:07 PM

Hello there [redacted]
This is Pierre with FCA, I am unable to reach you at [redacted] id want to go ahead and inform you that I am the case specialist that will be handling your case. My days of work are Monday-Friday. If you have any questions for me feel free to go ahead and email me back or give me a call at 844-378-0597 extension 4060560. If I do not answer please leave me a voice mail and I will get back to you as soon as possible.

Thank you
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/11/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/20/2019	**Origin**	Telephone	**Reason**	
Mileage	62,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	pompano		FL	[redacted]	USA
Dealer	60444	JOEY ACCARDI CHRYSLER DODGE JEEP		**Dealer Phone**	9549436700
Dealer Address	909 S. FEDERAL HWY				
	POMPANO BEACH		FL	33062 7048	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	A
Subject	passenger sliding door				
Synopsis	No customer contact				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/11/2019 06:46 PM	Open
09/20/2019 04:34 PM	Closed

Initial Description

passenger sliding door opens even when vehicle is locked

Case Comments

Date	Comment
09/11/2019	Vehicle has arrived at dealership Joey Accardi Chrysler Dodge Jeep Ram and attended by dealer employee
09/11/2019	Customer is calling in because when he locks his vehicle , the passenger door does not lock . His vehicle was broken into and all his belongings were stolen . Customer wants his vehicle looked at . I have been on the phone with the dealership twice and as im on the line with the customer the dealer is disconnecting from the line . I called again and received a voicemail . I went to get back on the line with the customer and customer did not respond . I called out 3 times and advised the customer to call back because i was not getting a response . - Rental wont be provided by dealer , try for goodwill consideration .
09/17/2019	Customer stated that he would like assistance repair on sliding door. Stated that dlr is charging around $150.00 to repair the damages. Stated that his I pod, I phone and other belongs were stolen and would like Chrysler to pay for those as well. Adviser informed customer that Chrysler does not replace personnel belongings . Informed customer that case will be escalated for further assistance and should receive a call within one business day . Customer stated that he will get a lawyer Customer has owned 4 vehicles with Chrysler and would like goodwill.
09/18/2019	CM contacted the dealership Joey Accardi Chrysler Dodge Jeep Ram 60444 954-943-6700 and spoke with SA Reid. He stated stated that the customer had an extended warranty that covered the repair with a $150 deductible. SA stated that the customer has left the dealership without paying their deductible. CM contacted the custome[redacted]but they did not answer, CM left a voicemail.
09/19/2019	CM contacted the custome[redacted]t they did not answer, CM left a voicemail.
09/19/2019	CM contacted the dealership Joey Accardi Chrysler Dodge Jeep Ram 60444 954-943-6700 and spoke with SA Reid and stated that that the customer has not come back to the dealership to pay for the diagnosis fee. CM advised the SA that they will place in the DM notes this one time but the next time the customer comes to the dealership they will need to pay for any work that need to be repaired first before the vehicle is repaired.
09/20/2019	CM contacted the custome[redacted]but they did not answer, CM left a voicemail.
09/20/2019	Customer called in very upset because he states that it is not his responsibility to pay for any deductible because the concern on his vehicle was a manufacture defect. CM advised the customer that with all SC and extended warranties it states in the agreement that they will be responsible for a deductible and Chrysler will pay for the repair. Customer stated that the CM does not know what she is talking about and that any defect on his vehicle that should not be his responsibility. CM advised the customer they will need to get in contact with the dealership. Customer requested to speak with someone else. CM advised the customer that they are the case specialist and they make all decisions on the case. Customer is upset because they feel that they should not have to pay the deductible. Customer disconnected the call.

Email(s)

Date	09/18/2019	**Subject**	[redacted]	
From	uscustomercare@fcagroup.com	**To**	[redacted]	9/18/2019 16:55 PM

Dear [redacted]

After speaking with the dealership today, it was confirmed that the $150 dollars you were asking me to assist you with was a deductible. Your entire repair was covered by your extended warranty and you were only responsible for a deductible. All deductible or copay's are the customers responsibility.
You will need to go to the dealership and pay your deductible that your extended warranty has required for you to pay in order to repair your vehicle.
If you have any questions or concerns please call 844-378-0573 ext 4060320 or reply to this email. My office hours are Monday-Friday 11:30 am - 8:00 pm (eastern).

-Chardae (case specialist)
Thank you for being a Chrysler customer.
re[redacted]

Date	09/19/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] /19/2019 17:28 PM

De[redacted]

After speaking with the dealership today, it was confirmed that the $150 dollars you were asking me to assist you with was a deductible. Your entire repair was covered by your extended warranty and you were only responsible for a deductible. All deductible or copay's are the customers responsibility.
You will need to go to the dealership and pay your deductible that your extended warranty has required for you to pay in order to repair your vehicle.
If you have any questions or concerns please call 844-378-0573 ext 4060320 or reply to this email. My office hours are Monday-Friday 11:30 am - 8:00 pm (eastern).

-Chardae (case specialist)
Thank you for being a Chrysler customer.
[redacted]

Date	09/20/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] /20/2019 16:32 PM

Dear [redacted]

At this time your case will be closed if you any questions please call 844-378-0573.

-Chardae (case specialist)
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2017	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/11/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/11/2019	**Origin**	Telephone	**Reason**	
Mileage	39,317 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	WOODHAVEN		NY	[redacted]	USA
Dealer	68242	STAR CHRYSLER JEEP DODGE FIAT		**Dealer Phone**	7184796200
Dealer Address	211-10 JAMAICA AVENUE				
	QUEENS VILLAGE		NY	11428 1541	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	G
Subject	doors				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/11/2019 08:09 PM	Open
09/11/2019 08:25 PM	Closed

Initial Description

cst states doors don't lock properly

Case Comments

Date	Comment
09/11/2019	tried assisting cst with getting a service appointment scheduled but there was only a recording. cst left his info and is waiting for someone from the service dept to contact him

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/12/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/27/2019	**Origin**	Telephone	**Reason**	
Mileage	56,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	CAPE CORAL		FL	[redacted]	USA
Dealer	66732	Galeana Chrysler Dodge Jeep Ram Fl		**Dealer Phone**	2394812600
Dealer Address	14375 S TAMIAMI TRL				
	FORT MYERS		FL	33912 1943	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	D
Subject	door actuator				
Synopsis	Check Issued				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/12/2019 04:43 PM	Open
09/16/2019 03:43 PM	Suspended
09/16/2019 11:00 PM	Open
09/27/2019 03:39 PM	Closed

Initial Description

slider door would not open

Case Comments

Date	Comment
09/12/2019	Customer says the vehicle is at the dealer. the part that was replaced and the vehicle is out of warranty. Customer is hoping for some assistance since the actuator was replaced once before. Agent let the customer know they can submit for considerations of reimbursement. Customer will submit the documents via Email.
09/19/2019	Reimbursement processed under goodwill CCS 15 LS 612 Customer submitted request for reimbursement for: Actuator and Applique Customers proof of payment is: Repair order(Stamped) Date of repair:09/14/19 Labor:317.38 Parts:254.00 Discount: $ 57.14 Tax Total:514.24 Less deductible - Total Reimbursement : Mileage 56,609 DOC-2944624- page 2 DOC-2944623 page 1 Waiting for approval of check
09/25/2019	Customer called to inquire on reimbursement. Read the following note to him that was entered on September 19, 2019: Reimbursement processed under goodwill CCS 15 LS 612 Customer submitted request for reimbursement for: Actuator and Applique Customers proof of payment is: Repair order(Stamped) Date of repair:09/14/19 Labor:317.38 Parts:254.00 Discount: $ 57.14 Tax Total:514.24 Waiting for approval of check Agent advised to allow for up to 30 days for check to arrive.
09/25/2019	customer called in for update informed that check was sent for approval
09/27/2019	Check has been issued
10/29/2019	Check returned by post office. Receipt in imaging shows address as [redacted] FORT MYERS, FL [redacted] Mailing check to this address.

Email(s)

Date	09/12/2019	**Subject**	Documents required for Reimbursement Request [[redacted]
From	uscustomercare@fcagroup.com	**To**	[redacted]
		Sent Date/Time	09/12/2019 16:44 PM

Ca[redacted]
De
Thank you for your recent inquiry regarding reimbursement consideration for repairs made on your VIN.
Please forward your original repair order and proof of payment receipt by replying to this email.
Proof of payment consists of credit card receipt, front and back of cancelled check, repair order stamped "paid in full", credit card/bank statement, or cash register receipt if cash was paid.
We will review the matter when we receive the documents and contact you with the response.
Sincerely,
Customer Care, FCA
[redacted]

Date	09/14/2019	**Subject**	Re: Documents required for Reimbursement Request [redacted]

From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	09/14/2019 13:58 PM

Sent from Yahoo Mail for iPhone

On Thursday, September 12, 2019, 12:44 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:

[redacted]

| |
|
| Cas[redacted]
| Thank you for your recent inquiry regarding reimbursement consideration for repairs made on your VIN. Please forward your original repair order and proof of payment receipt by replying to this email. Proof of payment consists of credit card receipt, front and back of cancelled check, repair order stamped "paid in full", credit card/bank statement, or cash register receipt if cash was paid. We will review the matter when we receive the documents and contact you with the response. |
| Sincerely, Customer Care, FCA |

|
| |
| |
| |

[redacted]

Date	09/16/2019	Subject	[redacted]
From	[redacted]ercare@fcagroup.com	To	[redacted]PM

Dear [redacted]

Please submit the complete copy of your repair order(Including page 2 of your repair order).

Gabriel
Reimbursement Specialist

[redacted]

Date	09/16/2019	Subject	Re: Documents required for Reimbursement Reque[redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	09/16/2019 23:00 PM

Sent fr[redacted]

On Monday, September 16, 2019, 11:41 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:

Dea[redacted]

Please submit the complete copy of your repair order(Including page 2 of your repair order).

Gabriel
Reimbursement Specialist

[redacted]

Date	09/25/2019	Subject	Re: Documents required for Reimbursement Reques[redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	09/25/2019 15:38 PM

Any update on this?

Sent from Yahoo Mail for iPhone

On Monday, September 16, 2019, 7:00 PM, [redacted] wrote:

Sent from Yahoo Mail for iPhone

On Monday, September 16, 2019, 11:41 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:

Dear [redacted]

Please submit the complete copy of your repair order(Including page 2 of your repair order).

Gabriel
Reimbursement Specialist
[redacted]

Date	09/27/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] PM

Dear [redacted]

Your satisfaction is important to us!

We are pleased to inform you that we have approved a total of 514.24 for your reimbursement request. We will be sending the check to the mailing address on file for you. Please allow 30 calendar days for the check to arrive.

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

Sincerely,

Gabriel

Reimbursement Specialist
[redacted]

Date	10/15/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted]

Dear [redacted]
Thank you for contacting FCA Custom[redacted]
Our records indicate that case number [redacted] is closed.
If you require further assistance please contact us and we would be happy to assist.
Thank you and have a great day.
FCA Customer Care

[redacted]

Date	10/15/2019	***Subject***	Re: Documents required for Reimbursement Request [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	10/15/2019 21:51 PM

Hello. I still have not received the check. Can you confirm if the address on file is [redacted]?

Sent from Yahoo Mail for iPhone

On Friday, September 27, 2019, 11:38 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:

Dear [redacted]

Your satisfaction is important to us!

We are pleased to inform you that we have approved a total of 514.24 for your reimbursement request. We will be sending the check to the mailing address on file for you. Please allow 30 calendar days for the check to arrive.

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

Sincerely,

Gabriel

Reimbursement Specialist

[redacted]

Date	10/18/2019	***Subject***	Re: Documents required for Reimbursement Request [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	10/18/2019 22:34 PM

Can I get an update on this?

Sent from Yahoo Mail for iPhone

On Friday, September 27, 2019, 11:38 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:

Dear [redacted]

Your satisfaction is important to us!

We are pleased to inform you that we have approved a total of 514.24 for your reimbursement request. We will be sending the check to the mailing address on file for you. Please allow 30 calendar days for the check to arrive.

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

Sincerely,

Gabriel

Reimbursement Specialist

[redacted]

Date	10/18/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	

Dear [redacted]
Thank[redacted] Customer Care
Our records indicate that case numbe[redacted]s closed.
If you require further assistance please contact us and we would be happy to assist.
Thank you and have a great day.
FCA Customer Care

[redacted]

Date	10/18/2019	**Subject**	[redacted]
From	uscustomercare@fcagroup.com	**To**	[redacted]

Dea[redacted]
Thank you for contacting FCA Customer Care
Our records indicate that case number[redacted] closed.
If you require further assistance please contact us and we would be happy to assist.
Thank you and have a great day.
FCA Customer Care

[redacted]

Date	10/18/2019	**Subject**	Re: Documents required for Reimbursement Reques[redacted]		
From	[redacted]	**To**	uscustomercare@fcagroup.com	**Sent Date/Time**	10/18/2019 22:40 PM

I know the case is closed. When will I be receiving payment?

Sent from Yahoo Mail for iPhone

On Friday, September 27, 2019, 11:38 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:

Dea[redacted]

Your satisfaction is important to us!

We are pleased to inform you that we have approved a total of 514.24 for your reimbursement request. We will be sending the check to the mailing address on file for you. Please allow 30 calendar days for the check to arrive.

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

Sincerely,

Gabriel

Reimbursement Specialist

[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/12/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/12/2019	**Origin**	Chat	**Reason**	
Mileage	0 Kms	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	FAYETTEVILLE		GA		USA
Dealer	99999	Dealer99999		**Dealer Phone**	
Dealer Address					
Dealer Zone		**Sales District**		**Service District**	
Subject	Others				
Synopsis					
Customer Anomaly	Drivability				
	Product Handling (Poor Ride)				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	120	Poor Handling or Rough Ride
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/12/2019 07:06 PM	New
09/12/2019 07:12 PM	Open
09/12/2019 07:20 PM	Closed

Initial Description

Chat Started: Thursday, September 12, 2019, 15:05:58 (-0400) Chat Origin: NAFTA Chrysler Brand Chat Agent Amber (6s) Amber: Hi, my name is Amber with Chrysler Customer Care, How may I help you? (40s) Visitor: I purchased a 2016 Chrysler town and country from don jackson on May 27 2017. Since our purchase we have had nothing but problems with the Van and had to have it repaired to fix the doors, back windshield wiper, the AC/heat and the seat belt locks. We now have a quote for $2700 for interior engine problems. I wanted to see if anything can be done to trade this in and get a new vehicle. We are upside down on it. I am really disappointed in the quality of vehicle we purchased and should not have had this many problems with it and it has caused us a lot of financial problems. (1m 4s) Visitor: VIN: m 17s) Visitor: Fayetteville Ga 5m 25s) Amber: I am very sorry to hear you have had these problems with your vehicle, I can understand how disappointing that would be! If you are having trouble with the vehicle right now I would be happy to have one of our specialists work with your dealer to make sure it is repaired for you. I do apologize as the manufacturer of the vehicle we do not take part in the sales or trade ins of the vehicles, if you are looking to trade in your van you would need to work with a dealerships sales team. (6m 4s) Visitor: It is getting repaired in a shop right now. (7m 51s) Amber: Okay, again I am sorry to hear you are having issues with your van re you working with a Chrysler dealer for this repair?

Live Chats

Date

Date	
09/12/2019	Chat Started: Thursday, September 12, 2019, 15:05:58 (-0400) Chat Origin: NAFTA Chrysler Brand Chat Agent Amber (6s) Amber: Hi, my name is Amber with Chrysler Customer Care, How may I help you? (40s) Visitor: I purchased a 2016 Chrysler town and country from don jackson on May 27 2017. Since our purchase we have had nothing but problems with the Van and had to have it repaired to fix the doors, back windshield wiper, the AC/heat and the seat belt locks. We now have a quote for $2700 for interior engine problems. I wanted to see if anything can be done to trade this in and get a new vehicle. We are upside down on it. I am really disappointed in the quality of vehicle we purchased and should not have had this many problems with it and it has caused us a lot of financial problems. (1m 4s) Visitor: VIN [redacted] (1m 17s) Visitor: [redacted] Fayetteville Ga [redacted] (5m 25s) Amber: I am very sorry to hear you have had these problems with your vehicle [redacted] can understand how disappointing that would be! If you are having trouble with the vehicle right now I would be happy to have one of our specialists work with your dealer to make sure it is repaired for you. I do apologize as the manufacturer of the vehicle we do not take part in the sales or trade ins of the vehicles, if you are looking to trade in your van you would need to work with a dealerships sales team. (6m 4s) Visitor: It is getting repaired in a shop right now. (7m 51s) Amber: Okay, again I am sorry to hear you are having issues with your van, Russell, are you working with a Chrysler dealer for this repair?

Date	
09/12/2019	

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2016	Brand	DODGE
Body	RTKM53	Vehicle	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	09/13/2019	CAIR Type	Regular	Status	Closed
Close Date	09/13/2019	Origin	Telephone	Reason	
Mileage	80,000 Miles	Market	U	Language	English
Contact Email					
Caller Address				Source	Customer
Caller City	Galivants Ferry	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	Galivants Ferry		SC		USA
Dealer	44734	HOOVER CHRY-JEEP-DODGE INC		Dealer Phone	8437618053
Dealer Address	325 N HIGHWAY 52				
	MONCKS CORNER		SC	29461 3919	USA
Dealer Zone	Southeast	Sales District		Service District	K
Subject	vehicle concern				
Synopsis					
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/13/2019 03:44 PM	Open
09/13/2019 03:56 PM	Closed

Initial Description

Back door will not unlock

Case Comments

Date	Comment
09/13/2019	Customer states the back door will not unlock and it is a safety issue she has children Agent stated there isn't anything we can do , No LS CCS 15 , used vehicle , out of warranty , 80,000 miles on it .

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/16/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/16/2019	**Origin**	Telephone	**Reason**	
Mileage	40,000 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	FENTON		MO		USA
Dealer	41458	SOUTH COUNTY DODGE CHRYSLER JEEP		**Dealer Phone**	3144871010
Dealer Address	7127 S LINDBERGH BLVD				
	ST. LOUIS		MO	63125 4305	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	N
Subject	repair				
Synopsis	closed				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/16/2019 02:45 PM	Open
09/16/2019 02:59 PM	Closed

Initial Description

door lock issues

Case Comments

Date	Comment
09/16/2019	Customer calling about rear sliding door locks. Mechanisms buzzing and humming when closing and also not locking every time. Agent advised no open recalls for this specific situation. Customer will seek out service contract for further assistance.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/16/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/10/2019	**Origin**	Telephone	**Reason**	
Mileage	68,127 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	SIMI VALLEY		CA	[redacted]	USA
Dealer	24124	SHAVER CHRYSLER DODGE JEEP RAM		**Dealer Phone**	8054967103
Dealer Address	3888 EAST THOUSAND OAKS				
	THOUSAND OAKS		CA	91362 3627	USA
Dealer Zone	California	**Sales District**		**Service District**	K
Subject	Vehicle concern / Goodwill assistance				
Synopsis	Not a warranty issue				
Customer Anomaly	Drivability				
	No Start				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	103	Vehicle No Start
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/16/2019 05:10 PM	Open
10/10/2019 12:24 PM	Closed

Initial Description

Numerous issues with the vehicle and got an extended warranty for some of the issues . Motor is broken and almost $3,000 for repairs and cst has taken great care of the vehicle . Driver rear sliding door is not working -$150.00 just to check it . leave the vehicle at DLR for 2 days for them to diagnose . Door has opened while driving by itself . Car will not start , needs a new alternator as well . Cst is looking for Goodwill assistance .

Case Comments

Date	Comment
09/16/2019	Numerous issues with the vehicle and got an extended warranty for some of the issues . Motor is broken and almost $3,000 for repairs and cst has taken great care of the vehicle . Driver rear sliding door is not working -$150.00 just to check it . leave the vehicle at DLR for 2 days for them to diagnose . Door has opened while driving by itself . Car will not start , needs a new alternator as well . Cst is looking for Goodwill assistance . DLR is Shaver Chrysler 805-496-7103 SM Gilbert Lopez . -Agent provided the case# and informed that a CM will reach out within 1 business day .
09/17/2019	Customer states she called yesterday an was advised will get an call back today - vehicle is not drivable - vehicle is at the DLR - person that was helping them is not at the DLR - nobody is touching the vehicle or telling them nothing - no vehicle to drive - spent over $800. on an rental in the last 2 weeks - told was going to be called by the DLR Customer t=states the vehicle is an Lemon an the vehicle is tearing up - advised the motor will be $3000. and they do not have the money at this time Agent advised that the case has been escalated an sometimes it days 2 days to make the initial call to the customer
09/18/2019	Agent contacted customer and customer stated the vehicle is at the dealer and the dealer is saying the vehicle needs a new engine, customer has a SC and it is saying that they might pay for the repair but customer has to pay for labour, customer is looking for assistance with Motor. Agent will call dealer and get more info regarding engine.
09/18/2019	Customer stated SM is not with the with company anymore. Ken is is working with customer at the moment
09/19/2019	Vehicle is out of warranty. Customer has an aftermarket Service contract to cover repairs with a $100 deductible. Customer has authorized teardown. Dealer will follow required process by Mercury Service Contract in seeking approval for repairs. Maximum rental car covered by Mercury is $180.00. Due to estimated total cost of needed repairs Mercury will be sending an independent inspector to verify needed repairs once engine disassembly has been completed. Dealer will update customer with vehicle status as we move through process.
09/19/2019	Agent contacted customer, customer not available.
09/24/2019	Customer has been informed that the aftermarket service contract they purchased through an independent provider has denied coverage for repairs due to pre-existing conditions. Customer purchased a Mercury Service Contract on 9/3/19 and then presented their vehicle for repairs on 9/13/19. Customer had not informed dealer that the service contract was recently purchased. Customer had given verbal authorization for teardown that was needed for service contract vehicle inspection. Now the customer is lying and stating that he never gave the authorization. This is not true as the verbal authorization was given to the Service Manager and it was clearly stated that he would be responsible for the teardown should his service contract decline coverage. The customer is refusing to accept responsibility forteardown or repairs and claims he is going to leave the vehicle here and seek out an attorney. Vehicle has not been serviced at the dealer for the last 30,000 miles. Goodwill is not being offered to this customer. Customer became irate and hung up phone. Customer name is [redacted] Also contacted customer's wife [redacted] and she responded in the same manner and hung up the phone during informative conversation.
09/24/2019	Customer called in crying and saying the SC denied claim due to the vehicle having problems before the warranty was purchased. Ken SM has documented case with customer response.

Date	Comment
09/25/2019	Email from SM Ken to agent The estimate for teardown [redacted] approved on 9/18/19 at 12:36 pm is $2000. He had also previously approved on 9/16/19 at 11:55 am replacement of the vehicles battery for $338.78. The battery replacement and the teardown has already been performed. This case has been reviewed by the Service Director Mike Allen and he has indicated we will not be accepting DM notes for the repairs on this vehicle. The total estimate for the repairs is $5793.00. The items needing repaired are replacement of the left cylinder head, replace the left side sliding door latch/lock assembly, replacing the radiator, and replacement of the battery.
09/25/2019	Agent contacted customer and advised of if customer authorized tear down the customer has to be responsible of it. Customer stated she does not understand why the dealer is saying 2000 dollars for tear down if the tech said he was only going to spend 4 hours to work on the vehicle, agent advised that is what the dealership charges and that cannot be disputed since customer already authorized the tear down and acknowledged how much it was going to be. Customer stated this should not be happening so soon and that this vehicle is a Lemon That she was sold a Lemon vehicle. Agent stated to customer that she could pay the tear down and the battery and we could try and get the vehicle to another dealer if another dealer wants to accept it. Customer stated she does not have any money and she is not paying for anything. Agent again explained to customer if she does not pay for something that they authorized we cannot move forward. Customer again stated this vehicle was sold to her as a Lemon Agent advised to customer case will be escalated for further review but this is not filing Lemon Law. Customer agreed and agent advised 1-2 business days for call back.
09/25/2019	********** I2R Review ********** ********** Case Escalated to I2R ********** Reviewed Warranty History which determined this case should be escalated to I2R for case management.
09/26/2019	Called DLR 24124@805-496-7103, lvm stating that I'm calling from Chrysler resolution. Writer stating I'm calling in regards to VIN [redacted] and that I had a few questions in regards to the vehicle. Writer advised to give me a call back at 817-438-3518. ---------- Called customer [redacted] Writer stated that her case has been escalated to me for special handling. Customer stated that the issues started coming up about a year ago. Customer stated that the vehicle was driving very bad and she had to take it in to the DLR and they charged her a diagnostic fee of $160. Customer stated that she was told to refinance her vehicle so that she would be able to get a new warranty it and that the warranty would cover the repair fees for the vehicle. Customer went ahead and refinanced the vehicle to get the warranty. Customer then stated that her boyfriend was informed that there would be a fee for the tear down but she then states that she doesnt think he was aware of how much the fee would be. Customer then found out that the fee for the tear down is $2000. Customer states that the warranty is not covering anything because they were told by the DLR that the issue was there before the warranty got added to the vehicle. Customer states she believes the vehicle is a lemon. Customer states she has been having to use Uber and rent U-hauls because her job consists of having to move things and with the vehicle being at the DLR she is unable to do that. Customer is upset and was crying stating that she needs help with this vehicle. Customer stated that the DLR needs $2400 just to be able to take the vehicle out. Customer stated she understands that the battery needs to be replaced she stated she understands that she needs to pay the $350 for the battery but is requesting assistance in regards to this vehicle. Writer advised I understand and apologized for everything she has been going through. Writer advised I will be reviewing her case in the next couple of days to see what the next possible step would be. Writer advised I will call the DLR24124 tomorrow to get an update from them and I will give her a follow up call on Monday. Follow up with DLR 09/27 and follow up with customer 09/30.
09/27/2019	Called DLR24124@805-496-7103, lvm for SM Ken Dunkin that Im calling in regards to a mutual customer, VIN [redacted] Writer advised SM to please give me a call back at 817-438-3518 and that I have a few questions in regards to what is going on with the vehicle. Follow up 09/30.
09/27/2019	Inbound call from SM Ken@805-418-5117, SM advised from his understanding the customer refinanced the vehicle and purchased an after market warranty. SM stated customers demanded the vehicle get diagnosed with out the customers having to pay anything. SM advised that the service contract they presented was in [redacted]ame. SM advised that the repair order at the dealership is in [redacted]ame as well. SM advised tha[redacted] authorized for the tear down and that he signed an authorization of all repairs at a cost of $4151.23. SM advised that he gave them a discounted price. SM advised that [redacted] was going to cancel the service contract and use the $2000 towards the repairs and that he would only need to come up with the remaining $2100. SM advised that the plan is for the vehicle to be completed by next Tuesday 10/01. Writer thanked SM for the information and for giving me a call back. Writer advised I will continue reviewing the case. Writer advised I will give the customer a call back on Monday. Follow up 09/30.
09/30/2019	Called custome[redacted] lvm for customer that I'm calling to speak to [redacted] regards to her 2016 Dodge Grand Caravan. Writer advised customer to give me a callback at 817-438-3518. ---------- Inbound call from customer@[redacted] Writer advised that I am calling to advise that I have completed my review in regards to her vehicle. Writer advised that according to the DLR24124 there is a written agreement that the customer is responsible for the balance of $4151.23 and that at this time I am unable to provide any assistance in regards to the vehicle's repair. Writer advised the customer that she will need to continue working with the DLR in regards to her vehicle concerns. Customer stated that she is very upset and that she will never be purchasing a Dodge vehicle again. Writer advised I understand and I apologize for what she is going through but at this time I am unable to assist as there is a written signed agreement that they are responsible for the vehicle's repairs. Customer was very upset and stated she will be writing reviews about the vehicle and that she thinks it is ridiculous that she has not been give even $1 off for the vehicle repairs. Customer stated she will never be going to that DLR24124 again. Customer disconnected the line.
10/07/2019	Repairs have completed and customer picked up vehicle on 10/3/19. Follow up with customer [redacted] indicates he is very satisfied with the repairs.

Email(s)

Date	09/23/2019	***Subject***	[redacted]	
From	uscustomercare@fcagroup.com	***To***	[redacted]	09/23/2019 23:26 PM

Good Afternoon,

My name is Jube with Case Management filling in for your assigned specialist, Solanch. Unfortunately, your Case specialist is not in the office today. However, we will be reviewing your case for any further update. Please allow 1-2 business days for your Case Specialist to reach back to you. If you have any concern or questions please feel free to give Us a call at 844-888-0601.

Thank you!
Jube
[redacted]

Date	09/26/2019	***Subject***	[redacted]	
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	09/26/2019 22:36 PM

Hello [redacted]

My name is Fatema and I am your Case Manager from the FCA Resolution Team. Your case [redacted] has been escalated to me for special handling. I will assist in the vehicle repair process and review the case for all possible resolutions based on the vehicle repair history.

Respectfully,
Fatema

FCA Resolution Team
Phone: 817-438-3518
Fax: 866-849-3869 ATTN: Fatema
Hours: Monday - Friday 9:30 am - 6:00 pm CST
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/16/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/03/2019	**Origin**	Telephone	**Reason**	
Mileage	44,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	CLEVELAND		TN	[redacted]	USA
Dealer	27088	MONTGOMERY CHRYSLER DODGE JEEP RAM		**Dealer Phone**	8598853367
Dealer Address	1010 ELIZABETH ST				
	NICHOLASVILLE		KY	40356 8710	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	Z
Subject	Lemonlaw/buyback				
Synopsis	.				
Customer Anomaly					
Contact Reason	C221	Dispute Resolution - Buyback/Lemon Law	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Product - Dispute Resolution - Buyback/Lemon Law Request				

Case Status History

Create Date	Status
09/16/2019 07:12 PM	Open
10/03/2019 02:27 PM	Closed

Initial Description

Lemonlaw/Buyback

Case Comments

Date	Comment
09/16/2019	Caller stated that he would like to start a lemon law case due to the fact that when he purchased the car the lock was broken but they were able to fix that. Then, the car wouldn't start due to a dead cell in the battery. He has been having multiple issues within the vehicle as far as the vehicle reving while he is driving and it has been stuck in low gear and wouldnt change gears at one point as well. I advised the caller that I could start the case and someone would be back in contact within 2-4 business days.
09/16/2019	**Dispute Resolution Review** Reviewed warranty history at customer request. Writer determined this case should be handled by BC Specialist per normal case handling guidelines. Do not return this CAIR to Dispute Resolution Assigned CAIR to CM.
09/18/2019	[redacted] 11:18 AM (5 minutes ago) to me It is not here, it was in on the 4th of September for a buzzing noise when operating door locks customer declined repair. EMAIL RECEIVED FROM SM AT DEALERSHIP. CM will follow up with the customer.
09/26/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM called and LVM for the customer to return CM call.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/16/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/25/2019	**Origin**	Telephone	**Reason**	
Mileage	50,000 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	TRUSSVILLE		AL		USA
Dealer	68368	BENCHMARK CHRYSLER JEEP DODGE		**Dealer Phone**	2059571313
Dealer Address	1313 GRANTS MILL WAY				
	BIRMINGHAM		AL	35210 3452	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	T
Subject	Door				
Synopsis	NO RESPONSE FROM CUSTOMER				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/16/2019 08:09 PM	Open
09/25/2019 01:52 PM	Closed

Initial Description

Customer stated he has been having issues with his vehicle door

Case Comments

Date	Comment
09/16/2019	Customer is calling for GW assistance. Said he purchased this vehicle brand new, hardly had it for 3 years and it is already causing issues. He took it to the dealership today, they told him it will be approximately $800 and change for parts and labor. Customer doesn't believe the vehicle should be falling apart this quickly, he is calling to see if we can assist him with this in any way Service adviser name is Tanner C.
09/16/2019	CM call to DLR 2059571315 (Tanner) - customer at DLR OFL today -- outside of warranty concern -- quoted $800 noise latch and labor --- warranty price / CM to follow up with DLR next day for pricing CM call to customer - right lock on door is causing concern -- feels that this is an expense that he can not afford CM advised and offered GOODWILL 50/50 share cost --- customer accepts advised will follow up with DLR and customer to provide authorization to order parts and repair -- customer thanked CM -- no open recalls -- follow up to close case 09/20
09/17/2019	CM call to DLR 2059571315 -- (Dale) -- warranty price total is $336.74 --- GW OFFER to cover all costs as ONE TIME GOODWILL OFFER ---- PART IN STOCK -- BEING HELD FOR CUSTOMER -- customer called -- updated GOODWILL OFFER 100% COVERAGE -- reach out to DLR to schedule appointment email sent to DLR of FCA APPROVAL GOODWILL OFFER Customer thanked CM --
09/18/2019	follow up satisfaction and close 09/20
09/19/2019	Vehicle has arrived at dealership Benchmark Chrysler Jeep Dodge and attended by dealer employee
09/19/2019	follow up satisfaction and close 09/20
09/20/2019	CM call to customer at no answer - left message -- email sent follow up 09/23
09/23/2019	CM call to customer at no answer - left message
09/24/2019	CM call to customer at no answer - left message

Email(s)

Date	09/24/2019	**Subject**		
From	uscustomercare@fcagroup.com	**To**		09/24/2019 14:46 PM

At this time, we will be closing this case.
If you have any further questions/concerns, please call [BRAND] at 1-800-XXX-XXXX at any time.
We also wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey, so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time, participation and for being a valued FCA customer.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/17/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/26/2019	**Origin**	Telephone	**Reason**	
Mileage	37,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	SEWELL	NJ	[redacted]	USA	
Dealer	41646	MT EPHRAIM CHRYSLER DODGE		**Dealer Phone**	8569312000
Dealer Address	620 N BLACK HORSE PIKE				
	MOUNT EPHRAIM	NJ	08059 1344	USA	
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	B
Subject	Seeking cost assistance				
Synopsis	repaired and returned				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/17/2019 03:32 PM	Open
09/17/2019 03:41 PM	Closed
09/19/2019 08:17 PM	Open
09/26/2019 02:42 PM	Closed

Initial Description

Seeking cost assistance

Case Comments

Date	Comment
09/17/2019	Customer seeking cost assistance for car door actuator. Agent advised would have to make an appointment. Customer will book an appointment. **Next agent this case is closed please assist with getting case escalated.
09/19/2019	Customer requests Goodwill. This is an intermittent issue and now warranty is done. Customer calls as he has an appointment at DLR for Monday, September 23, 2019. Customer is having issues with Power Door Lock Actuator. Agent contacts DLR 41646 SA Joe & he is not available. Assistant Carla states that customer has an appointment for Monday with drop off at 7:30 AM concerning the power door lock actuator. Customer can be reached a[redacted]ustomer CSI Critical Case Score 15.
09/19/2019	OUTBOUND CUSTOMER CONTA[redacted] - 2016 CHRYSLER TOWN & COUNTRY . CM spoke to customer confirmed email address [redacted] vehicle with customer not diagnosed mon sept 23 appt cm will follow up with customer on tuesday after diagnosis
09/23/2019	Vehicle has arrived at dealership Mt Ephraim Chrysler Dodge and attended by dealer employee
09/23/2019	WAITING FOR DIAGNOSIS
09/24/2019	.
09/24/2019	OUTBOUND DEALER CONTACT MOUNT EPHRAIM - 8569312780 . CM Spoke to SA John who confirmed that repairs have been completed. That the acuator was replaced. Vehicle picked up
09/24/2019	OUTBOUND CUSTOMER CONTACT[redacted] - 2016 CHRYSLER TOWN & COUNTRY . cm reached out to customer this date with no success message left . how is vehicle
09/25/2019	OUTBOUND CUSTOMER CONTACT[redacted] 2016 CHRYSLER TOWN & COUNTRY . cm reached out to customer this date with no success message left . how is vehicle REPAIRED AND RETURNED CLOSE CASE IF NO FURTHER CONTACT
09/26/2019	closing email sent

Email(s)

Date	09/19/2019	**Subject**	[redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	09/19/2019 22:57 PM	

Good day,

My name is Melanie and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

· Your Case Number is [redacted]
· The FCA Case Management telephone number is: 1-866-932-3873
· My direct extension: 3020406

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

Melanie
FCA Case Manager
Phone:1-866-932-3873 ext. 3020406
[redacted]

Date	09/26/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 09/26/2019 14:41 PM

Good day [redacted]

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is [redacted]
The Chrysler Case Management telephone number is: 1.866.932.3873

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to review your concerns.
If you have any questions or difficulties in the future with your vehicle, please do not hesitate to give us a call, we would be more than happy to work with you again.
We wanted to let you know that we attempt to conduct a satisfaction survey upon the closing of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience.
Thank you for your time and participation and for being a FCA customer.

Thank you,

Melanie
FCA Case Manager
Phone:1-866-932-3873 ext. 3020406

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 9/19/2019 6:57 PM
To: [redacted]
Su

Good day,

My name is Melanie and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

· Your Case Number is [redacted]
· The FCA Case Management telephone number is: 1-866-932-3873
· My direct extension: 3020406

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

Melanie
FCA Case Manager
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/17/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/17/2019	**Origin**	Telephone	**Reason**	
Mileage	36,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	LAS CRUCES		NM	[redacted]	USA
Dealer	60778	VIVA CHRYSLER JEEP DODGE RAM FIAT		**Dealer Phone**	5755562400
Dealer Address	860 N TELSHOR BLVD				
	LAS CRUCES		NM	88011 8224	USA
Dealer Zone	West	**Sales District**		**Service District**	I
Subject	complaint on dealer				
Synopsis					
Customer Anomaly					
Contact Reason	C163	Service Problem Not Resolved	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Network - Treatment in workshop - Service Problem Not Resolved				

Case Status History

Create Date	Status
09/17/2019 07:11 PM	Open
09/17/2019 07:15 PM	Closed

Initial Description

customer called in to make a complaint about the dealer not fixing the issue with the vehicle.

Case Comments

Date	Comment
09/17/2019	customer states that he brought his vehicle in for service for an issue and the condition he brought the vehicle in for the dealer made it worse as customer stated he did not have the noise coming form his door when he brought the vehicle in and gave i to the dealer, once he got it back there was a noise, and the dealer did not fix anything and wants to make a complaint about it.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/18/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/27/2019	**Origin**	Telephone	**Reason**	
Mileage	92,000 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	GALENA		OH		USA
Dealer	60609	PERFORMANCE CHRYSLER JEEP DODGE		**Dealer Phone**	7403699611
Dealer Address	2815 STRATFORD ROAD				
	DELAWARE		OH	43015 2951	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	I
Subject	vehicle is shaking				
Synopsis	By pass no response unable to reach customer				
Customer Anomaly	Gears & Transmission				
	Gearbox				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	44	Gearbox issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/18/2019 02:40 PM	Open
09/27/2019 03:48 PM	Closed

Initial Description

Customer stated the vehicle is shuttering

Case Comments

Date	Comment
09/18/2019	Customer called and stated reoccuring issue with the vehicle shaking. Customer stated she had the oil changed on the vehicle and it is now shaking. Customer stated the shaking is getting much worse . Customer stated she picked up the vehicle 9/17/19 from DLR. Customer stated the vehicle is still shuttering. Customer would like this issue fixed. Agent advised will escalate case to CM for review. Agent advised one to two day call back. Customers daytime and evening contact is Customers email is
09/20/2019	*****OUTBOUND CUSTOMER CONTACT***** CM contacted customer to make introduction and advise that vehicle needs to go back to the DLR for further diagnosis. Customer was unavailable. CM left VM
09/25/2019	*****OUTBOUND DEALER CONTACT***** Performance Chrysler Jeep Dodge Ram Delaware | 60609 | 7403699611 CM contacted DLR spoke with SA Mark who advised that customer came in for the following concern: Customer states passenger rear door lock actuator makes noise. Please replace estimate $400 = tax]. WAS NECESSARY TO REPLACE OUTSIDE TRIM MOULDING AROUND GLASS TO REMOVE. OK ADDITIONAL $206 Customer States to perform oil and filter change RENTAL VEHICLE NEEDED $35.00 PER DAY PLUS TAX TO BE PAID FOR BY US. Cause: Service Due Correction: Replaced lock actuator and window trim panels on right rear door and verified repair. Replaced engine oil and filter, topped off applicable fluids, set tire pressures and reset maintenance light. RENTAL VEHICLE SUPPLIED BY PERFORMANCE CHRYSLER JEEP DODGE. Customer advised shaking when idling and refused diagnosis. CM thanked SA.
09/25/2019	*****OUTBOUND CUSTOMER CONTACT***** CM contacted customer to advise of conversation with DLR . CM advised if customer has further concerns they must schedule appointment for diagnosis. Customer unavailable. CM left VM.

Email(s)

Date	09/25/2019	**Subject**	
From	uscustomercare@fcagroup.com	**To**	18:16 PM

Good Afternoo

I have spoken with the dealer and was advised of the most recent repair. which states your concern was for rear door noise and they have repaired that concern by replacing the actuator as well as you approved an additional cost of $206 for trim as the had to take the rear glass out.
The dealer advised you stated that the vehicle shakes while idling but declined diagnosis.
In order to proceed further for your vibration/shaking concern please contact the dealer for diagnosis. We require an appointment scheduled in 2 days or the case will be closed. The appointment does not have to be in 2 days it just must be scheduled and we must be contacted with the appointment date, time and dealer. 1-800-992-1997.

Thank You
Danielle
FCA Specialist

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/19/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/19/2019	**Origin**	Telephone	**Reason**	
Mileage	100,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	ROCHESTER		NY		USA
Dealer	60834	WEST HERR CHRYSLER DODGE JEEP RAM		**Dealer Phone**	5853526600
Dealer Address	4477 W RIDGE RD				
	ROCHESTER		NY	14626 3549	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	S
Subject	door				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/19/2019 05:17 PM	Open
09/19/2019 05:23 PM	Closed

Initial Description

cx states door makes a noise

Case Comments

Date	Comment
09/19/2019	cx states door makes noise when closing and was seeking cost assistance, agent advised because vehicle is out of warranty cost assistance cannot be offered.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/19/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/27/2019	**Origin**	Telephone	**Reason**	
Mileage	23,400 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	SPRINGFIELD		OH	[redacted]	USA
Dealer	65033	KEY CHRYSLER JEEP DODGE INC		**Dealer Phone**	9373724451
Dealer Address	2020 N DETROIT STREET				
	XENIA		OH	45385 1226	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	G
Subject	vehicle concern/sliding door				
Synopsis	closing case				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/19/2019 09:33 PM	Open
09/27/2019 09:57 PM	Closed

Initial Description

Customers sliding door sensor is jammed

Case Comments

Date	Comment
09/19/2019	Dealer said that there is no way to fix door panel without breaking the door to get to motor because the sliding door does not work on back door and he would have to pay for it if they break it its the motor that is stopping the vehicle from working. Advised the customer that because this is something they would have to do in order to fix vehicle that it is a possibility that the door could be broken and he would have to pay out of pocket for it. Customer was not satisfied with information as to why he would have to pay $500 out of pocket and wants to speak with Sup. Reached out to resource line they advised agent to send case of to case management. Customer has LS of 632, advised the customer that i would send case over to case manager and he will be contacted in 1 business day.
09/20/2019	In-Service Date: 4/30/2016 Original Owner: Y Mileage: 23,400 Vehicle purchase loyalty: 4 new Multiple Repairs/ Previous related repairs: N MVP plans: N Incomplete recalls: S44, parts available Other:
09/20/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] Case manager attempted to contact customer, however, customer was not available. Left message for a return call at extension 3020203.
09/20/2019	Cst missed the CM call / returned the call , requesting a call back at [redacted]
09/20/2019	Agent asked if needing further assistance, branded call, then warm transferred cx to CM, as requested.
09/20/2019	*****INBOUND CUSTOMER CONTACT***** [redacted] The customer had called in after receiving my message. He stated that his vehicle is at Key Chrysler and he has spoken with Travis SA. He stated the vehicle had been there since Monday and he stated the part to fix the door is covered under the extended warranty, but when they had removed to panel to get to that part the panel was cracked in the process and that is not covered. Advised him that I will contact the dealership and get some information that I need and will call him when I have that information.
09/24/2019	***** OUTBOUND DEALER CONTACT***** Key Chrysler Jeep Dodge | 65033 | 937-372-4451 Called the dealership to speak with Travis SA and was advised he had left for the day.
09/25/2019	Customer called and stated he was told to pick up the vehicle today at the DLR. Customer called to speak with CM Roxanne. Agent warm transferred customer over to CM with CM approval.
09/25/2019	*****INBOUND CUSTOMER CONTACT***** [redacted] The customer had called in and had wanted to now if I had contacted the dealership. I advised him that I had called yesterday and Travis had left for the day. I advised him that I will contact the SM and speak to him about this and call him back.
09/25/2019	***** OUTBOUND DEALER CONTACT***** Key Chrysler Jeep Dodge | 65033 | 937-372-4451 Called the dealership had spoken with Kelly SM. I had asked him if he can provide mwe with the warranty pricing on the panel for the customers vehicle. $458.18. I asked if he would accept DM notes, he would. Advised him that I will put the DM notes into the file to cover the repair in the full amount and provided him with the case number.
09/25/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] Called and left a message for the customer and had advised him that I had spoken with the SM and I am going the cover the cost of the panel and had already put the notes into the file for that.
09/27/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] Called the customer and asked if the vehicle had been repaired. He stated that he is happy with the repair. I advise him that I am glad that he is happy and will be closing the case. Advised him to call if he has any further issues.

Email(s)

Date	09/20/2019	Subject	[redacted]	
From	uscustomercare@fcagroup.com	To	[redacted]	09/20/2019 16:56 PM

[redacted]

My name is Roxanne and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number [redacted]
The FCA Case Management telephone number is: 1-844-827-1999
My direct extension for leaving a Voice Mail is: 3020203
FCA Case Managements hours are: 8:00 am - 8:00 pm EST, Monday through Friday
My work hours are: 9:00 am 5:30 pm EST, Monday through Friday.
I will contact you when I have spoken with the dealership.
Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!

Roxanne
FCA Case Management
844-827-1999 ext. 3020203
[redacted]

Date	09/27/2019	Subject	[redacted]	
From	uscustomercare@fcagroup.com	To	[redacted]	09/27/2019 21:56 PM

Hello [redacted]

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number [redacted]

The FCA Case Management Telephone Number is: 1-844-827-1999

My Direct Extension is: 3020203

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.
It has been a pleasure working with you, all the best

Roxanne
FCA Case Management
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/20/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/27/2019	**Origin**	Telephone	**Reason**	
Mileage	36,485 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	SPRINGBORO		OH	[redacted]	USA
Dealer	23333	DAVE DENNIS CHRYSLER, JEEP, DODGE		**Dealer Phone**	9374295566
Dealer Address	4232 COLONEL GLENN HWY				
	DAYTON		OH	45431 1604	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	G
Subject	Door issue				
Synopsis	Customer called seeking assistance with a sliding door concern. Customer's vehicle has been repaired (Actuator), and no further issues have been reported. Customer issue resolved.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/20/2019 12:13 PM	Open
09/27/2019 01:14 PM	Closed

Initial Description

Driver side sliding door will not unlock or open

Case Comments

Date	Comment
09/20/2019	Customer states that they took the vehicle to the DLR today for their door but they are slightly outside of warranty so they would like cost assistance. Customer states they had an issue on Monday where the driver side sliding door was not opening or unlocking. Customer states that they had the same issue with passenger side sliding door a few months ago which has since been fixed. Agent advised the customer that we will escalate the case to our CM department for further assistance.
09/23/2019	In-Service Date: 10/26/2016 Original Owner: Yes Mileage: 36,485 Vehicle purchase loyalty: 2 New 2 Used Multiple Repairs/ Previous related repairs: Yes MVP plans: No
09/23/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM contacted the customer as an introductory call and to discuss the details of his case. Customer stated he is having an issue with his sliding door, stating he had the exact same problem with the other side. Customer stated he was given 2 options, 1st option Quoted $1100, and 2nd option was through extended warranty costing around $300 . Customer stated he had his vehicle at the DLR on Friday 09/20/2019 and was advised they will need to order the part ETA Monday 09/23/2019 and is taking his vehicle back in for servicing Tuesday 09/24/2019. CM advised the customer that i will contact the DLR for further information and will then contact him back. CM advised the customer that i will be sending an e-mail containing his case number along with my contact information. Customer has no further questions or concerns and call was ended.
09/23/2019	*****OUTBOUND DEALERSHIP CONTACT***** Dave Dennis Chrysler Jeep Dodge| 23333 | 9374295566| CM contacted the DLR and spoke with Sephus, who stated Shawn is working with the customer and is on lunch, returning in half hour.
09/23/2019	*****OUTBOUND DEALERSHIP CONTACT***** Dave Dennis Chrysler Jeep Dodge| 23333 | 9374295566| CM called out to customer to get current diagnoses and warranty pricing for the repair. door latch, and the DLR is going to good will it and appointment for tomorrow for repair
09/24/2019	*****OUTBOUND DEALERSHIP CONTACT***** Dave Dennis Chrysler Jeep Dodge| 23333 | 9374295566| CM contacted the DLR and spoke with SM Walt in regards to door repair. Walt stated that the vehicle is there now ,
09/24/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM contacted the customer to inquire if he has gotten his vehicle back or if it is still at the DLR. Customer stated the DLR called and he is walking there now to pick up his vehicle. CM advised the customer that i will follow up further with him tomorrow . Customer was thankful and call was ended.
09/25/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM contacted the customer to inquire if he got his vehicle back and if the issue has been resolved. Customer stated the vehicle has been repaired and everything is working, stating the actuator had to be replaced. Customer stated he paid a $100 deductible for the repair. CM offered the customer a 2 Year / 4 oil changes for the on going inconvenience. CM advised the customer that i will followup once the SC has been added. Customer was thankful and had no further questions or concerns and call was ended.

Date	Comment
09/27/2019	*****OUTBOUND CUSTOMER CONTACT**** [redacted] | CM contacted the customer to inform him that his SC has been added and that i will proceed to close his case. CM advised the customer that i will be forwarding a final e-mail containing his case number along with my contact information and if the issue returns to call and we will be more than happy to further assist. CM inquired how the vehicle repairs are, and customer stated everything has been working fine.
09/27/2019	CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer's concerns as documented in the reason codes have been addressed with the customer.

Email(s)

Date	09/27/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] /27/2019 13:07 PM

Hello [redacted]

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is: [redacted]

The FCA Case Management Telephone Number is: 1-844-827-1999

My Direct Extension is: 3032370

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best

Suzanne | FCA Case Manager

Phone: 1-844-827-1999| Ext. 3032370

Regards,
Suzanne W

Suzanne W | FCA Case Management
1-844-827-1999 extension 3032370

[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYS53	**Vehicle**	CHRYSLER TOWN & COUNTRY LTD PLATINUM		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/20/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/24/2019	**Origin**	Telephone	**Reason**	
Mileage	26,885 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	HUNTINGTON		IN	[redacted]	USA
Dealer	60284	MIKE ANDERSON CHRYSLER DODGE JEEP		**Dealer Phone**	5747535151
Dealer Address	417-23 SOUTH THIRD STREET				
	LOGANSPORT		IN	46947 0148	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	L
Subject	door will not open				
Synopsis	Customer called seeking assistance with Sliding door concern. Customer's vehicle has been repaired (Sliding door Motor), and no further issues have been reported. Customer issue resolved.				
Customer Anomaly					
Contact Reason	C183	Vehicle Warranty Plan Coverage	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Warranty - Warranty - Coverage Information				

Case Status History

Create Date	Status
09/20/2019 02:56 PM	Open
10/24/2019 01:46 PM	Closed

Initial Description

door will not open and dealer says not under warranty

Case Comments

Date	Comment
09/20/2019	customer says sliding door will not open and dealer states that car is not under warranty and repair will cost $1600 and customer does not have ability to pay that amount and is seeking assistance with the repair. customer service representative informed customer that he will reassign case for possible assistance customer service representative gave customer case number and reassigned case
09/20/2019	customer is sketchy about if she will be available for phone call Monday and Tuesday if she cannot be reached please call her Wednesday. Morning is best time to reach customer
09/23/2019	*****OUTBOUND DEALERSHIP CONTACT***** Hendrickson Chry Dodge Jeep Inc | 44467 |5745836151 | * Agent contacted the DLR and spoke to Brad who advised that the customer has not been in recently for a diagnosis.
09/23/2019	**As per agents notes, customer wants first contact on Wednesday**
09/25/2019	Customer called in seeking to speak with the CM. Agent checked and the CM was unavailable. Agent sent message to the CM to contact the customer. Please call [redacted] at phone [redacted] see if you help with the repairs. Its a retirement car and the dealer says its $1600.00 to repair
09/26/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] * Agent contacted the customer and introduced herself. Agent inquired about what DLR the customer had took the vehicle to. Customer states that she was working with Mike Anderson Chrysler Dodge Jeep Ram. Agent explained that she would reach out to this DLR and see what is going on. Agent explained that due to having another DLR on file she will have to reach out to this one and look into seeing what we can possibly do from there.
09/27/2019	*****OUTBOUND DEALERSHIP CONTACT***** Mike Anderson Chrysler | 60284 |5747535151 | * Agent contacted the DLR and V who advised that the customer needs a sliding door motor. V explained that the vehicle looks in good condition but she don't have any maintenance records on it. V explained that she does think we should look into some sort of assistance but explained that she doesn't know if the customer wants to go back there or not since it is a hour out of the customer's way. V explained that if the customer did she would get warranty pricing for agent
10/03/2019	Customer called [redacted] best phone [redacted] She states she's having more issues with vehicle and is aware that CM is ill. She would like a callback asap.
10/03/2019	Customer called that the supervisor has not called her. Agent advised when there is a call back it ususally is within 24 hours. Customer called in seeking to speak with the CM. Agent checked and the CM was unavailable. Agent sent message to the CM to contact the customer. She is going on vacation or supposed to go on vacation Monday however the car is not working and has no warranty. Customer was looking for help with the repairs $1600.00 and now the other door is starting to act up
10/07/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM contacted the customer and left a VM requesting a call back at her earliest convenience.
10/07/2019	cst called in to speak with Suzanne, who was unavailable. agent advised cst will send her a message to contact her. cst can be reached tomorrow. morning after 8:30AM

Date	Comment
10/08/2019	*****OUTBOUND CUSTOMER CONTACT**** [redacted] | CM returned call to the customer in regards to her cost assistance. Customer stated she has been working with SM Jason as her passenger side door will not open when using her remote, and was advised by the DLR that the repair will cost $1600 . CM advised the customer that i will contact Jason and get the required information to further review and will contact her back Wednesday / Thursday. Customer was thankful and call was ended.
10/08/2019	*****OUTBOUND DEALERSHIP CONTACT***** Mike Anderson Chrysler | 60284 |5747535151 | CM contacted the DLR and spoke SA V inquiring to speak with SM Jason. V stated that Jason is not in but will be returning in about 15 - 20 minutes.
10/11/2019	Customer called in to speak to cm. Agent advised cm is in a meeting.
10/11/2019	cst called in stating she spoke with V at dlr and was advised suzanne was suppose to reach out to Jason. cst states Jason is currently at dlr and can speak with her now. cm was unavailable, advised cst would send her a message letting her know she called in.
10/11/2019	Customer states she's been dealing with this issue 22 day's and still not resolved.
10/17/2019	Vehicle has arrived at dealership Mike Anderson Chrysler Dodge Jeep Ram and attended by dealer employee
10/17/2019	*****OUTBOUND DEALERSHIP CONTACT***** Mike Anderson Chrysler | 60284 |5747535151 | CM contacted the DLR and spoke with SA Jason in regards to cusotmer repair. Jason stated the cusotmer has an extended warranty that they had not mentioned so the repair is being covered under warranty, stating the vehicle is there no and will be completed later this afternoon.
10/17/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM contacted the customer informing her that i have contacted the DLR and advised the vehicle is there being repaired under warranty. CM offered the customer a 2 Year/4 Oil Changes/ 4 Tire rotation SC for all of her inconveniences. CM advised the customer that i will follow up with her Monday 10/21/2019 to confirm repair satisfaction and to give her information in regards to the SC. Customer stated she is very pleased with the DLR and very thankful for the SC and call was ended.
10/21/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] | CM contacted the customer and left a VM informing her i am following up to confirm if her repairs are satisfactory and to discuss her SC in which has been added, requesting a call back at her earliest convenience.
10/24/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM contacted the customer to inform her that her SC has been added and to confirm if her repairs are satisfactory. Customer stated the DLR fixed both doors and everything seems fine. CM advised the customer that i will be proceeding to close her case sending her a final e-mail with her case number along with my contact information advising if the issue returns or any other issue and she is seeking assistance, to call and we will be more than happy to further assist. Customer was thankful and had no further questions or concerns and call was ended.
10/24/2019	CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer's concerns as documented in the reason codes have been addressed with the customer.

Email(s)

Date	09/27/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 09/27/2019 18:52 PM

Just wanted to follow up and just wanted to confirm that Mike Anderson is the dealer that you would be willing to work with in regards to the concern you are having.
[redacted]

Date	10/24/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] /2019 13:44 PM

Hell[redacted]

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is: [redacted]

The FCA Case Management Telephone Number is: 1-844-827-1999

My Direct Extension is: 3020869

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best

Suzanne | FCA Case Manager

Phone: 1-844-827-1999| Ext. 3020869

Regards,
Suzanne W

Suzanne W | FCA Case Management
[redacted]

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 9/27/2019 2:52 PM
To: [redacted]
Su[redacted]

Just wanted to follow up and just wanted to confirm that Mike Anderson is the dealer that you would be willing to work with in regards to the concern you are having.
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2017	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/20/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/20/2019	**Origin**	Telephone	**Reason**	
Mileage	13,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	OSHKOSH		WI	[redacted]	USA
Dealer	45582	BERGSTROM CHRYSLER DODGE JEEP RAM		**Dealer Phone**	9202363111
Dealer Address	3650 JACKSON DRIVE RD				
	OSHKOSH		WI	54901 1216	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	J
Subject	Vehicle Concern				
Synopsis	Refered to DLR>				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/20/2019 04:04 PM	Open
09/20/2019 04:08 PM	Closed

Initial Description

Has a rattle, dlr can find it.

Case Comments

Date	Comment
09/20/2019	Took it to the dlr Bergstrom Chrysler Dodge Jeep Ram of Oshkosh and they cant hear the rattle. 2009 had the same rattle, the rattle is in the front door and it might be the door locking assembly. Had dealer look last November - Sounds like something is rattling or flopping under the vehicle; CST is upset that they are not hearing the noise. Stated this was happening with his 09 vehicle and provided 8 of vin to look that up to see that they done [redacted]Version 2 DOOR RATTLE. FOUND 3RD ROW SEAT BELT HITTING TRIM.ADJ SHOULDER HEIGH Advised CST of RO. CST stated that they had the door panel apart, advised may be fore a different repair. CST will try another dlr to concern.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/20/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/20/2019	**Origin**	Telephone	**Reason**	
Mileage	37,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	LEBANON		OH	[redacted]	USA
Dealer	42835	DICK SCOTT CHRYSLER DODGE JEEP RAM		**Dealer Phone**	7344512110
Dealer Address	684 ANN ARBOR RD W				
	PLYMOUTH		MI	48170 2230	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	C
Subject	Sliding door				
Synopsis	Closing				
Customer Anomaly					
Contact Reason	C160	Vehicle Product Specifications	**Customer Anomaly**		
Reason Code	Sales - Information & Assistance requests - Product - Vehicle features - Product Specifications				

Case Status History

Create Date	Status
09/20/2019 11:03 PM	Open
09/20/2019 11:45 PM	Closed

Initial Description

Cannot open sliding door.

Case Comments

Date	Comment
09/20/2019	Customer cannot open sliding door. Agent looked in owners manual and it does not appear to be a child lock issue. Agent referred her to her DLR for a diagnosis. Customer also asked about an owners manual and agent could not send her one as she is the 2nd owner.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/23/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/23/2019	**Origin**	Telephone	**Reason**	
Mileage	65,913 Miles	**Market**	U	**Language**	English
Contact Email				**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	THOMPSONS STATION		TN		USA
Dealer	26808	FRANKLIN CHRYSLER DODGE JEEP RAM		**Dealer Phone**	6157945000
Dealer Address	1124 MURFREESBORO RD				
	FRANKLIN		TN	37064 3007	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	S
Subject	sliding door				
Synopsis					
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/23/2019 09:18 PM	Open
09/23/2019 09:20 PM	Closed

Initial Description

phone number
Customer called regarding issue, sliding door is no longer working and will not unlock. customer has not taken vehicle to DLR for diagnosis, but customer does not want to diagnose and pay for repairs.

Case Comments

Date	Comment
09/23/2019	phone number Customer called regarding issue, sliding door is no longer working and will not unlock. customer has not taken vehicle to DLR for diagnosis, but customer does not want to diagnose and pay for repairs. agent informed customer that there is nothing that can be done without a diagnosis completed on vehicle but even then repairs will be an out of pocket cost.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/01/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/01/2019	**Origin**	Roadside Assistance	**Reason**	
Mileage	47,883 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	FCA
Caller City	ROMEOVILLE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
					USA
Dealer	67753	TYSON MOTOR CORPORATION		**Dealer Phone**	8157415530
Dealer Address	1 SW FRONTAGE RD				
	SHOREWOOD		IL	60404 4731	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	B
Subject	TOW				
Synopsis	Roadside/Tow completed				
Customer Anomaly	Roadside				
	Vehicle Inoperable				
Contact Reason	C88	Roadside Event	**Customer Anomaly**	125	Roadside - Vehicle Inoperable
Reason Code	After Sales - Information & Assistance requests - Roadside Assistance - No action needed - Closed				

Case Status History

Create Date	Status
10/01/2019 09:05 AM	Closed

Initial Description

TYSON MOTOR CORPORATION
8157415530
67753
The problem seems electronic. It won't start but the time I have tried some times the dash lights up and others it doesn't. In addition the fob was not always unlocking or unlocking the doors after this occurred datapop for dispatch contacted cx to confir

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/01/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/01/2019	**Origin**	Telephone	**Reason**	
Mileage	0 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	45504	JOHN ELWAY CHRYSLER JEEP DODGE RAM		**Dealer Phone**	9705069777
Dealer Address	2501 35TH AVE				
	GREELEY		CO	80634 4122	USA
Dealer Zone	Denver	**Sales District**		**Service District**	D
Subject	doors locking up				
Synopsis	closed				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/01/2019 04:12 PM	Open
10/01/2019 04:18 PM	Closed

Initial Description

cs stated both sliding doors locked up unable to open them

Case Comments

Date	Comment
10/01/2019	both sliding doors are locking up cant open them at all month ago the door behind the driver side broke , other side happened last week had one fixed next two weeks the other one did it . Agent informed the cx there isn't any recalls on her car currently but could change eventually and if it was to ever be a recall on the doors she could give us a call for possible reimbursement . I suggested to the cx that she might want to go to a dealer to check out her doors since she cant use them at all . agent told the cx i would create a case and if anything change with her recalls she would be notified .

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/02/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/02/2019	**Origin**	Telephone	**Reason**	
Mileage	65,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	

Customer	[redacted]				
Customer Address					
					USA
Dealer	67858	MOORE CHRYSLER-JEEP INC		**Dealer Phone**	6239726004
Dealer Address	8600 W BELL RD				
	PEORIA		AZ	85382 3708	USA
Dealer Zone	West	**Sales District**		**Service District**	M

Subject	Seeking cost assistance				
Synopsis					
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/02/2019 05:56 PM	Open
10/02/2019 06:03 PM	Closed

Initial Description

Seeking cost assistance

Case Comments

Date	Comment
10/02/2019	Customer stating Sliding door isn't locking, Stow away isn't going down, and the black panels on both sides fell off. Customer called to the dealership and was told is out of warranty. Agent advised could have case escalated to a case manager for possible assistance but would need to be at the dealership within the last 14 days or an upcoming appointment. **Next agent this case is closed please escalate to a case manager when customer calls back.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/03/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/09/2019	**Origin**	Telephone	**Reason**	
Mileage	14,400 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]		
Caller Address	[redacted]			**Source**	Customer
Caller City	PHILADELPHIA	**Caller Country**	USA	**Caller Postal Code**	191403001498
Customer	VOICE COMMUNITY ECONO DEV CORP				
Customer Address					
					USA
Dealer	60493	BARBERA'S AUTOLAND		**Dealer Phone**	2153333700
Dealer Address	7810 ROOSEVELT BLVD.				
	PHILADELPHIA		PA	19152 3805	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	A
Subject	goodwill assistance for electrical issue.				
Synopsis	No diagnosis.				
Customer Anomaly	Electronics				
	Gear Electronics				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	13	Vehicle transmission shifting issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/03/2019 04:56 PM	Open
10/04/2019 02:02 PM	Suspended
10/07/2019 09:00 AM	Open
10/09/2019 02:35 PM	Closed

Initial Description

Cx asking for goodwill assistance for electrical issues; unresolved

Case Comments

Date	Comment
10/03/2019	[redacted] Cx asking for Callback from CM at [redacted] Chontay Ervin/Dodge. Cx asking for Goodwill Assistance for electrical repairs. Cx states vehicle is having electrical issues; unresolved. Cx states Horn not working replaced fuse and went out again, Window on passenger wont go down and Driver back door is not opening. Appointment at: Barbera's Autoland 60493 2153353800 Appointment date & time: 10/07/2019 at 9 am Cx Phone Number [redacted] Cx Email [redacted]
10/04/2019	****OUTBOUND CUSTOMER CALL**** [redacted] CM spoke to the customer who states that the vehicle is going into the dealership ion Monday for this issue.
10/09/2019	****OUTBOUND DEALER CALL**** Barbera's Autoland 215-335-3800 CM spoke to service who stated this vehicle never came into the dealership for their appt. They were a no show.
10/09/2019	****OUTBOUND CUSTOMER CALL**** [redacted] CM spoke to the customer and was advised that we need an appt to be set and a diagnosis done before we can look at any assistance.

Email(s)

Date	10/04/2019	**Subject**	goodwill assistance for electrical issue [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	10/04/2019 14:00 PM

My name is Kristine and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number is [redacted]
The FCA Case Management telephone number is : 1-866-932-3873
My direct extension for leaving a Voice Mail is: 3020103 (best way to reach me is to speak to any Case Manager and have them locate me for the call)
FCA Case Managements hours are: 8:00 am 8:00 pm EST Monday through Friday
My work hours are: Monday through Friday.
I will contact you within one business day of your appointment by telephone to review your case with you.

[redacted] act if you have any questions or concerns. Thank you for your patience and co-operation!

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/03/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/21/2019	**Origin**	Telephone	**Reason**	
Mileage	89,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	45664	PERFORMANCE CHRYSLER JEEP DODGE		**Dealer Phone**	9374349500
Dealer Address	95 LOOP RD				
	CENTERVILLE		OH	45459 2139	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	G
Subject	Rear Door				
Synopsis	closing case				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/03/2019 07:12 PM	Open
10/03/2019 07:16 PM	Closed
10/09/2019 03:37 PM	Open
10/21/2019 08:07 PM	Closed

Initial Description

door buzzes when door is being locked

Case Comments

Date	Comment
10/03/2019	***customer concern*** rear door locks buzz when customer tries to lock the doors of the vehicle. the locks also occasionally cause the doors to get stuck ***agent advised*** before we are able to do anything, we require a dealer diagnostic. advised customer to contact us after the repair if he has any issues
10/09/2019	*****OUTBOUND DEALERSHIP CONTACT***** PERFORMANCE DODGE | 45664 | 937-535-1588 Had called the dealership had spoken with Jane SA and had asked to speak with Jamie SM and was advised he was in a meeting. She then had provided me with a case number. Advised her that case had been closed for no diagnosis. She stated that the vehicle had been diagnosed, The vehicle needs 2 sliding door actuators. Advised her that I had reopened the case. She stated if they could goodwill the repair they would and she had wanted to know if there was anything I can do to assist since this is a repeat issue. I ask her for the warranty pricing for the repair. She stated the warranty pricing is $633.44. Advised her that I will put DM noted into the fil in the amount of $433.44 the customer is responsible for the other $200.
10/09/2019	In-Service Date: 1/28/2016 Original Owner: N Mileage: 89,000 Vehicle purchase loyalty: 2 used Multiple Repairs/ Previous related repairs: Y MVP plans: N Recalls: N Other: basic warranty expired by time 1/28/2019
10/09/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] Called the customer and advise him that Jane had asked me to assist with the repair of his vehicle. Advised him that I am going to assist with a $200 co pay since this is a repeat issue. He will have to give the OK to the dealership. He stated that he will call Jane and let her know.
10/10/2019	*****OUTBOUND DEALERSHIP CONTACT***** PERFORMANCE DODGE | 45664 | 937-535-1588 Called the dealership, no one picked up in service.
10/11/2019	*****OUTBOUND DEALERSHIP CONTACT***** PERFORMANCE DODGE | 45664 | 937-535-1588 Called the dealership, no one had picked up in service.
10/11/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] Called the customer and had asked if he had given the OK to have the vehicle re[wired. He stated he did. Advised him that I will contact the dealer early next week then call him.
10/15/2019	*****OUTBOUND DEALERSHIP CONTACT***** PERFORMANCE DODGE | 45664 | 937-535-1588 Called the dealership and had spoken with Jane SA and asked if she had an update on the vehicle re[air. She stated they had just completed the repair and is calling the customer to pick the vehicle up.
10/16/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] Case manager attempted to contact customer, however, customer was not available. Left message for a return call at extension 3020203. Wanted to know if the vehicle had been picked up and if there have been any issues.

Date	Comment
10/21/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] Called the customer and asked if there have been any issues with the vehicle since the repair had been completed. He stated there have been none and he thanked me for my assistance. Advised the customer I was happy to help and advised him that his case will now be closed.

Email(s)

Date	10/09/2019	***Subject***	Contact information [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/09/2019 16:22 PM

[redacted]

My name is Roxanne and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number is [redacted]
The FCA Case Management telephone number is: 1-844-827-1999
My direct extension for leaving a Voice Mail is: 3020203
FCA Case Managements hours are: 8:00 am 8:00 pm EST, Monday through Friday
My work hours are: 9:00 am 5:30 pm EST, Monday through Friday.
Let me know when the repair is going to be completed so I can follow up with the dealership and you.
Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation

Roxanne
FCA Case Management
844-827-1999 ext. 3020203
[redacted]

Date	10/21/2019	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]		10/21/2019 20:06 PM

Hell[redacted]

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is: [redacted]

The FCA Case Management Telephone Number is: 1-844-827-1999

My Direct Extension is: 3020203

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.
It has been a pleasure working with you, all the best

Roxanne
FCA Case Management
844-827-1999 ext. 3020203
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/03/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/23/2020	**Origin**	Brand Site	**Reason**	assistance
Mileage	26,203 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**			
Caller Address				**Source**	Customer
Caller City	Farmington	**Caller Country**	USA	**Caller Postal Code**	55024
Customer					
Customer Address					
	FARMINGTON		MN		USA
Dealer	43943	JEFF BELZER'S DODGE		**Dealer Phone**	9524691300
Dealer Address	HIGHWAY 50 AND CEDAR AVENUE				
	LAKEVILLE		MN	55044	USA
Dealer Zone	Denver	**Sales District**		**Service District**	N
Subject	Broken door lock				
Synopsis	no docs provided				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/03/2019 08:10 PM	New
10/04/2019 10:54 PM	Open
11/04/2019 10:28 PM	Suspended
11/15/2019 09:15 AM	Open
11/18/2019 08:51 PM	Closed
07/16/2020 09:47 PM	Open
07/17/2020 02:00 PM	Closed
07/17/2020 10:25 PM	Open
07/20/2020 12:46 PM	Suspended
07/23/2020 05:07 PM	Open
07/23/2020 05:07 PM	Closed

Initial Description

In June of 2016 we purchased a new Dodge/Chrysler Grand Caravan from Jeff Belzer dealership in Lakeville, MN. Other than normal expenses and maintenance we have no problems with this vehicle. About two weeks ago we were unable to open the rear passenger door on the driver's side.\n\nNeither the electronic opener nor the manual latch would unlock and enable the door to be opened, it was permanently locked. We took the vehicle to the Jeff Belzer Service Department to diagnose the problem and estimate the cost of repair. They informed us that they would need to destroy the inside door handle and trim just to get the door open to gain access to the locking mechanism. They would then need to replace all of the perfectly good parts they destroyed with all new factory parts to be able to but the door back together. But they could not tell us why the part failed.\n\nTheir estimate was for almost $500 for the new parts. It also included 3-4 hours of labor at $189.00 per hour. Their total estimated cost would be approximately $1,300.00 to do the repair. (Invoice [redacted] Repair Order [redacted] Service Advisor 2010).\nContact us for me details

Case Comments

Date	Comment
10/04/2019	Writer called customer to discuss concerns, left VM advising a response will be made by email.
10/07/2019	Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: Latest call time: Updates via email: Y/N [Email address] Vehicle location: [Customer/Dealer/43943
10/08/2019	**OUTBOUND CUSTOMER CALL** CM called customer to follow up. CM left a VM inviting customer to call back.
10/10/2019	OUTBOUND CUSTOMER CONTACT - CM called customer to follow up. CM left a VM inviting customer to call back.
10/11/2019	Customer left a VM.
10/14/2019	**OUTBOUND CUSTOMER CALL** [redacted] Customer prefers email. Writer advised we are looking into possible cost assistance for door repair.
10/14/2019	***OUTBOUND DLR CALL** [redacted] CM left VM for SM Mike asking for warranty pricing, provided call back numbe [redacted]
10/15/2019	***INBOUND DLR CALL*** SM Mike states they do not have the vehicle at the moment. Customer purchased vehicle in 2016 and this is the first time they are back at the DLR. Repair is OOW. Mike states they do not have an exact quote for the repair as they have to brake the door, may cause paint damage and additional damage to door. Writer advised we will look into best route for possible assistance.
10/18/2019	Email sent to SM seeking update on cost.

Date	Comment
10/21/2019	**OUTBOUND DEALER CALL** CM called SM and left a VM requesting a call back to discuss cost of repair.
10/22/2019	SM left a VM stating the customer has an appointment on Wed.
10/24/2019	CM will follow up after appointment.
10/28/2019	**OUTBOUND DEALER CALL** CM left a VM for SA Creed to call back to confirm repairs and customer pay amount.
10/29/2019	**OUTBOUND DEALER CALL** CM left a VM for SA Creed to call back to confirm repairs and customer pay amount.
10/29/2019	**INBOUND DEALER CALL** SA Creed called in and stated that the door might need an actuator but to know for sure, they might damage the door and this could potentially cause more damage and who will pay for that. CM stated she would like to assist customer in some way as the vehicle is just outside of warranty. SA will have SM call back.
10/29/2019	**Goodwill Qualifier Narrative** In-Service Date: 4/25/2016 Original Owner: Yes Mileage: 30,000 Vehicle purchase loyalty: 2 New Multiple Repairs/ Previous related repairs: No MVP plans: No
10/29/2019	**INBOUND DEALER CALL** SM Mike called in and stated they are always willing to help a customer out. SM stated the customer can schedule an appointment but we do not know the exact cost just yet. SM recommends a deductable.
10/29/2019	**OUTBOUND CUSTOMER CALL** CM called customer to ask them about the scheduling the appointment and there will be a $200.00 Deductible.
10/29/2019	**INBOUND CUSTOMER CALL** Customer called in and CM explained to schedule an appointment and we will go from there but there will be a deductible fee.
11/04/2019	**INBOUND CUSTOMER CALL** CM called customer to follow up. Customer stated his appointment is Nov.14 at the Body Shop.CM stated she will follow up after that,.
11/16/2019	Email sent to SM seeking if DM Notes need to be added and the amount.
11/18/2019	**OUTBOUND DEALER CALL** Jeff Belzers / 43943 CM spoke with SA Matt and he provided warranty pricing. CM stated she will add DM Notes.
07/17/2020	Rust-related concerns that the customer is now or has been noticing. No further action required.
07/23/2020	still no documents attached. closing this case

Email(s)

Date	10/03/2019	***Subject***	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/03/2019 20:10 PM

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

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

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

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference numbe[redacted]

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit [redacted]

Date	10/04/2019	***Subject***	Case Acknowledgement [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/04/2019 23:02 PM

Hello [redacted]

Thank you for contacting Dodge Customer Care.

We are disappointed to learn of your concern with the rear passenger door lock regarding your 2016 Dodge Grand Caravan and I would like to assure you that I will do everything I can to assist you.

We would be happy to review this matter further. Please advise if repairs have been completed or if only the diagnosis?

Thank you again for your email Lawrence. Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at 1-800-4A-DODGE (1-800-423-6343).

Best wishes,

Belinda
Dodge Customer Care [redacted]

Date	10/07/2019	***Subject***	Re: Case Acknowledgement [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	10/07/2019 22:53 PM

Thank you for your response.

Only the diagnosis has been completed.

On Fri, Oct 4, 2019 at 6:02 PM US Customer Care <uscustomercare@fcagroup.com>
wrote:

> [image: Header]
> Hello [redacted]
>
> Thank you for contacting Dodge Customer Care.
>
> We are disappointed to learn of your concern with the rear passenger door lock
> regarding your 2016 Dodge Grand Caravan and I would like to assure you that
> I will do everything I can to assist you.
>
> We would be happy to review this matter further. Please advise if repairs
> have been completed or if only the diagnosis?
>
> Thank you again for your email Lawrence. Please do not hesitate to contact
> us if you need any further assistance by replying to this email or calling
> us at 1-800-4A-DODGE (1-800-423-6343).
>
> Best wishes,
>
> Belinda
> Dodge Customer Care
> [image: Footer]
>
>
>
>[redacted]

Date	10/07/2019	***Subject***	Case Acknowledgement [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/07/2019 23:01 PM

Hello [redacted]

Thank you for contacting Dodge Customer Care.

Due to the nature of your concern, I have forward your case to a more appropriate area for their attention and response. One of our Case Managers would contact you within 1 business day to discuss your concerns further.

Thank you again for your email Lawrence. Please do not hesitate to contact us if you need any further assistance by calling us at 1-800-4A-DODGE (1-800-423-6343).

Best wishes,

Belinda
Dodge Customer Care

---------- Original Message ----------
From [redacted]
Sent: 10/7/2019 6:53 PM
To: uscustomercare@fcagroup.com
Subject: Re: Case Acknowledgement [[redacted]

Thank you for your response.

Only the diagnosis has been completed.

On Fri, Oct 4, 2019 at 6:02 PM US Customer Care <uscustomercare@fcagroup.com>
wrote:

> [image: Header]
> Hello [redacted]
>
> Thank you for contacting Dodge Customer Care.
>
> We are disappointed to learn of your concern with the rear passenger door lock
> regarding your 2016 Dodge Grand Caravan and I would like to assure you that
> I will do everything I can to assist you.
>
> We would be happy to review this matter further. Please advise if repairs
> have been completed or if only the diagnosis?
>
> Thank you again for your email Lawrence. Please do not hesitate to contact
> us if you need any further assistance by replying to this email or calling
> us at 1-800-4A-DODGE (1-800-423-6343).
>
> Best wishes,
>
> Belinda
> Dodge Customer Care
> [image: Footer]
>
>
> [redacted]

Date	10/07/2019	***Subject***	Case Acknowledgement [[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/07/2019 23:01 PM

Hello [redacted]

Thank you for contacting Dodge Customer Care.

Due to the nature of your concern, I have forward your case to a more appropriate area for their attention and response. One of our Case Managers would contact you within 1 business day to discuss your concerns further.

Thank you again for your email Lawrence. Please do not hesitate to contact us if you need any further assistance by calling us at 1-800-4A-DODGE (1-800-423-6343).

Best wishes,

Belinda
Dodge Customer Care

---------- Original Message ----------
From [redacted]
Sent: [redacted]
To: uscustomercare@fcagroup.com
Subject: Re: Case Acknowledgement [redacted]

Thank you for your response.

Only the diagnosis has been completed.

On Fri, Oct 4, 2019 at 6:02 PM US Customer Care <uscustomercare@fcagroup.com>
wrote:

> [image: Header]
> Hello [redacted]
>
> Thank you for contacting Dodge Customer Care.
>
> We are disappointed to learn of your concern with the rear passenger door lock
> regarding your 2016 Dodge Grand Caravan and I would like to assure you that
> I will do everything I can to assist you.
>
> We would be happy to review this matter further. Please advise if repairs
> have been completed or if only the diagnosis?
>
> Thank you again for your email Lawrence. Please do not hesitate to contact
> us if you need any further assistance by replying to this email or calling
> us at 1-800-4A-DODGE (1-800-423-6343).
>
> Best wishes,
>
> Belinda
> Dodge Customer Care
> [image: Footer]
>
>
> [redacted]

Date	10/08/2019	***Subject***	RE: Case Acknowledgement [redacted]		
From	dodgecustomercare@fcagroup.com	***To***		***Sent Date/Time***	10/08/2019 20:35 PM

My name is Robin and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your case number is [redacted]
The FCA Case Management telephone number is:
1-844-827-1926
My direct extension: 3020185

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

Regards,

Robin

FCA Case Manager

Phone 1-844-827-1926 | Ext. 3020185

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 10/7/2019 7:01 PM
To: [redacted]
Subject: Case Acknowledgement [[redacted]

Hello [redacted]
Thank you for contacting Dodge Customer Care.

Due to the nature of your concern, I have forward your case to a more appropriate area for their attention and response. One of our Case Managers would contact you within 1 business day to discuss your concerns further.

Thank you again for your email [redacted] Please do not hesitate to contact us if you need any further assistance by calling us at 1-800-4A-DODGE (1-800-423-6343).

Best wishes,

Belinda
Dodge Customer Care

---------- Original Message ----------
From: [redacted]
Sent: 10/7/2019 6:35 PM
To: uscustomercare@fcagroup.com
Subject: Re: Case Acknowledgemen [redacted]

Thank you for your response.

Only the diagnosis has been completed.

On Fri, Oct 4, 2019 at 6:02 PM US Customer Care <uscustomercare@fcagroup.com>
wrote:

> [image: Header]
> Hello [redacted]
>
> Thank you for contacting Dodge Customer Care.
>
> We are disappointed to learn of your concern with the rear passenger door lock
> regarding your 2016 Dodge Grand Caravan and I would like to assure you that
> I will do everything I can to assist you.
>
> We would be happy to review this matter further. Please advise if repairs
> have been completed or if only the diagnosis?
>
> Thank you again for your email Lawrence. Please do not hesitate to contact
> us if you need any further assistance by replying to this email or calling
> us at 1-800-4A-DODGE (1-800-423-6343).
>
> Best wishes,
>
> Belinda
> Dodge Customer Care
> [image: Footer]
>
>
[redacted]

Date	10/10/2019	***Subject***	RE: Case Acknowledgement [[redacted]		
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/10/2019 15:37 PM

Hello [redacted]

Hello it's Karleen from the FCA Case Management Division, on behalf of your Case Manager, Robin. We have been trying to get in contact with you regarding your case.

As of today we have called you twice and if we do not get a response within 2 days the case will have to be closed temporarily. However if you do get this email after the 2 days and you still require assistance, it's no big deal, just call us back and we will be more than happy to assist you again.

Thank you for your patience and co-operation!

Regards,
Karleen | FCA Case Manager
Phone 1-844-827-1926
[redacted]

Date	10/16/2019	***Subject***	[redacted]		
From	dodgecustomercare@fcagroup.com	***To***		***Sent Date/Time***	10/16/2019 22:22 PM

Hello [redacted]

Hello it's Karleen from the FCA Case Management Division, on behalf of your Case Manager, Robin.

We are working with the dealership to see what we can do to assist with the repairs. Once a decision has been made we will reach out to you. Thank you for your patience and co-operation!

Regards,
Karleen | FCA Case Manager
Phone 1-844-827-1926
[redacted]

Date	10/21/2019	***Subject***	[redacted]		
From	dodgecustomercare@fcagroup.com	***To***		***Sent Date/Time***	10/21/2019 20:20 PM

Good Afternoon,

I just left a VM for the Service Manager to call back to discuss repair and the amount it will cost.

Regards,

Robin

FCA Case Manager

Phone 1-844-827-1926 | Ext. 3020185

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 10/16/2019 6:22 PM
To [redacted]
Subject [redacted]

Hello [redacted]

Hello it's Karleen from the FCA Case Management Division, on behalf of your Case Manager, Robin.

We are working with the dealership to see what we can do to assist with the repairs. Once a decision has been made we will reach out to you. Thank you for your patience and co-operation!

Regards,
Karleen | FCA Case Manager
Phone 1-844-827-1926
[redacted]

Date	10/31/2019	***Subject***	[redacted]		
From	dodgecustomercare@fcagroup.com	***To***		***Sent Date/Time***	10/31/2019 19:53 PM

Good Afternoon,

Were you able to schedule an appointment at a Dealer?

Regards,

Robin

FCA Case Manager

Phone 1-844-827-1926 | Ext. 3020185

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 10/21/2019 4:20 PM
To: [redacted]
Su[redacted]
Good Afternoon,

I just left a VM for the Service Manager to call back to discuss repair and the amount it will cost.

Regards,

Robin

FCA Case Manager

Phone 1-844-827-1926 | Ext. 3020185

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 10/16/2019 6:22 PM
To: [redacted]
Su[redacted]
Hello [redacted]

Hello it's Karleen from the FCA Case Management Division, on behalf of your Case Manager, Robin.

We are working with the dealership to see what we can do to assist with the repairs. Once a decision has been made we will reach out to you. Thank you for your patience and co-operation!

Regards,
Karleen | FCA Case Manager
Phone 1-844-827-1926
[redacted]

Date	11/04/2019	***Subject***	Re: Case Acknowledgement [redacted]		
From [redacted]		***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	11/04/2019 22:49 PM

November 4, 2019

Dodge/Chrysler Customer Service

RE: Follow up to e-mails and phone conversations

[redacted]

I spoke with the service manager Mike at Belzer Dealership last Thursday. As per our phone conversation last week about repairing the door lock on my 2016 Chrysler Caravan.

I also talked with John Miller, body shop manager. Neither still were able to confidently estimate the exact cost and amount of time to complete the job.

So based on your instructions we negotiated the following understanding. My wife and I would pay the first $200 ("deductible") and the reminder of the bill would be covered by Dodge/Chrysler.

Belzer would provide tools, mechanics etc. and loaner vehicle as no one could predict how long repairs would take.

Is this agreeable with you? Mike was also gonging to discuss this arrangement with you personally and I am assuming he has already called or e-mailed you.

I have made an appointment to drop off the vehicle at 8:00 a.m. on Thursday November 14, 2019 so Belzer can proceed with the repair.

On Tue, Oct 8, 2019 at 3:35 PM Dodge Customer Care <
dodgecustomercare@fcagroup.com> wrote:

> My name is [redacted] and I have been assigned as your Case Manager. Here is
> some information that will be helpful for you to have:
>
> - Your case number is [redacted].
> - The FCA Case Management telephone number is:
> - 1-844-827-1926
> - My direct extension: 3020185
>
>
> Please don't hesitate to make contact if you have any questions or
> concerns. Thank you for your patience and co-operation!
>
>
> Regards,
>
> Robin
>
> FCA Case Manager
>
> Phone 1-844-827-1926 | Ext. 3020185
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 10/7/2019 7:01 PM
> To [redacted]
> Subject: Case Acknowledgement [redacted]
>
> Hello[redacted],
>
> Thank you for contacting Dodge Customer Care.
>
> Due to the nature of your concern, I have forward your case to a more
> appropriate area for their attention and response. One of our Case Managers
> would contact you within 1 business day to discuss your concerns further.
>
> Thank you again for your email Lawrence. Please do not hesitate to contact

> us if you need any further assistance by calling us at 1-800-4A-DODGE
> (1-800-423-6343).
>
> Best wishes,
>
> Belinda
> Dodge Customer Care
>
>
>
> ---------- Original Message ----------
> From [redacted]
> Sent: 10/7/2019 6:53 PM
> To: uscustomercare@fcagroup.com
> Subject: Re: Case Acknowledgement [redacted]
>
> Thank you for your response.
>
>
> Only the diagnosis has been completed.
>
> On Fri, Oct 4, 2019 at 6:02 PM US Customer Care <
> uscustomercare@fcagroup.com>
> wrote:
>
> > [image: Header]
> > Hello [redacted]
> >
> > Thank you for contacting Dodge Customer Care.
> >
> > We are disappointed to learn of your concern with the rear passenger
> door lock
> > regarding your 2016 Dodge Grand Caravan and I would like to assure you
> that
> > I will do everything I can to assist you.
> >
> > We would be happy to review this matter further. Please advise if repairs
> > have been completed or if only the diagnosis?
> >
> > Thank you again for your email Lawrence. Please do not hesitate to
> contact
> > us if you need any further assistance by replying to this email or
> calling
> > us at 1-800-4A-DODGE (1-800-423-6343).
> >
> > Best wishes,
> >
> > Belinda
> > Dodge Customer Care
> > [image: Footer]
> >
> >
> > [redacted]
>
>

Date	11/04/2019	***Subject***	Re: Case Acknowledgement [redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	11/04/2019 22:51 PM

November 4, 2019

Dodge/Chrysler Customer Service

RE: Follow up to e-mails and phone conversations

[redacted]

I spoke with the service manager Mike at Belzer Dealership last Thursday. As per our phone conversation last week about repairing the door lock on my 2016 Chrysler Caravan.

I also talked with John Miller, body shop manager. Neither still were able to confidently estimate the exact cost and amount of time to complete the job.

So based on your instructions we negotiated the following understanding. My wife and I would pay the first $200 ("deductible") and the reminder of the bill would be covered by Dodge/Chrysler.

Belzer would provide tools, mechanics etc. and loaner vehicle as no one could predict how long repairs would take.

Is this agreeable with you? Mike was also gonging to discuss this arrangement with you personally and I am assuming he has already called or e-mailed you.

I have made an appointment to drop off the vehicle at 8:00 a.m. on Thursday November 14, 2019 so Belzer can proceed with the repair.

On Mon, Oct 21, 2019 at 3:20 PM Dodge Customer Care < dodgecustomercare@fcagroup.com> wrote:

> Good Afternoon,
>
> I just left a VM for the Service Manager to call back to discuss repair
> and the amount it will cost.
>
> Regards,
>
> Robin
>
> FCA Case Manager
>
> Phone 1-844-827-1926 | Ext. 3020185
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 10/16/2019 6:22 PM
> To [redacted]
>
> Hello [redacted] ,
>
> Hello it's Karleen from the FCA Case Management Division, on behalf of
> your Case Manager, Robin.
>
> We are working with the dealership to see what we can do to assist with
> the repairs. Once a decision has been made we will reach out to you. Thank
> you for your patience and co-operation!
>
> Regards,
> Karleen | FCA Case Manager
> Phone 1-844-827-1926
> [redacted]
>
>

Date	11/11/2019	***Subject***	Re: Case Acknowledgement [redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	11/11/2019 20:48 PM

November 4, 2019

Dodge/Chrysler Customer Service

RE: Follow up to e-mails and phone conversations

[redacted]

I spoke with the service manager Mike at Belzer Dealership last Thursday. As per our phone conversation last week about repairing the door lock on my 2016 Chrysler Caravan.

I also talked with John Miller, body shop manager. Neither still were able to confidently estimate the exact cost and amount of time to complete the job.

So based on your instructions we negotiated the following understanding. My wife and I would pay the first $200 ("deductible") and the reminder of the bill would be covered by Dodge/Chrysler.

Belzer would provide tools, mechanics etc. and loaner vehicle as no one could predict how long repairs would take.

Is this agreeable with you? Mike was also gonging to discuss this arrangement with you personally and I am assuming he has already called or e-mailed you.

I have made an appointment to drop off the vehicle at 8:00 a.m. on Thursday November 14, 2019 so Belzer can proceed with the repair.

November 11, 2019

Case [redacted]

Robin,

Sent you an e-mail last week after we spoke on the phone, I believe it was on the forth of November. As I stated in that e-mail and as I relayed to you in the phone call, Mike, John and I negotiated an agreement to get my Caravan door lock repaired.

My wife and I would pay the first 200.00 dollars and Belzer would provide the mechanics, tools, etc. and a loaner vehicle and Dodge/Chrysler would cover the difference in the repair cost for parts and labor. Is this agreeable? As stated we have an appointment for this Thursday, November 14 at 8:00 a.m.

We would appreciate your documented approval to proceed.

Kind regards

[redacted]

On Mon, Nov 4, 2019 at 4:49 PM [redacted] wrote:

> November 4, 2019
>
>
>
> Dodge/Chrysler Customer Service
>
> RE: Follow up to e-mails and phone conversations
>
>
>
> Robin,
>
>
>
> I spoke with the service manager Mike at Belzer Dealership last Thursday.
> As per our phone conversation last week about repairing the door lock on
> my 2016 Chrysler Caravan.
>
>
>
> I also talked with John Miller, body shop manager. Neither still were able
> to confidently estimate the exact cost and amount of time to complete the
> job.
>
>
>
> So based on your instructions we negotiated the following understanding.
> My wife and I would pay the first $200 ("deductible") and the reminder of
> the bill would be covered by Dodge/Chrysler.
>
>
>
> Belzer would provide tools, mechanics etc. and loaner vehicle as no one
> could predict how long repairs would take.
>
>
>
> Is this agreeable with you? Mike was also gonging to discuss this
> arrangement with you personally and I am assuming he has already called or
> e-mailed you.
>
>
>
> I have made an appointment to drop off the vehicle at 8:00 a.m. on
> Thursday November 14, 2019 so Belzer can proceed with the repair.
>
>
> On Tue, Oct 8, 2019 at 3:35 PM Dodge Customer Care <
> dodgecustomercare@fcagroup.com> wrote:
>
>> My name is Robin and I have been assigned as your Case Manager. Here is
>> some information that will be helpful for you to have:
>>
>> - Your case number is [redacted].
>> - The FCA Case Management telephone number is:
>> - 1-844-827-1926
>> - My direct extension: 3020185
>>
>>
>> Please don't hesitate to make contact if you have any questions or
>> concerns. Thank you for your patience and co-operation!
>>
>>
>> Regards,
>>
>> Robin
>>
>> FCA Case Manager
>>
>> Phone 1-844-827-1926 | Ext. 3020185
>>
>>
>> ---------- Original Message ----------
>> From: US Customer Care [uscustomercare@fcagroup.com]
>> Sent: 10/7/2019 7:01 PM
>> To: [redacted] [redacted]
>>
>> Hello [redacted],
>>
>> Thank you for contacting Dodge Customer Care.
>>
>> Due to the nature of your concern, I have forward your case to a more
>> appropriate area for their attention and response. One of our Case Managers
>> would contact you within 1 business day to discuss your concerns further.
>>
>> Thank you again for your email Lawrence. Please do not hesitate to

>> contact us if you need any further assistance by calling us at
>> 1-800-4A-DODGE (1-800-423-6343).
>>
>> Best wishes,
>>
>> Belinda
>> Dodge Customer Care
>>
>>
>>
>> ---------- Original Message
>> From [redacted]
>> Sent: 10/7/2019 6:53 PM
>> To: uscustomercare@fcagroup.com
>> Subject: Re: Case Acknowledgemen[redacted]
>>
>> Thank you for your response.
>>
>>
>> Only the diagnosis has been completed.
>>
>> On Fri, Oct 4, 2019 at 6:02 PM US Customer Care <
>> uscustomercare@fcagroup.com>
>> wrote:
>>
>> > [image: Header]
>> > Hello [redacted]
>> >
>> > Thank you for contacting Dodge Customer Care.
>> >
>> > We are disappointed to learn of your concern with the rear passenger
>> door lock
>> > regarding your 2016 Dodge Grand Caravan and I would like to assure you
>> that
>> > I will do everything I can to assist you.
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>> > We would be happy to review this matter further. Please advise if
>> repairs
>> > have been completed or if only the diagnosis?
>> >
>> > Thank you again for your ema[redacted] Please do not hesitate to
>> contact
>> > us if you need any further assistance by replying to this email or
>> calling
>> > us at 1-800-4A-DODGE (1-800-423-6343).
>> >
>> > Best wishes,
>> >
>> > Belinda
>> > Dodge Customer Care
>> > [image: Footer]
>> >
>> >
>> [redacted]
>>
>>

Date	11/12/2019	***Subject***	Re: Case Acknowledgement [redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	11/12/2019 20:39 PM

November 12, 2019

November 11, 2019

Case [redacted]

Robin,

Sent you an e-mail last week after we spoke on the phone, I believe it was on the forth of November. As I stated in that e-mail and as I relayed to you in the phone call, Mike, John and I negotiated an agreement to get my Caravan door lock repaired.

My wife and I would pay the first 200.00 dollars and Belzer would provide the mechanics, tools, etc. and a loaner vehicle and Dodge/Chrysler would cover the difference in the repair cost for parts and labor. Is this agreeable? As stated we have an appointment for this Thursday, November 14 at 8:00 a.m.

We would appreciate your documented approval to proceed.

Kind regards

[redacted]

On Mon, Nov 11, 2019 at 2:47 PM [redacted] > wrote:

> November 4, 2019
>
>
>
> Dodge/Chrysler Customer Service
>
> RE: Follow up to e-mails and phone conversations
>
>
>
> Robin,
>
>
>
> I spoke with the service manager Mike at Belzer Dealership last Thursday.
> As per our phone conversation last week about repairing the door lock on
> my 2016 Chrysler Caravan.
>
>
>
> I also talked with John Miller, body shop manager. Neither still were able
> to confidently estimate the exact cost and amount of time to complete the
> job.
>
>
>
> So based on your instructions we negotiated the following understanding.
> My wife and I would pay the first $200 ("deductible") and the reminder of
> the bill would be covered by Dodge/Chrysler.
>
>
>
> Belzer would provide tools, mechanics etc. and loaner vehicle as no one
> could predict how long repairs would take.
>
>
>
> Is this agreeable with you? Mike was also gonging to discuss this
> arrangement with you personally and I am assuming he has already called or
> e-mailed you.
>
>
>
> I have made an appointment to drop off the vehicle at 8:00 a.m. on
> Thursday November 14, 2019 so Belzer can proceed with the repair.
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>
>
> November 11, 2019
>
> Case - [redacted]
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> Robin,
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> Sent you an e-mail last week after we spoke on the phone, I believe it was
> on the forth of November. As I stated in that e-mail and as I relayed to
> you in the phone call, Mike, John and I negotiated an agreement to get my
> Caravan door lock repaired.
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> My wife and I would pay the first 200.00 dollars and Belzer would provide
> the mechanics, tools, etc. and a loaner vehicle and Dodge/Chrysler would
> cover the difference in the repair cost for parts and labor. Is this
> agreeable? As stated we have an appointment for this Thursday, November 14
> at 8:00 a.m.
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> We would appreciate your documented approval to proceed.
>
>
>
> Kind regards
>
>
> [redacted]
>
> On Mon, Nov 4, 2019 at 4:49 PM [redacted] >
> wrote:
>
>> November 4, 2019
>>
>>
>>
>> Dodge/Chrysler Customer Service
>>
>> RE: Follow up to e-mails and phone conversations
>>
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>> Robin,
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>> I spoke with the service manager Mike at Belzer Dealership last Thursday.
>> As per our phone conversation last week about repairing the door lock on
>> my 2016 Chrysler Caravan.
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>> I also talked with John Miller, body shop manager. Neither still were
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>> I have made an appointment to drop off the vehicle at 8:00 a.m. on
>> Thursday November 14, 2019 so Belzer can proceed with the repair.
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>> On Tue, Oct 8, 2019 at 3:35 PM Dodge Customer Care <

>> dodgecustomercare@fcagroup.com> wrote:
>>
>>> My name is Robin and I have been assigned as your Case Manager. Here is
>>> some information that will be helpful for you to have:
>>>
>>> - Your case number is [redacted].
>>> - The FCA Case Management telephone number is:
>>> - 1-844-827-1926
>>> - My direct extension: 3020185
>>>
>>>
>>> Please don't hesitate to make contact if you have any questions or
>>> concerns. Thank you for your patience and co-operation!
>>>
>>>
>>> Regards,
>>>
>>> Robin
>>>
>>> FCA Case Manager
>>>
>>> Phone 1-844-827-1926 | Ext. 3020185
>>>
>>>
>>> ---------- Original Message ----------
>>> From: US Customer Care [uscustomercare@fcagroup.com]
>>> Sent: 10/7/2019 7:01 PM
>>> To: [redacted]
>>> Subject: Case Acknowledgement [redacted]
>>>
>>> Hello[redacted],
>>>
>>> Thank you for contacting Dodge Customer Care.
>>>
>>> Due to the nature of your concern, I have forward your case to a more
>>> appropriate area for their attention and response. One of our Case Managers
>>> would contact you within 1 business day to discuss your concerns further.
>>>
>>> Thank you again for your email[redacted]. Please do not hesitate to
>>> contact us if you need any further assistance by calling us at
>>> 1-800-4A-DODGE (1-800-423-6343).
>>>
>>> Best wishes,
>>>
>>> Belinda
>>> Dodge Customer Care
>>>
>>>
>>>
>>> ---------- Original Message ----------
>>> From: [redacted]
>>> Sent: 10/7/2019 6:53 PM
>>> To: uscustomercare@fcagroup.com
>>> Subject: Re: Case Acknowledgement[redacted]
>>>
>>> Thank you for your response.
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>>> Only the diagnosis has been completed.
>>>
>>> On Fri, Oct 4, 2019 at 6:02 PM US Customer Care <
>>> uscustomercare@fcagroup.com>
>>> wrote:
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>>> > [image: Header]
>>> > Hello[redacted],
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>>> > Thank you for contacting Dodge Customer Care.
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>>> > We are disappointed to learn of your concern with the rear passenger
>>> door lock
>>> > regarding your 2016 Dodge Grand Caravan and I would like to assure you
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>>> > I will do everything I can to assist you.
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>>> > Best wishes,
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>>> > Dodge Customer Care
>>> > [image: Footer]
>>> >
>>> >
>>> [redacted]
>>>
>>>

Date	11/12/2019	***Subject***	[redacted]
From	dodgecustomercare@fcagroup.com	***To***	[redacted] 11/12/2019 20:55 PM

Good Morning,

Thank you for the email. I've been made aware of the situation and your deductible. Yes FCA will be assisting as well. I will touch base with you soon.

Regards,

Robin

FCA Case Manager

Phone 1-844-827-1926 | Ext. 3020185

---------- Original Message ----------
From [redacted]]
Sent: 11/12/2019 3:39 PM
To: dodgecustomercare@fcagroup.com
Subject: Re: Case Acknowledgement [redacted]]

November 12, 2019

November 11, 2019

Case - [redacted]

Robin,

Sent you an e-mail last week after we spoke on the phone, I believe it was on the forth of November. As I stated in that e-mail and as I relayed to you in the phone call, Mike, John and I negotiated an agreement to get my Caravan door lock repaired.

My wife and I would pay the first 200.00 dollars and Belzer would provide the mechanics, tools, etc. and a loaner vehicle and Dodge/Chrysler would cover the difference in the repair cost for parts and labor. Is this agreeable? As stated we have an appointment for this Thursday, November 14 at 8:00 a.m.

We would appreciate your documented approval to proceed.

Kind regards

[redacted]

On Mon, Nov 11, 2019 at 2:47 PM [redacted] >
wrote:

> November 4, 2019
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> Dodge/Chrysler Customer Service
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> RE: Follow up to e-mails and phone conversations
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> the bill would be covered by Dodge/Chrysler.

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>>> From: US Customer Care [uscustomercare@fcagroup.com]
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>>> To: [redacted]
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>>> Thank you for contacting Dodge Customer Care.
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>>> Due to the nature of your concern, I have forward your case to a more
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>>> would contact you within 1 business day to discuss your concerns further.
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>>> Thank you again for your email Lawrence. Please do not hesitate to
>>> contact us if you need any further assistance by calling us at
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>>> Best wishes,
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>>> Belinda
>>> Dodge Customer Care
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>>> ---------- Original Message ----------
>>> From: [redacted]
>>> Sent: 10/7/2019 6:53 PM
>>> To: uscustomercare@fcagroup.com
>>> Subject: Re: Case Acknowledgement [redacted]]
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>>> Thank you for your response.
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>>> Only the diagnosis has been completed.
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>>> On Fri, Oct 4, 2019 at 6:02 PM US Customer Care <
>>> uscustomercare@fcagroup.com>
>>> wrote:
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>>> > [image: Header]
>>> > Hello [redacted]
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>>> > Thank you for contacting Dodge Customer Care.

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>>> > regarding your 2016 Dodge Grand Caravan and I would like to assure you
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>>> > Belinda
>>> > Dodge Customer Care
>>> > [image: Footer]
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>>> >
>>> [redacted]
>>>
>>>

Date	11/15/2019	***Subject***	Re: Case Acknowledgement [[redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	11/15/2019 21:44 PM

11/15/19

Case #[redacted]

Robin,

I just picked up our van from the Belzer dealership. It seems that their original estimate was a little high. They had an easier time opening the door and did not have to destroy any parts to do fix it.

They decided that they needed only one part that needed to be replaced, the door latch. They overnighted the new part yesterday and installed it today.

The door lock is now working. As a result the bill was $411 and not the estimated $1,300.

We paid Belzer a $200 "deductible" and the rest is between you and Belzer to settle up.

Thank you for your assistance.

[redacted]

On Tue, Nov 12, 2019 at 2:55 PM Dodge Customer Care < dodgecustomercare@fcagroup.com> wrote:

> Good Morning,
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> Thank you for the email. I've been made aware of the situation and your
> deductible. Yes FCA will be assisting as well. I will touch base with you
> soon.
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> Regards,
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> Robin
>
> FCA Case Manager
>
> Phone 1-844-827-1926 | Ext. 3020185
>
>
> ---------- Original Message ----------
> From: [redacted]]
> Sent: 11/12/2019 3:39 PM
> To: dodgecustomercare@fcagroup.com
> Subject: Re: Case Acknowledgement [[redacted]
>
> November 12, 2019
>
> November 11, 2019
>
> Case - [redacted]
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> [redacted]
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> >>> Please don't hesitate to make contact if you have any questions or
> >>> concerns. Thank you for your patience and co-operation!
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> >>> Regards,
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> >>> > [image: Footer]
> >>> >
> >>> >
> >>> >
> >>> > [redacted]
> >>>
> >>>
> >>>
>
>

Date	11/16/2019	***Subject***	[redacted]
From	dodgecustomercare@fcagroup.com	***To***	[redacted] 11/16/2019 00:34 AM

Good Afternoon,

I am glad to hear that your repair is completed and all went well. I will settle it up with the Dealer. It has been a pleasure working with you and if you have any questions in the future, don't hesitate to call me. Have a great weekend.

Regards,

Robin

FCA Case Manager

Phone 1-844-827-1926 | Ext. 3020185

---------- Original Message ----------
[redacted]]
Sent: 11/15/2019 4:44 PM
To: dodgecustomercare@fcagroup.com
Subject: Re: Case Acknowledgement [redacted]]

11/15/19

Case #[redacted]

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> > the mechanics, tools, etc. and a loaner vehicle and Dodge/Chrysler would
> > cover the difference in the repair cost for parts and labor. Is this
> > agreeable? As stated we have an appointment for this Thursday, November
> 14
> > at 8:00 a.m.
> >
> >
> >
> > We would appreciate your documented approval to proceed.
> >
> >
> >
> > Kind regards
> >
> >
> [redacted]
> >
> > On Mon, Nov 4, 2019 at 4:49 PM Larry Walsh <larrywalsh55024@gmail.com>
> > wrote:
> >
> >> November 4, 2019
> >>
> >>
> >>
> >> Dodge/Chrysler Customer Service
> >>
> >> RE: Follow up to e-mails and phone conversations
> >>
> >>
> >>
> >> Robin,
> >>
> >>
> >>
> >> I spoke with the service manager Mike at Belzer Dealership last
> Thursday.
> >> As per our phone conversation last week about repairing the door lock on
> >> my 2016 Chrysler Caravan.
> >>
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> >>
> >> I also talked with John Miller, body shop manager. Neither still were
> >> able to confidently estimate the exact cost and amount of time to
> complete
> >> the job.
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> >> So based on your instructions we negotiated the following understanding.
> >> My wife and I would pay the first $200 ("deductible") and the reminder
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> >> the bill would be covered by Dodge/Chrysler.
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> >>
> >> Belzer would provide tools, mechanics etc. and loaner vehicle as no one
> >> could predict how long repairs would take.
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> >> Is this agreeable with you? Mike was also gonging to discuss this
> >> arrangement with you personally and I am assuming he has already called
> or
> >> e-mailed you.
> >>
> >>

> >>
> >> I have made an appointment to drop off the vehicle at 8:00 a.m. on
> >> Thursday November 14, 2019 so Belzer can proceed with the repair.
> >>
> >>
> >> On Tue, Oct 8, 2019 at 3:35 PM Dodge Customer Care <
> >> dodgecustomercare@fcagroup.com> wrote:
> >>
> >>> My name is Robin and I have been assigned as your Case Manager. Here is
> >>> some information that will be helpful for you to have:
> >>>
> >>> - Your case number is[redacted].
> >>> - The FCA Case Management telephone number is:
> >>> - 1-844-827-1926
> >>> - My direct extension: 3020185
> >>>
> >>>
> >>> Please don't hesitate to make contact if you have any questions or
> >>> concerns. Thank you for your patience and co-operation!
> >>>
> >>>
> >>> Regards,
> >>>
> >>> Robin
> >>>
> >>> FCA Case Manager
> >>>
> >>> Phone 1-844-827-1926 | Ext. 3020185
> >>>
> >>>
> >>> ---------- Original Message ----------
> >>> From: US Customer Care [uscustomercare@fcagroup.com]
> >>> Sent: 10/7/2019 7:01 PM
> >>> To:[redacted]
> >>> Subject: Case Acknowledgement [redacted]]
> >>>
> >>> Hello[redacted],
> >>>
> >>> Thank you for contacting Dodge Customer Care.
> >>>
> >>> Due to the nature of your concern, I have forward your case to a more
> >>> appropriate area for their attention and response. One of our Case
> Managers
> >>> would contact you within 1 business day to discuss your concerns
> further.
> >>>
> >>> Thank you again for your email Lawrence. Please do not hesitate to
> >>> contact us if you need any further assistance by calling us at
> >>> 1-800-4A-DODGE (1-800-423-6343).
> >>>
> >>> Best wishes,
> >>>
> >>> Belinda
> >>> Dodge Customer Care
> >>>
> >>>
> >>>
> >>> ---------- Original Message ----------
> >>> From:[redacted]]
> >>> Sent: 10/7/2019 6:53 PM
> >>> To: uscustomercare@fcagroup.com
> >>> Subject: Re: Case Acknowledgement [redacted]]
> >>>
> >>> Thank you for your response.
> >>>
> >>>
> >>> Only the diagnosis has been completed.
> >>>
> >>> On Fri, Oct 4, 2019 at 6:02 PM US Customer Care <
> >>> uscustomercare@fcagroup.com>
> >>> wrote:
> >>>
> >>>> [image: Header]
> >>>> Hello[redacted],
> >>>>
> >>>> Thank you for contacting Dodge Customer Care.
> >>>>
> >>>> We are disappointed to learn of your concern with the rear passenger
> >>> door lock
> >>>> regarding your 2016 Dodge Grand Caravan and I would like to assure
> you
> >>> that
> >>>> I will do everything I can to assist you.
> >>>>
> >>>> We would be happy to review this matter further. Please advise if
> >>> repairs
> >>>> have been completed or if only the diagnosis?

> >>> >
> >>> > Thank you again for your email [redacted] Please do not hesitate to
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> >>> > us if you need any further assistance by replying to this email or
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> >>> > us at 1-800-4A-DODGE (1-800-423-6343).
> >>> >
> >>> > Best wishes,
> >>> >
> >>> > Belinda
> >>> > Dodge Customer Care
> >>> > [image: Footer]
> >>> >
> >>> >
> >>> [redacted]
> >>>
> >>>
>
>

Date	07/16/2020	***Subject***	Re: Case Acknowledgemer[redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	07/16/2020 21:47 PM

7/16/2020

Dodge Customer Service

Robin,

A few months ago I corresponded with you about a problem we had with the door locks on our 2016 Dodge Caravan that we purchased new from Jeff Belzer dealership in Lakeville, Minnesota.

When I was washing the van yesterday I noticed what I would characterize as blistering paint along the front edge of the hood. Although it is not my field of expertise, my past experience when I've seen this condition is that it was as a result of rust under the paint, although it could be a problem with the paint it's self but if that were the case I should expect to see this condition elsewhere on the vehicle, which I don't. I don't believe that the vehicle should be rusting out after only four years of normal use.

I expect that if I ignore this problem and do nothing that in a few years this piece will rust through completely and the repairs will be more extensive and more costly. My questions are, is this a common problem on similar vehicles? Is this a manufactures defect with the paint? Should your product be rusting out after only four years? And or will Dodge repair this problem or assist in the assessment and repair to our vehicle?

[redacted]

[redacted]

Farmington, MN [redacted]

On Fri, Nov 15, 2019 at 6:35 PM Dodge Customer Care <
dodgecustomercare@fcagroup.com> wrote:

> Good Afternoon,
>
> I am glad to hear that your repair is completed and all went well. I will
> settle it up with the Dealer. It has been a pleasure working with you and
> if you have any questions in the future, don't hesitate to call me. Have a
> great weekend.
>
> Regards,
>
> Robin
>
> FCA Case Manager
>
> Phone 1-844-827-1926 | Ext. 3020185
>
>
> ---------- Original Message ----------
> From [redacted]
> Sent: 11/15/2019 4:44 PM
> To: dodgecustomercare@fcagroup.com
> Subject: Re: Case Acknowledgement [redacted]
>
> 11/15/19
>
> Case #[redacted]
>
>
>
>
>
>
>
> Robin,
>
>
>
> I just picked up our van from the Belzer dealership. It seems that their
> original estimate was a little high. They had an easier time opening the
> door and did not have to destroy any parts to do fix it.
>

>
>
> They decided that they needed only one part that needed to be replaced, the
> door latch. They overnighted the new part yesterday and installed it
> today.
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> The door lock is now working. As a result the bill was $411 and not the
> estimated $1,300.
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> We paid Belzer a $200 "deductible" and the rest is between you and Belzer
> to settle up.
>
>
>
> Thank you for your assistance.
>
>
>[redacted]
>
> On Tue, Nov 12, 2019 at 2:55 PM Dodge Customer Care <
> dodgecustomercare@fcagroup.com> wrote:
>
> > Good Morning,
> >
> > Thank you for the email. I've been made aware of the situation and your
> > deductible. Yes FCA will be assisting as well. I will touch base with you
> > soon.
> >
> > Regards,
> >
> > Robin
> >
> > FCA Case Manager
> >
> > Phone 1-844-827-1926 | Ext. 3020185
> >
> >
> > ---------- Original Message ----------
> > From:[redacted]]
> > Sent: 11/12/2019 3:39 PM
> > To: dodgecustomercare@fcagroup.com
> > Subject: Re: Case Acknowledgement [redacted]]
> >
> > November 12, 2019
> >
> > November 11, 2019
> >
> > Case[redacted]
> >
> >
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> > Robin,
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> >[redacted]
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> > On Mon, Nov 11, 2019 at 2:47 PM[redacted]
> > wrote:

> >
> > > November 4, 2019
> > >
> > >
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> > > Dodge/Chrysler Customer Service
> > >
> > > RE: Follow up to e-mails and phone conversations
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> > >
> > >
> > > Kind regards
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> > >
> > > [redacted]
> > >
> > > On Mon, Nov 4, 2019 at 4:49 PM [redacted] >
> > > wrote:
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> > >> November 4, 2019
> > >>
> > >>
> > >>
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> > >> dodgecustomercare@fcagroup.com> wrote:
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> > >>>
> > >>> - Your case number is[redacted].
> > >>> - The FCA Case Management telephone number is:
> > >>> - 1-844-827-1926
> > >>> - My direct extension: 3020185
> > >>>
> > >>>
> > >>> Please don't hesitate to make contact if you have any questions or
> > >>> concerns. Thank you for your patience and co-operation!
> > >>>
> > >>>
> > >>> Regards,

> > >>>
> > >>> Robin
> > >>>
> > >>> FCA Case Manager
> > >>>
> > >>> Phone 1-844-827-1926 | Ext. 3020185
> > >>>
> > >>>
> > >>> ---------- Original Message ----------
> > >>> From: US Customer Care [uscustomercare@fcagroup.com]
> > >>> Sent: 10/7/2019 7:01 PM
> > >>> To [redacted]
> > >>> Subject: Case Acknowledgement [[redacted]]
> > >>>
> > >>> Hello [redacted],
> > >>>
> > >>> Thank you for contacting Dodge Customer Care.
> > >>>
> > >>> Due to the nature of your concern, I have forward your case to a more
> > >>> appropriate area for their attention and response. One of our Case
> > > Managers
> > >>> would contact you within 1 business day to discuss your concerns
> > > further.
> > >>>
> > >>> Thank you again for your email Lawrence. Please do not hesitate to
> > >>> contact us if you need any further assistance by calling us at
> > >>> 1-800-4A-DODGE (1-800-423-6343).
> > >>>
> > >>> Best wishes,
> > >>>
> > >>> Belinda
> > >>> Dodge Customer Care
> > >>>
> > >>>
> > >>>
> > >>> ---------- Original Message ----------
> > >>> From: [redacted]
> > >>> Sent: 10/7/2019 6:53 PM
> > >>> To: uscustomercare@fcagroup.com
> > >>> Subject: Re: Case Acknowledgement [[redacted]f]
> > >>>
> > >>> Thank you for your response.
> > >>>
> > >>>
> > >>> Only the diagnosis has been completed.
> > >>>
> > >>> On Fri, Oct 4, 2019 at 6:02 PM US Customer Care <
> > >>> uscustomercare@fcagroup.com>
> > >>> wrote:
> > >>>
> > >>> > [image: Header]
> > >>> > Hello[redacted],
> > >>> >
> > >>> > Thank you for contacting Dodge Customer Care.
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> > passenger
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> > >>> > Dodge Customer Care
> > >>> > [image: Footer]
> > >>> >
> > >>> >
> > >>> >
> > >>> [redacted]
> > >>>
> > >>>
> > >>>
> > >
> > >
> >

>

Date	07/17/2020	***Subject***	Fwd: Case Acknowledgement [		
From		***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	07/17/2020 22:25 PM

---------- Forwarded message ---------
From: [redacted]
Date: Thu, Jul 16, 2020 at 4:42 PM
Subject: Re: Case Acknowledgement [[redacted]
To: Dodge Customer Care <dodgecustomercare@fcagroup.com>

7/16/2020

Dodge Customer Service

Robin,

A few months ago I corresponded with you about a problem we had with the door locks on our 2016 Dodge Caravan that we purchased new from Jeff Belzer dealership in Lakeville, Minnesota.

When I was washing the van yesterday I noticed what I would characterize as blistering paint along the front edge of the hood. Although it is not my field of expertise, my past experience when I've seen this condition is that it was as a result of rust under the paint, although it could be a problem with the paint it's self but if that were the case I should expect to see this condition elsewhere on the vehicle, which I don't. I don't believe that the vehicle should be rusting out after only four years of normal use.

I expect that if I ignore this problem and do nothing that in a few years this piece will rust through completely and the repairs will be more extensive and more costly. My questions are, is this a common problem on similar vehicles? Is this a manufactures defect with the paint? Should your product be rusting out after only four years? And or will Dodge repair this problem or assist in the assessment and repair to our vehicle?

[redacted]

[redacted]

Farmington, MN [redacted]

On Fri, Nov 15, 2019 at 6:35 PM Dodge Customer Care <
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> Good Afternoon,
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> settle it up with the Dealer. It has been a pleasure working with you and
> if you have any questions in the future, don't hesitate to call me. Have a
> great weekend.
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> Robin
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> FCA Case Manager
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> Phone 1-844-827-1926 | Ext. 3020185
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> ---------- Original Message ----------
> From: [redacted]
> Sent: 11/15/2019 4:44 PM
> To: dodgecustomercare@fcagroup.com
> Subject: Re: Case Acknowledgement [redacted]]
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> 11/15/19
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> Case #[redacted]
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> > To: dodgecustomercare@fcagroup.com
> > Subject: Re: Case Acknowledgement [[redacted]]
> >
> > November 12, 2019
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> > November 11, 2019
> >
> > Case - [redacted]
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> > [redacted]
> >
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> > wrote:
> >
> > > November 4, 2019
> > >
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> > >
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> > >> could predict how long repairs would take.
> > >>
> > >>
> > >>
> > >> Is this agreeable with you? Mike was also gonging to discuss this
> > >> arrangement with you personally and I am assuming he has already
> > called
> > > or
> > >> e-mailed you.
> > >>
> > >>
> > >>
> > >> I have made an appointment to drop off the vehicle at 8:00 a.m. on
> > >> Thursday November 14, 2019 so Belzer can proceed with the repair.
> > >>
> > >>
> > >> On Tue, Oct 8, 2019 at 3:35 PM Dodge Customer Care <
> > >> dodgecustomercare@fcagroup.com> wrote:
> > >>
> > >>> My name is Robin and I have been assigned as your Case Manager. Here
> > is
> > >>> some information that will be helpful for you to have:
> > >>>
> > >>> - Your case number is [redacted].
> > >>> - The FCA Case Management telephone number is:
> > >>> - 1-844-827-1926
> > >>> - My direct extension: 3020185

> > >>>
> > >>>
> > >>> Please don't hesitate to make contact if you have any questions or
> > >>> concerns. Thank you for your patience and co-operation!
> > >>>
> > >>>
> > >>> Regards,
> > >>>
> > >>> Robin
> > >>>
> > >>> FCA Case Manager
> > >>>
> > >>> Phone 1-844-827-1926 | Ext. 3020185
> > >>>
> > >>>
> > >>> ---------- Original Message ----------
> > >>> From: US Customer Care [uscustomercare@fcagroup.com]
> > >>> Sent: 10/7/2019 7:01 PM
> > >>> To [redacted]
> > >>> Subject: Case Acknowledgement [redacted]]
> > >>>
> > >>> Hello [redacted],
> > >>>
> > >>> Thank you for contacting Dodge Customer Care.
> > >>>
> > >>> Due to the nature of your concern, I have forward your case to a more
> > >>> appropriate area for their attention and response. One of our Case
> > > Managers
> > >>> would contact you within 1 business day to discuss your concerns
> > > further.
> > >>>
> > >>> Thank you again for your email Lawrence. Please do not hesitate to
> > >>> contact us if you need any further assistance by calling us at
> > >>> 1-800-4A-DODGE (1-800-423-6343).
> > >>>
> > >>> Best wishes,
> > >>>
> > >>> Belinda
> > >>> Dodge Customer Care
> > >>>
> > >>>
> > >>>
> > >>> ---------- Original Message ----------
> > >>> [redacted]
> > >>> Sent: 10/7/2019 6:53 PM
> > >>> To: uscustomercare@fcagroup.com
> > >>> Subject: Re: Case Acknowledgement [redacted]]
> > >>>
> > >>> Thank you for your response.
> > >>>
> > >>>
> > >>> Only the diagnosis has been completed.
> > >>>
> > >>> On Fri, Oct 4, 2019 at 6:02 PM US Customer Care <
> > >>> uscustomercare@fcagroup.com>
> > >>> wrote:
> > >>>
> > >>> > [image: Header]
> > >>> > Hello [redacted],
> > >>> >
> > >>> > Thank you for contacting Dodge Customer Care.
> > >>> >
> > >>> > We are disappointed to learn of your concern with the rear
> > passenger
> > >>> door lock
> > >>> > regarding your 2016 Dodge Grand Caravan and I would like to assure
> > > you
> > >>> that
> > >>> > I will do everything I can to assist you.
> > >>> >
> > >>> > We would be happy to review this matter further. Please advise if
> > >>> repairs
> > >>> > have been completed or if only the diagnosis?
> > >>> >
> > >>> > Thank you again for your email [redacted]. Please do not hesitate to
> > >>> contact
> > >>> > us if you need any further assistance by replying to this email or
> > >>> calling
> > >>> > us at 1-800-4A-DODGE (1-800-423-6343).
> > >>> >
> > >>> > Best wishes,
> > >>> >
> > >>> > Belinda
> > >>> > Dodge Customer Care
> > >>> > [image: Footer]
> > >>> >
> > >>> >

```
> > >>> >
> > >>> >[redacted]
> > >>>
> > >>>
> >
> >
>
>
```

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/04/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/29/2019	**Origin**	Telephone	**Reason**	
Mileage	44,200 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	45555	GANLEY VILLAGE CHRYSLER DODGE JEEP		**Dealer Phone**	4403544368
Dealer Address	2115 MENTOR AVE				
	PAINESVILLE		OH	44077 1369	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	E
Subject	repeated vehicle concern				
Synopsis	diagnosis needed				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/04/2019 01:26 PM	Open
10/29/2019 11:14 PM	Closed

Initial Description

cx states his power locks needed to be replaced.He took vehicle to dlr and they couldn't assist in matter. Cx stated he took to another dlr and they advised they couldn't assist due to dlr that was working on vehicle

Case Comments

Date	Comment
10/04/2019	cx calling in stating his power locks for the doors do not work. Cx stated he took to dlr and they made an appointment for him to take car to dlr. He brought the car and they had it in back for about 2 hours. They stated they changed the fuses and every time they changed a fuse it blew the fuse so they advised it was something in the door. They would have to diagnose further they scheduled a new appointment and advice he would have rental as well. cx say he took his vehicle to dlr and when he arrived they advised they don't have rentals available and no technician to work on car. They advised cx they were transitioning and couldn't further assist. Cx stated he took vehicle to another dlr and they advised him they could not legally work on vehicle without FCA permission due to the previous dlr. Cx states he also was sold a service contract by previous dlr that he thought was through mopar but is now finding out it's through allstate. Cx stated he would just like to have his vehicle repaired and is seeking permission for another dlr to service his vehicle
10/04/2019	Goodwill Qualifier Narrative In-Service Date: 4-1-2016 Original Owner: yes Mileage: 40659 Vehicle purchase loyalty: 2 new/ 3 used Multiple Repairs/ Previous related repairs: per GWA last in 7-30-2019 for oil change MVP plans: none Recalls: none Other:
10/04/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM spoke with customer to introduce as CM on file. He confirmed his email as [redacted] He stated that he went to Adventure and could not work on his vehicle right now, as they were changing over to another DLR name. he went to Ganley Village and Justin SA stated that he was not sure about his service contract from Allstate and could not take his vehicle in. Justin SA told him to contact Chrysler and gave him the number. CM advised that he has called the right place as CM can look into this for him. CM advseid that CM will reach back out to Matt SM on Monday as well as to Ganley to see whom can work on his concerns. He stated that door locks work manually but not using his key fob.
10/08/2019	Email sent to Matt SM
10/08/2019	Email sent to Bill Cannoto SM with Ganley Village to see if they can accommodate customer on diagnosing vehicle
10/11/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM spoke with customer as he had called in. CM advised that CM is waiting to hear back from Bill C, SM at Ganley. CM will contact him once CM has an answer.
10/11/2019	Email sent to Bill C SM to see if he can get customer in for an appointment
10/14/2019	Contact Bill SM tomorrow to see if an appointment could be made
10/15/2019	*****OUTBOUND DEALERSHIP CONTACT***** Ganley Village Chrysler |45555	4403544368	CM spoke with Bill SM, and he stated to have customer make an appointment for diagnosis, and he will be responsible for diagnostic fee. He is not sure if they take Allstate service contracts or not. CM will have customer call in.
10/15/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM spoke with customer and advised him of CM's conversation with Bill SM. He will stop by and speak with him tomorrow to set up an appointment. he will let CM know.
10/24/2019	*****OUTBOUND DEALERSHIP CONTACT***** Ganley Village Chrysler |45555	4403544368	CM spoke with Kelly SA and no appointment has been made, nor has been there.
10/24/2019	Close case after survey bypass added

Date	Comment
10/28/2019	Close case after bypass added

Email(s)

Date	10/04/2019	**Subject**	[redacted] HRYSLER TOWN & COUNTRY [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	10/04/2019 19:11 PM

My name is Susan and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number is [redacted]
The Chrysler Case Management telephone number is: 1-844-827-1999
My direct extension: 3020216
My work hours are: 11:30am - 8:00pm Eastern Standard Time Monday-Friday

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

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216
[redacted]

Date	10/08/2019	**Subject**	[redacted] 016 CHRYSLER TOWN & COUNTRY [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	10/08/2019 19:56 PM

Hi [redacted]
I apologize I was off yesterday. I have emailed both service managers to try and get some answers for you. I will let you know when I find out something.

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216
[redacted]

Date	10/18/2019	**Subject**	[redacted] 16 CHRYSLER TOWN & COUNTRY [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	10/18/2019 19:47 PM

Hi [redacted]
Just checking to see if you were able to secure an appointment? Thanks

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216
[redacted]

Date	10/21/2019	**Subject**	[redacted] 6 CHRYSLER TOWN & COUNTRY [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	[redacted]

Hi [redacted]

Im contacting you because I havent heard from you regarding an appointment at the dealer.

However, I will leave your case open for two business days before temporary closing it. In the future if you require assistance with your vehicle you can contact me and we can re-open your file. I can be reached at (844) 827-1999, ext. 3020216 or you may simply reply to this email.

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/04/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/14/2019	**Origin**	Telephone	**Reason**	
Mileage	47,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	60400	SHIVELY MOTORS OF SHIPPENSBURG		**Dealer Phone**	7175324136
Dealer Address	608 W KING ST				
	SHIPPENSBURG		PA	17257 1618	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	F
Subject	lemon law				
Synopsis	Customer not working with FCA DLR. No further action required.				
Customer Anomaly					
Contact Reason	C221	Dispute Resolution - Buyback/Lemon Law	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Product - Dispute Resolution - Buyback/Lemon Law Request				

Case Status History

Create Date	Status
10/04/2019 03:08 PM	Open
10/14/2019 08:44 PM	Closed

Initial Description

Customer says she has had multiple issues within her vehicle. Just this past week it completely shut off and had to be towed to a garage. The fuel pump has now broken and they are having the garage repair it because they trust them but they are at the point that they want to have the vehicle put up as a lemon

Case Comments

Date	Comment
10/04/2019	Advised it can be sent over but it would have to meet the states requirements to qualify so I can't make any grantee that it will be accepted
10/04/2019	**91L/96Q Review** Reviewed warranty history at customer request. Writer determined this case should be handled by BC Specialist per normal case handling guidelines. Do not return this CAIR to 91L/96Q. Assigned CAIR to CM.
10/07/2019	Goodwill Qualifier Narrative In-Service Date: 5/12/2016 Original Owner: No second - 5/26/2019 Mileage: 47000 Vehicle purchase loyalty: Just this vehicle Multiple Repairs/ Previous related repairs: Since end of May - Complaints about Service Contract/Electrical concern, Frame and the cradle dropped. MVP plans: Under someone else's name Basic expires: 3/36 Powertrain expires: 5/60 No open recalls.
10/07/2019	OUTBOUND DEALER CONTACT / Shively Motors of Shippensburg /7175324136 Agent left voice mail message looking for an update on the repair.
10/07/2019	OUTBOUND CUSTOMER CONTACT / [redacted] Voice mail for [redacted] came on. Agent left a message advising that the files was reassigned to CM team and that Stacey was going to be the CM. Agent left call back information.
10/11/2019	*****Outbound Dealership Contact***** Shively Motors of Shippensburg | 60400 | 717-532-4136 CM emailed SM to see if the vehicle returned to the dealership.
10/14/2019	The vehicle has not been since August
10/14/2019	*****Outbound Customer Contact*** [redacted] CM reached out and left a VM advising the case will be closed in 2 business days if there is no response.
10/14/2019	*****Inbound Customer Contact***** Customer called in to advise they ended up taking the vehicle elsewhere for repairs; as a rodent caused the damage. Customer advised there is now a concern with the rear door locks. Customer advised they are not sure if they will be returning to the dealership. CM advised they will close the case at this time and advised customer to callback if additional assistance is required; customer agreed.

Email(s)

Date	10/09/2019	**Subject**	[redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	10/09/2019 15:06 PM

Hello [redacted],

My name is Stacy and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your case number is [redacted]
The FCA Case Management telephone number is: 1-866-932-3873
My direct extension for leaving a Voice Mail is: 3020889
FCA Case Managements hours are: 8:00 am 8:00 pm EST (7:00 am 7:00 pm Central Time), Monday through Friday
My work hours are: 8:30 am - 5:00 pm EST (7:30 am 4:00 pm Central Time), Monday through Friday

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

Stacy
FCA Case Management
866-932-3873 ext 3020889
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/04/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/14/2019	**Origin**	Telephone	**Reason**	
Mileage	40,953 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	SENECA	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
					USA
Dealer	44912	LAKE KEOWEE CHRYSLER DODGE JEEP RA		**Dealer Phone**	8648881200
Dealer Address	10815 CLEMSON BLVD				
	SENECA		SC	29678 1303	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	Q
Subject	Door Latch				
Synopsis	No diagnosis or documentation received, closing.				
Customer Anomaly	Body				
	Sheet Metal				
Contact Reason	C87	Warranty Repair Reimbursement	**Customer Anomaly**	8	Sheet Metal Issues
Reason Code	After Sales - Complaint - Warranty - Reimbursement request - Repair carried out and paid by Customer				

Case Status History

Create Date	Status
10/04/2019 08:31 PM	Open
10/14/2019 05:43 PM	Closed

Initial Description

Door Latch Inquiry - Cost Assistance

Case Comments

Date	Comment
10/04/2019	Customer referred to CAC by diagnosing dealer. Customer has loyalty score of 684 is within 1 year of the expiration of their 3/36 warranty and had a very similar repair done on their passenger door latch in May of 2019. Agent advised customer that they did not have any safety recalls but that they would escalate their case to specialist for cost assistance consideration for Driver Side Door latch repair (the latch is stuck in an open position.) Customer paid ahead today $305 dollars so that the dealer could order the parts as well as $95 for diagnosis. Agent has advised that their case will be escalated for further review and to expect a call back in 1 business days time/Tuesday morning at the latest. Customer thanked agent and had no further questions at this time.
10/04/2019	CM has sent a email to request the needed documentation to review for post-repair reimbursement per AH#1267 Instructions B. Vehicle within 2/24~ Yes Basic expired by mileage of 40,953 For customer satisfaction, we will review for possible reimbursement, once documents are received.
10/07/2019	Reached out to the customer via phone, unavailable. Left a detailed message for return call at 844-378-0575 Ext. 4060080. CM has sent a second email to request the needed documentation to review for post-repair reimbursement and introduction email.
10/08/2019	Customer called wanting to speak to CM. Call was transferred
10/08/2019	IB received by customer, provided fax number to retrieve proof of payment. Customer has a third party service contact that may not cover for needed repair normally. CM will contact dealership and confirm coverage and what is not covered for consideration. Customer was advised diagnosis fees are the customers responsibility, understood.
10/11/2019	Reached out to the customer, unavailable at this time. Next follow up for 10/14/19.
10/14/2019	Reached out to the customer, he has not determined what cost would be the customers responsibility at this time. Vehicle is not at the dealership, currently with customer at this time. Customer will continue to work with dealership and call FCA back for possible reimbursement if needed. Case will be closed due to no documentation received or diagnosis, customer understood.

Email(s)

Date	10/04/2019	**Subject**	[redacted]		
From	uscustomercare@fcagroup.com	**To**			10/04/2019 21:08 PM

[redacted]

My name is Deirdre and I will be you case manager. I understand you have had to pay for a out of warranty repair and seeking reimbursement.

Please submit proof of payment by responding to this email with attached receipts for review of possible reimbursement. At this time your warranty has expired that would normally cover for the needed repair under basic 3/36 this expired once
your vehicle has reached 36,000 miles. Once documents are received we will review for possible reimbursement that you are seeking. If any questions or concerns my contact information is listed below.

Deirdre
844-378-0575
Ext. 4060080
[redacted]

Date	10/07/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 10/07/2019 19:04 PM

[redacted]

My name is Deirdre and I will be you case manager. I understand you have had to pay for a out of warranty repair and seeking reimbursement.

Please submit proof of payment by responding to this email with attached receipts for review of possible reimbursement. At this time your warranty has expired that would normally cover for the needed repair under basic 3/36 this expired once
your vehicle has reached 36,000 miles. Once documents are received we will review for possible reimbursement that you are seeking. If any questions or concerns my contact information is listed below.

Deirdre
844-378-0575
Ext. 4060080
[redacted]

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 10/4/2019 5:08 PM
To: [redacted]
Subject: [redacted]

My name is Deirdre and I will be you case manager. I understand you have had to pay for a out of warranty repair and seeking reimbursement.

Please submit proof of payment by responding to this email with attached receipts for review of possible reimbursement. At this time your warranty has expired that would normally cover for the needed repair under basic 3/36 this expired once
your vehicle has reached 36,000 miles. Once documents are received we will review for possible reimbursement that you are seeking. If any questions or concerns my contact information is listed below.

Deirdre
844-378-0575
Ext. 4060080
[redacted]

Date	10/07/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 07/2019 19:16 PM

Dear [redacted],

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

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

Your case number is [redacted].
The Chrysler Case Management telephone number:
1-844-378-0575
My direct extension: 4060080
My work hours are: 10:00am - 6:30pm Eastern Standard Time Monday-Friday).
I will contact you within one business day of your appointment by telephone to discuss your case.

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

Deirdre

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 10/7/2019 3:04 PM
To: [redacted]
[redacted] [[redacted]]

[redacted],

My name is Deirdre and I will be you case manager. I understand you have had to pay for a out of warranty repair and seeking reimbursement.

Please submit proof of payment by responding to this email with attached receipts for review of possible reimbursement. At this time your warranty has expired that would normally cover for the needed repair under basic 3/36 this expired once
your vehicle has reached 36,000 miles. Once documents are received we will review for possible reimbursement that you are seeking. If any questions or concerns my contact information is listed below.

Deirdre
844-378-0575
Ext. 4060080
[redacted]

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 10/4/2019 5:08 PM
To: [redacted]
Subject: Door Latch [[redacted]f]

[redacted],

My name is Deirdre and I will be you case manager. I understand you have had to pay for a out of warranty repair and seeking reimbursement.

Please submit proof of payment by responding to this email with attached receipts for review of possible reimbursement. At this time your warranty has expired that would normally cover for the needed repair under basic 3/36 this expired once
your vehicle has reached 36,000 miles. Once documents are received we will review for possible reimbursement that you are seeking. If any questions or concerns my contact information is listed below.

Deirdre
844-378-0575
Ext. 4060080
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/07/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/28/2019	**Origin**	Telephone	**Reason**	
Mileage	78,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	67753	TYSON MOTOR CORPORATION		**Dealer Phone**	8157415530
Dealer Address	1 SW FRONTAGE RD				
	SHOREWOOD		IL	60404 4731	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	B
Subject	Customer is calling has a lawyer vehicle is lemon				
Synopsis	Close.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C259	Advertising Concern	**Customer Anomaly**	83	Vehicle door issues
Reason Code	Complaint - Information & Assistance requests - New Vehicle Information - Advertising Concern - Other				

Case Status History

Create Date	Status
10/07/2019 03:42 PM	Open
10/28/2019 01:53 PM	Closed

Initial Description

vehicle is lemon

Case Comments

Date	Comment
10/07/2019	Caller [redacted] vehicle has numerous issues: Stop running, while driving hazard went on and windshield wipers She is at work needs to get back to work she is having issues with heated seats to work car has been at dealer ship and has been at dealership for 4 days currently is still there car sliding doors customer wants a call back from a specialist customer feels she has a lemon with all these numerous issues going on. Agent advised the customer we will escalate this account to see what we can possibly do
10/09/2019	*****GOODWILL QUALIFIER***** ISD: 3/18/2016 Mileage: 78000 Original Owner: Yes Household: 1 new, 1 used Related concern/repeat repair: R.O. 302632, 300491,235136, 230917 MVP: Lifetime Max Care, Essential Care Loyalty Score: 551 Critical Case Score: 15 Other:
10/09/2019	*****OUTBOUND CUSTOMER CONTACT *** [redacted] CM called the customer but had to leave a voicemail. CM left the case and CM Amandas direct line and extension for reference
10/11/2019	********** In-Service Date: 3/18/2016 Original Owner: YES Mileage: 78,000 miles New/Used Vehicle Purchase History: 1 NEW 1 USED Loyalty Score: 552 Case Critical: 15 Multiple Repairs/ Previous related repairs: 12/24/2018 - 66,975 miles - while vehicle is in park and running, it will not go back into drive. Customer had to turn vehicle off and turn back on to get it back into drive. Brake light switch cleared and condition is not evident during dealer diagnosis. 01/22/2019 - 68,145 miles - when put into park, it will not always go back into gear. Radio blacks out. Found brake switch internally faulty. Replaced the brake switch, and checked all the power and grounds, all good. 10/09/2019 - 80,414 miles - Passenger sliding door makes buzzing noise when opening or closing or when other door are opened. Rear gate would only close manually. Erratic behavior from rear button. Passenger front heated seat will not work. Information display on instrument cluster flashes or goes blank sometimes. Bottom seat heater doesn't come separate from seat bottom, so considered Trim and Chrysler wouldn't cover the repairs. Customer refused to go ahead with repairs for door actuator as well. MVP plans: LIFETIME MAXIMUM CARE Open Recalls: NONE Other: NONE **********
10/23/2019	**********OUTBOUND CUSTOMER CONTACT********** [redacted] DODGE I ********** Customer preferred contact - Email - Phone [redacted] Earliest call time - Latest Call Time - ********** CM contacted customer to discuss the case and introduce herself. Customer was unavailable so CM left a voicemail for a callback.
10/25/2019	**********OUTBOUND CUSTOMER CONTACT********** [redacted] Writer called to follow up with the customer on behalf of CM Amanda, writer was unable to speak with the customer or lvm.
10/28/2019	CLOSED LOOP UPDATE - unable to make initial contact with customer. No additional follow up needed.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/07/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/07/2019	**Origin**	Telephone	**Reason**	
Mileage	64,480 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	60522	FIELDS CHRYSLER JEEP DODGE RAM		**Dealer Phone**	4078787710
Dealer Address	750 TOWNE CENTER BLVD				
	SANFORD		FL	32771 7493	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	E
Subject	Warranty info				
Synopsis	provided info				
Customer Anomaly					
Contact Reason	C183	Vehicle Warranty Plan Coverage	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Warranty - Warranty - Coverage Information				

Case Status History

Create Date	Status
10/07/2019 05:26 PM	Open
10/07/2019 05:28 PM	Closed

Initial Description

CXT wants warranty info

Case Comments

Date	Comment
10/07/2019	CXT says passenger door opens and closes but it wont lock. CXT wnated to know if this would be covered under his service contract. Agent advised this information would need to be provided by MVP. Agent provided CXT number for MVP.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/09/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/09/2019	**Origin**	Telephone	**Reason**	
Mileage	98,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	60369	SAFFORD CHRYSLER JEEP DODGE OF		**Dealer Phone**	5403476622
Dealer Address	7308 CEDAR RUN DR				
	WARRENTON		VA	20187 2212	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	P
Subject	Electrical Concerns				
Synopsis					
Customer Anomaly	Electronics				
	Key Fob / Remote				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	21	Key fob/remote problems
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/09/2019 09:51 PM	Open
10/09/2019 11:10 PM	Closed

Initial Description

Customer is calling in with concerns with the electrical concerns

Case Comments

Date	Comment
10/09/2019	Customer is calling in today because she is reporting issues with electrical concerns with her vehicle. Customer states for about a month she has experiencing a concern with the windows not going up or down and also having issues with the vehicle not locking by pushing the button inside the vehicle. Also the passenger side sliding door wont lock. Can't even use the key to lock the door. Customer has not been to the dealership for this concern. Customer will book an appointment at the dealership for a diagnostic.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/10/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/21/2019	**Origin**	Telephone	**Reason**	
Mileage	33,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	60459	PUENTE HILLS CHRYSLER DODGE JEEP		**Dealer Phone**	6266262000
Dealer Address	17280 GALE AVE				
	CITY OF INDUSTRY		CA	91748 1502	USA
Dealer Zone	California	**Sales District**		**Service District**	Y
Subject	Vehicle Concern				
Synopsis	close				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/10/2019 04:59 PM	Open
10/21/2019 08:58 PM	Closed

Initial Description

Cx driver side backdoor does not open or close

Case Comments

Date	Comment
10/10/2019	Cx called seeking assistance with repair to driver side back door cx driver side back door does not open or close informed cx that we would need dlr diagnosis in order to see what type of assistance we would be able to offer cx vehicle is currently at dlr
10/15/2019	Contacted customer at [redacted] and left VM.
10/17/2019	Contacted customer at [redacted] and left VM.
10/21/2019	Contacted customer at [redacted] and left VM.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/11/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/31/2019	**Origin**	Telephone	**Reason**	
Mileage	60,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	38999	ADAMSON MOTORS INC		**Dealer Phone**	5072894004
Dealer Address	4800 HIGHWAY 52 NORTH				
	ROCHESTER		MN	55901 0160	USA
Dealer Zone	Denver	**Sales District**		**Service District**	N
Subject	Cost assistance request - see #64687265				
Synopsis	Customer not responding.				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/11/2019 03:07 PM	Open
10/17/2019 10:39 PM	Suspended
10/23/2019 01:01 PM	Open
10/23/2019 07:54 PM	Suspended
10/29/2019 08:10 AM	Open
10/31/2019 04:21 PM	Closed

Initial Description

Cost assistance request - see [redacted]

Case Comments

Date	Comment
10/11/2019	Cost assistance request - see [redacted] Below are the case notes: Customer stating Sliding door isn't locking, Stow away isn't going down, and the black panels on both sides fell off. Customer called to the dealership and was told is out of warranty. Agent advised could have case escalated to a case manager for possible assistance but would need to be at the dealership within the last 14 days or an upcoming appointment. **Next agent this case is closed please escalate to a case manager when customer calls back. Updated notes from 10/11 - Cust had appt with Adamson Motors in Rochester, Minn 507-289-4004 with SA, Cole who has completed diagnosis - Customer would like a call back from CM ASAP as she cannot lock the vehicle
10/15/2019	OUTBOUND DLR CONTACT @ 5072522380 - CM attempted to contact dealership today at [211 PM EST] to speak with the Service Manager (Mark), however SM was not available. CM left a voicemail for a return call at CM's extension 3020156; CM also provided the case number [redacted] Phone number 1-844-827-1926), Last 8 of the VIN(GR190789) and customer's name (ELMER ESPEY).
10/15/2019	OUTBOUND CUSTOMER CONTACT @ [redacted] CM followed up with Customer and advised of DLR contact. CM advised their case manager is out of the office, but we will follow up once we hear from the DLR.
10/17/2019	**OUTBOUND DEALER CALL** SM Mark stated that the customer was offered a discount already and they have not heard back from the customer. Customer has Phoenix plates so not sure if they are from around there.
10/17/2019	***OUTBOUND CUSTOMER CALL** CM called customer and they stated they are going to Arizona for the winter but received an estimate for the panel and it was around $350.00. Costumer is upset as they just paid over $600.00 to repair the door. CM apologized and stated they are outside of warranty but stated she would review for assistance for the panel. Customer will submit documents.
10/29/2019	**OUTBOUND CUSTOMER CALL** CM called and left a VM stating she has not heard back and has not received documents therefore due to no response, case will be closed in two days. CM stated if they decide to go to the Dealer down the road, we can reopen case at that time.
10/31/2019	Customer has not had repair done or submitted for reimbursement so CM will close file.

Email(s)

Date	10/17/2019	**Subject**	Cost assistance request - se[redacted]		
From	chryslercustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	10/17/2019 22:36 PM

Good Afternoon,

Please submit estimate for door panel. Thank you, have a great evening.

Regards,

Robin

FCA Case Manager

Phone 1-844-827-1926 | Ext. 3020185

[redacted]

Date	10/23/2019	***Subject***	RE: Cost assistance request - se[redacted]		
From	chryslercustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/23/2019 19:54 PM

Good Afternoon,

Please submit documents when you are able to , thank you.

Regards,

Robin

FCA Case Manager

Phone 1-844-827-1926 | Ext. 3020185

---------- Original Message ----------
From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
Sent: 10/17/2019 6:36 PM
To: [redacted]
Subject: Cost assistance request - se[redacted]

Good Afternoon,

Please submit estimate for door panel. Thank you, have a great evening.

Regards,

Robin

FCA Case Manager

Phone 1-844-827-1926 | Ext. 3020185

[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/16/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/30/2019	**Origin**	Brand Site	**Reason**	assistance
Mileage	38,015 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	Lisbon	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
					USA
Dealer	63507	WAYNE HALL CHRY-JEEP-DODGE INC		**Dealer Phone**	3194624351
Dealer Address	507 508 EAST MAIN				
	ANAMOSA		IA	52205	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	U
Subject	door lock on passenger sliding door will not relea				
Synopsis					
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/16/2019 12:44 PM	New
10/16/2019 01:28 PM	Open
10/30/2019 02:45 PM	Closed

Initial Description

I have a 2016 Grand Caravan it is the fourth Caravan since 2008 the warr. just went out at 36000 miles now the door lock on the slider will not open. i took panel off and it released when I played with it, then it acts up again. it happened at 36500. I would appreciate some help on this repair as it is our fourth van, we also drive a 2018 Jeep Cherokee, my wife had [redacted] this year and we really do not need the expense of a door repair that actually rarely gets used. we have our fourth child in college so we keep the seats down mostly for cargo. Please consider helping with this repair. as I googled the issue it looks to be a Dodge problem that is common. thank you for your consideration [redacted]

Case Comments

Date	Comment
10/22/2019	Cst had diagnosis done Oct 21, at Dealer is McGrath Dodge 4610 center point road Cedar Rapids Iowa My service consultant is Ben Schmidt Direct number is 319 297 7709 Dealer number is 319 393 4610 Diagnosed as lock actuator failed and is binding. Cst LS 792, vehicle is a 2016 with 38015miles. basic expired by time Aug 2019 so falls within goodwill. Wants assistance with repair cost
10/25/2019	Agent seeking to add package TVP2 2 years/4LOF $195.00 Cst has an LS 792, Basic expired Aug 2019, and vehicle has 38,156 miles. I would be asking for a 2 year plan so the 2 Lube, oil and filter package would be 2 a year for 2 years entitling you to 4 in total over 2 years. With a $0 Deductible per repair visit, all of the following are included: $1,000 Trip Interruption Coverage PLUS 2 Vehicle Lube, Oil and Oil Filter Changes per year (Oil/Oil Filter Change and Lubrication dealer payment is capped at $30). Road Hazard Tire & Wheel Protection - Full Coverage Edition (Full replacement coverage for all four (4) tires and wheels damaged due to road hazard conditions). This is what the full coverage edition is with this- Full Repair or Replacement Cost for all four (4) OEM or aftermarket tires and wheels, or Full Replacement Value (at current retail market value) for all four (4) tires and wheels where tires/wheels are no longer available. Includes cost of mounting, balancing and stems. Up to $7,500 maximum reimbursement amount during term of plan Includes replacement of tire pressure sensor gauge $100 Sign-And-Go Towing and Roadside Assistance $0 Deductible per repair visit 24 Hour Service Provided by Agero, Inc. 1-800-521-2779
10/25/2019	IF PACKAGE IS APPROVED AND ADDED I WILL CALL CST WEDNESDAY AND EXPRESS THIS.
10/30/2019	agent called customer and cst stated we have been awesome and needs no other assistance. agent advised closing the case

Email(s)

Date	10/16/2019	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	10/16/2019 12:44 PM

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

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

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

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference numbe[redacted]

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit

[redacted]

Date	10/16/2019	***Subject***	[redacted]		
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	***e***	10/16/2019 13:32 PM

Hell[redacted]

Thank You for contacting Dodge Customer Care.

I would be happy to assist you today in regards to the door lock on your Caravan.

I can understand how frustrating it would be to not have a door that locks.

When was your last visit to the dealer? Did they do a diagnosis and tell you about the lock? Costs,etc..

If you could provide me with the details of the last dealer visit.

Date:
Diagnosis:
Dealer:

Has the issue been repaired yet?

Thank You
Christine
Dodge Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 10/16/2019 8:44 AM
T[redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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Sincerely,

The Dodge Brand

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[redacted]

Date	10/16/2019	***Subject***	[redacted]		
From	[redacted]	***To***	[redacted]	***Sent Date/Time***	10/16/2019 14:13 PM

I have not taken it to the dealer, what happens is the door will not open the lock is stuck and will not lock or unlock and the door handle will not move. At 500 hours out of warranty I removed the panel and it released it worked for a week so I re installed the panel, then it failed again. Looked on the internet and it stated it was a common issue. And said it could cost 800 to 1000 dollars. I did not feel that a door should fail at such an early hour. We actually do not use the door much as the last of our six children is in college. I do not have 1000.00 to put in a door at this time. We do all our work at McGrath dodge in Cedar Rapids as this is the only place we purchase cars from, I have not discussed this with them.
Thank you

From: Dodge Customer Care <dodgecustomercare@fcagroup.com>
Sent: Wednesday, October 16, 2019 8:33 AM
To: [redacted]
Sut[redacted]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello [redacted]

Thank You for contacting Dodge Customer Care.

I would be happy to assist you today in regards to the door lock on your Caravan.

I can understand how frustrating it would be to not have a door that locks.

When was your last visit to the dealer? Did they do a diagnosis and tell you about the lock? Costs,etc..

If you could provide me with the details of the last dealer visit.

Date:
Diagnosis:
Dealer:

Has the issue been repaired yet?

Thank You
Christine
Dodge Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>]
Sent: 10/16/2019 8:44 AM
T[redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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Sincerely,

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Date	10/16/2019	***Subject***	[redacted]		
From	dodgecustomercare@fcagroup.com	***To***			10/16/2019 14:29 PM

Hello [redacted]

In order for me to review for any possible cost assistance, We would need a dealer diagnosis to state the problem, cost of repair, and what warranty this should have been covered under.

We can than review and see if there is any cost assistance we can possibly provide you.

Thank You
Christine
Dodge Customer Care

---------- Original Message ----------
From: [redacted]]
Sent: 10/16/2019 10:13 AM
To: dodgecustomercare@fcagroup.com
Subject: RE: door lock [redacted]

I have not taken it to the dealer, what happens is the door will not open the lock is stuck and will not lock or unlock and the door handle will not move. At 500 hours out of warranty I removed the panel and it released it worked for a week so I re installed the panel, then it failed again. Looked on the internet and it stated it was a common issue. And said it could cost 800 to 1000 dollars. I did not feel that a door should fail at such an early hour. We actually do not use the door much as the last of our six children is in college. I do not have 1000.00 to put in a door at this time. We do all our work at McGrath dodge in Cedar Rapids as this is the only place we purchase cars from, I have not discussed this with them.
Thank you

From: Dodge Customer Care <dodgecustomercare@fcagroup.com>
Sent: Wednesday, October 16, 2019 8:33 AM
To: [redacted]

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Hello [redacted],

Thank You for contacting Dodge Customer Care.

I would be happy to assist you today in regards to the door lock on your Caravan.

I can understand how frustrating it would be to not have a door that locks.

When was your last visit to the dealer? Did they do a diagnosis and tell you about the lock? Costs,etc..

If you could provide me with the details of the last dealer visit.

Date:
Diagnosis:
Dealer:

Has the issue been repaired yet?

Thank You
Christine
Dodge Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>]
Sent: 10/16/2019 8:44 AM
To [redacted]>
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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

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Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

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

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit

[redacted]

[redacted]

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Date	10/17/2019	***Subject***	[redacted]		
From	dodgecustomercare@fcagroup.com	***To***			10/17/2019 11:35 AM

Hello [redacted]

In order for me to review for any possible cost assistance, We would need a dealer diagnosis to state the problem, cost of repair, and what warranty this should have been covered under.

We can than review and see if there is any cost assistance we can possibly provide you.

Thank You
Christine
Dodge Customer Care

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 10/16/2019 10:29 AM
To [redacted]
Subject: RE: door lock [redacted]

Hello [redacted]

In order for me to review for any possible cost assistance, We would need a dealer diagnosis to state the problem, cost of repair, and what warranty this should have been covered under.

We can than review and see if there is any cost assistance we can possibly provide you.

Thank You
Christine
Dodge Customer Care

---------- Original Message ----------
From: [redacted]
Sent: 10/16/2019 10:13 AM
To: dodgecustomercare@fcagroup.com
Subject: RE: door lock [redacted]

I have not taken it to the dealer, what happens is the door will not open the lock is stuck and will not lock or unlock and the door handle will not move. At 500 hours out of warranty I removed the panel and it released it worked for a week so I re installed the panel, then it failed again. Looked on the internet and it stated it was a common issue. And said it could cost 800 to 1000 dollars. I did not feel that a door should fail at such an early hour. We actually do not use the door much as the last of our six children is in college. I do not have 1000.00 to put in a door at this time. We do all our work at McGrath dodge in Cedar Rapids as this is the only place we purchase cars from, I have not discussed this with them.
Thank you

From: Dodge Customer Care <dodgecustomercare@fcagroup.com>
Sent: Wednesday, October 16, 2019 8:33 AM
To: [redacted]
Subject: door lock [redacted]

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Hello [redacted],

Thank You for contacting Dodge Customer Care.

I would be happy to assist you today in regards to the door lock on your Caravan.

I can understand how frustrating it would be to not have a door that locks.

When was your last visit to the dealer? Did they do a diagnosis and tell you about the lock? Costs,etc..

If you could provide me with the details of the last dealer visit.

Date:
Diagnosis:
Dealer:

Has the issue been repaired yet?

Thank You
Christine
Dodge Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>]
Sent: 10/16/2019 8:44 AM
To [redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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FCA Brand : 800-247-9753

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

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit

[redacted]

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Date	10/18/2019	***Subject***	[redacted]		
From	dodgecustomercare@fcagroup.com	***To***			10/18/2019 11:20 AM

Hello[redacted],

Will you be making an appointment to have a diagnosis completed?

That is the only way I can send this for further review.

Thank You
Christine
Dodge Customer Care

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 10/17/2019 7:35 AM
To[redacted]
Subject: RE: door lock [r[redacted]]

Hello[redacted],

In order for me to review for any possible cost assistance, We would need a dealer diagnosis to state the problem, cost of repair, and what warranty this should have been covered under.

We can than review and see if there is any cost assistance we can possibly provide you.

Thank You
Christine
Dodge Customer Care

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 10/16/2019 10:29 AM
To:[redacted]

Hello[redacted]

In order for me to review for any possible cost assistance, We would need a dealer diagnosis to state the problem, cost of repair, and what warranty this should have been covered under.

We can than review and see if there is any cost assistance we can possibly provide you.

Thank You
Christine
Dodge Customer Care

---------- Original Message ----------
From:[redacted]
Sent: 10/16/2019 10:13 AM
To: dodgecustomercare@fcagroup.com
Subject: RE: door lock [[redacted]

I have not taken it to the dealer, what happens is the door will not open the lock is stuck and will not lock or unlock and the door handle will not move. At 500 hours out of warranty I removed the panel and it released it worked for a week so I re installed the panel, then it failed again. Looked on the internet and it stated it was a common issue. And said it could cost 800 to 1000 dollars. I did not feel that a door should fail at such an early hour. We actually do not use the door much as the last of our six children is in college. I do not have 1000.00 to put in a door at this time. We do all our work at McGrath dodge in Cedar Rapids as this is the only place we purchase cars from, I have not discussed this with them.
Thank you

From: Dodge Customer Care <dodgecustomercare@fcagroup.com>
Sent: Wednesday, October 16, 2019 8:33 AM
To:[redacted]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello[redacted],

Thank You for contacting Dodge Customer Care.

I would be happy to assist you today in regards to the door lock on your Caravan.

I can understand how frustrating it would be to not have a door that locks.

When was your last visit to the dealer? Did they do a diagnosis and tell you about the lock? Costs,etc..

If you could provide me with the details of the last dealer visit.

Date:
Diagnosis:
Dealer:

Has the issue been repaired yet?

Thank You
Christine

Dodge Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>]
Sent: [redacted]
To: [redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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

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

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

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

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit [redacted]

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Date	10/18/2019	***Subject***	[redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	10/18/2019 12:56 PM

Thank you for responding I am going to make an appointment today with McGrath Dodge.
Thank you very much

From: Dodge Customer Care <dodgecustomercare@fcagroup.com>
Sent: Friday, October 18, 2019 6:20 AM
To: [redacted]
Subject: RE: door lock [redacted]

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Hello [redacted]

Will you be making an appointment to have a diagnosis completed?

That is the only way I can send this for further review.

Thank You
Christine
Dodge Customer Care

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>]
Sent: 10/17/2019 7:35 AM
To [redacted]
]

Hello [redacted]

In order for me to review for any possible cost assistance, We would need a dealer diagnosis to state the problem, cost of repair, and what warranty this should have been covered under.

We can than review and see if there is any cost assistance we can possibly provide you.

Thank You
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---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>]
Sent: 10/16/2019 10:29 AM
To [redacted]

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From: [redacted]
Sent: 10/16/2019 10:13 AM
To: dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
Subject: RE: door lock [redacted]

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Thank you

From: Dodge Customer Care <dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
Sent: Wednesday, October 16, 2019 8:33 AM
To: [redacted]
Subject: door lock [redacted]

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Date:
Diagnosis:
Dealer:

Has the issue been repaired yet?

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From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>]
Sent: 10/16/2019 8:44 AM
To: [redacted]
Subject: ****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS ****

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Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

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Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit [redacted]

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Date	10/18/2019	***Subject***	[redacted]	
From	dodgecustomercare@fcagroup.com	***To***		10/18/2019 13:03 PM

Hello [redacted]

Thank You, Please let me know what date they have you scheduled for and what dealer it is.

Once I get that information I can send this case for further review.

Thank you
Christine
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To: dodgecustomercare@fcagroup.com
Subject: RE: door lock [redacted]]

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To: [redacted]
Subject: door lock [redacted]

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Date:
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Has the issue been repaired yet?

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<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>]
Sent: 10/16/2019 8:44 AM
To: [redacted]>
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Date	10/18/2019	***Subject***	[redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	10/18/2019 13:05 PM

Thank you for your help, this is why we purchase Dodge and Jeep products and stick with one dealer.

From: Dodge Customer Care <dodgecustomercare@fcagroup.com>
Sent: Friday, October 18, 2019 8:04 AM
To: [redacted]

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Hello [redacted]

Thank You, Please let me know what date they have you scheduled for and what dealer it is.

Once I get that information I can send this case for further review.

Thank you
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From [redacted]
Sent: 10/18/2019 8:56 AM
To: dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
Subject: RE: door lock [redacted]]

Thank you for responding I am going to make an appointment today with McGrath Dodge.
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Sent: 10/17/2019 7:35 AM
To [redacted]

Hello [redacted]f,

In order for me to review for any possible cost assistance, We would need a dealer diagnosis to state the problem, cost of repair, and what warranty this should have been covered under.

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To: [redacted]

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Date:
Diagnosis:
Dealer:

Has the issue been repaired yet?

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[redacted]

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Date	10/21/2019	***Subject***	[redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	10/21/2019 13:00 PM

Good Morning, My Dodge Caravan is at the dealer this am.
Dealer is McGrath Dodge 4610 center point road Cedar Rapids Iowa
My service consultant is Ben Schmidt
Direct number is 319 297 7709
Dealer number is 319 393 4610

Thank you for all of your support
I appreciate it. Again this is why we purchase all Dodge and Jeep products. I actually have a 2003 Dakota that I just rebuilt.
Thanks again

From: Dodge Customer Care <dodgecustomercare@fcagroup.com>
Sent: Friday, October 18, 2019 8:04 AM
To: [redacted]

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Hello [redacted]

Thank You, Please let me know what date they have you scheduled for and what dealer it is.

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Dodge Customer Care
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Subject: RE: door lock [redacted]

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

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

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

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

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

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit

[redacted]

[redacted]

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[redacted]

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Date	10/21/2019	***Subject***	[redacted]		
From	[redacted]	***To***	dodgecustomercare@ifcagroup.com	***Sent Date/Time***	10/21/2019 13:51 PM

Ben dd get back to me and was also going to reach out to you, the lock actuator failed. And is binding, this appears to be a very common issue from searching the internet, just not at this low of miles.
The part is 650.00 plus labor, help would be appreciated.
Thank you very much

From: Dodge Customer Care <dodgecustomercare@fcagroup.com>
Sent: Friday, October 18, 2019 8:04 AM
To: [redacted]
[redacted]]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello[redacted]

Thank You, Please let me know what date they have you scheduled for and what dealer it is.

Once I get that information I can send this case for further review.

Thank you
Christine
Dodge Customer Care
---------- Original Message ----------
From: [redacted]
Sent: 10/18/2019 8:56 AM
To: dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
Subject: RE: door lock [redacted]

Thank you for responding I am going to make an appointment today with McGrath Dodge.
Thank you very much

From: Dodge Customer Care <dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
Sent: Friday, October 18, 2019 6:20 AM
To [redacted]
[redacted]

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Hello [redacted]

Will you be making an appointment to have a diagnosis completed?

That is the only way I can send this for further review.

Thank You
Christine
Dodge Customer Care

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From: Dodge Customer Care [dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>]
Sent: 10/17/2019 7:35 AM
To [redacted]
[redacted]

[redacted]

In order for me to review for any possible cost assistance, We would need a dealer diagnosis to state the problem, cost of repair, and what warranty this should have been covered under.

We can than review and see if there is any cost assistance we can possibly provide you.

Thank You
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<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>]
Sent: 10/16/2019 10:29 AM
[redacted]

[redacted]

In order for me to review for any possible cost assistance, We would need a dealer diagnosis to state the problem, cost of repair, and what warranty this should have been covered under.

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Thank You
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From [redacted]
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To: dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
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Subject: RE: door lock [redacted]

I have not taken it to the dealer, what happens is the door will not open the lock is stuck and will not lock or unlock and the door handle will not move. At 500 hours out of warranty I removed the panel and it released it worked for a week so I re installed the panel, then it failed again. Looked on the internet and it stated it was a common issue. And said it could cost 800 to 1000 dollars. I did not feel that a door should fail at such an early hour. We actually do not use the door much as the last of our six children is in college. I do not have 1000.00 to put in a door at this time. We do all our work at McGrath dodge in Cedar Rapids as this is the only place we purchase cars from, I have not discussed this with them.
Thank you

From: Dodge Customer Care <dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>
Sent: Wednesday, October 16, 2019 8:33 AM
To: [redacted]
Subject: door lock[redacted]

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Hello [redacted],

Thank You for contacting Dodge Customer Care.

I would be happy to assist you today in regards to the door lock on your Caravan.

I can understand how frustrating it would be to not have a door that locks.

When was your last visit to the dealer? Did they do a diagnosis and tell you about the lock? Costs,etc..

If you could provide me with the details of the last dealer visit.

Date:
Diagnosis:
Dealer:

Has the issue been repaired yet?

Thank You
Christine
Dodge Customer Care

---------- Original Message ----------
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<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>>]
Sent: 10/16/2019 8:44 AM
To: [redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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FCA Brand : 800-247-9753

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Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit

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[redacted]

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Date	[redacted]	***Subject***	RE: door lock [re[redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	10/22/2019 13:31 PM

Good Morning, the folks at McGrath were very kind and took care of this problem.
We appreciate the dealer support we get and the Dodge product.
Hopefully one of these days we can afford to trade for one of your quad cab trucks.
Thanks again

From: [redacted]
Sent: Monday, October 21, 2019 8:01 AM
To: Dodge Customer Care <dodgecustomercare@fcagroup.com>
Subject: RE: door lock [[redacted]]

Good Morning, My Dodge Caravan is at the dealer this am.
Dealer is McGrath Dodge 4610 center point road Cedar Rapids Iowa
My service consultant is Ben Schmidt
Direct number is [redacted]

Thank you for all of your support
I appreciate it. Again this is why we purchase all Dodge and Jeep products. I actually have a 2003 Dakota that I just rebuilt.
Thanks again

From: Dodge Customer Care <dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
Sent: Friday, October 18, 2019 8:04 AM
To: [redacted]

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Hello [redacted]

Thank You, Please let me know what date they have you scheduled for and what dealer it is.

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Thank you
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From: [redacted]
Sent: 10/18/2019 8:56 AM
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Thank you for responding I am going to make an appointment today with McGrath Dodge.
Thank you very much

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Sent: Friday, October 18, 2019 6:20 AM
To: [redacted]

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Hello [redacted]

Will you be making an appointment to have a diagnosis completed?

That is the only way I can send this for further review.

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From: Dodge Customer Care [dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
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[redacted]

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Subject: RE: door lock [redacted]

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Thank you

From: Dodge Customer Care <dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>
Sent: Wednesday, October 16, 2019 8:33 AM
To [redacted]
Subject: door lock [[redacted]

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Hello [redacted],

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I would be happy to assist you today in regards to the door lock on your Caravan.

I can understand how frustrating it would be to not have a door that locks.

When was your last visit to the dealer? Did they do a diagnosis and tell you about the lock? Costs,etc..

If you could provide me with the details of the last dealer visit.

Date:
Diagnosis:
Dealer:

Has the issue been repaired yet?

Thank You
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Date	10/25/2019	***Subject***	[redacted]		
From	dodgecustomercare@fcagroup.com	***To***			10/25/2019 11:32 AM

Hello [redacted]

I am very happy to hear that the service department at McGraths took such good care of you and got the lock issue fixed under warranty for you rather than out of pocket.

I would still like to look into seeing if there is any package I could offer you. You are a very loyal customer and have been inconvenienced.

I will set out the details of the package I would like to offer. If you accept I will input the approval fro you and see if I can get approval on my end to add this to your vehicle.

I can look at other options if it is not.

I would like to give you something though for the inconvenience.

This is the package details:

I would be asking for a 2 year plan so the 2 Lube, oil and filter package would be 2 a year for 2 years entitling you to 4 in total over 2 years.

With a $0 Deductible per repair visit, all of the following are included:

$1,000 Trip Interruption Coverage

PLUS

2 Vehicle Lube, Oil and Oil Filter Changes per year (Oil/Oil Filter Change and Lubrication dealer payment is capped at $30).

Road Hazard Tire & Wheel Protection - Full Coverage Edition (Full replacement coverage for all four (4) tires and wheels damaged due to road hazard conditions).

This is what the full coverage edition is with this- Full Repair or Replacement Cost for all four (4) OEM or aftermarket tires and wheels, or Full Replacement Value (at current retail market value) for all four (4) tires and wheels where tires/wheels are no longer available. Includes cost of mounting, balancing and stems.

Up to $7,500 maximum reimbursement amount during term of plan
Includes replacement of tire pressure sensor gauge
$100 Sign-And-Go Towing and Roadside Assistance
$0 Deductible per repair visit
24 Hour Service Provided by Agero, Inc. 1-800-521-2779

Is this something you would be willing to accept as a gesture for the inconvenience you have endured with this vehicle repair.

Please let me know and I will see what I can do on my end for this.

Thank You
Christine
Dodge Customer Care

---------- Original Message ----------
From: [redacted]]
Sent: 10/22/2019 9:31 AM
To: dodgecustomercare@fcagroup.com
Subject: RE: door lock [redacted]]

Good Morning, the folks at McGrath were very kind and took care of this problem.
We appreciate the dealer support we get and the Dodge product.
Hopefully one of these days we can afford to trade for one of your quad cab trucks.
Thanks again

From: [redacted]
Sent: Monday, October 21, 2019 8:01 AM
To: Dodge Customer Care <dodgecustomercare@fcagroup.com>
Subject: RE: door lock [redacted]

Good Morning, My Dodge Caravan is at the dealer this am.
Dealer is McGrath Dodge 4610 center point road Cedar Rapids Iowa
My service consultant is Ben Schmidt
Direct number is [redacted]
Dealer number is [redacted]

Thank you for all of your support
I appreciate it. Again this is why we purchase all Dodge and Jeep products. I actually have a 2003 Dakota that I just rebuilt.
Thanks again

From: Dodge Customer Care <dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
Sent: Friday, October 18, 2019 8:04 AM
To: [redacted]>
Subject: RE: door lock [redacted]

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From: [redacted]>]
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To view the Dodge Privacy Policy, visit



[redacted]

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[redacted]

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[redacted]

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Date	10/25/2019	***Subject***	RE: door lock [redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	10/25/2019 13:20 PM

McGrath is so easy to work with it really was not an inconvenience. I would like to be able maybe to still purchase some extended warranty the van has power train to 75 I believe. I have never needed the full warranty on any of the other three Vans we have had, It is just so expensive to add that coverage. I also purchase my Motorcycles from McGrath and do put full coverage on my Honda but it is not very expensive compared to the value, nine year unlimited miles.
If I could just purchase like an additional 35000 or something to get us through another few years.
Thank you for all of your help.
We do appreciate Dodge and I truly like driving the Caravans.
Thanks again

From: Dodge Customer Care <dodgecustomercare@fcagroup.com>
Sent: Friday, October 25, 2019 6:32 AM
To [redacted]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello[redacted]

I am very happy to hear that the service department at McGraths took such good care of you and got the lock issue fixed under warranty for you rather than out of pocket.

I would still like to look into seeing if there is any package I could offer you. You are a very loyal customer and have been inconvenienced.

I will set out the details of the package I would like to offer. If you accept I will input the approval fro you and see if I can get approval on my end to add this to your vehicle.

I can look at other options if it is not.

I would like to give you something though for the inconvenience.

This is the package details:

I would be asking for a 2 year plan so the 2 Lube, oil and filter package would be 2 a year for 2 years entitling you to 4 in total over 2 years.

With a $0 Deductible per repair visit, all of the following are included:

$1,000 Trip Interruption Coverage

PLUS

2 Vehicle Lube, Oil and Oil Filter Changes per year (Oil/Oil Filter Change and Lubrication dealer payment is capped at $30).

Road Hazard Tire & Wheel Protection - Full Coverage Edition (Full replacement coverage for all four (4) tires and wheels damaged due to road hazard conditions).

This is what the full coverage edition is with this- Full Repair or Replacement Cost for all four (4) OEM or aftermarket tires and wheels, or Full Replacement Value (at current retail market value) for all four (4) tires and wheels where tires/wheels are no longer available. Includes cost of mounting, balancing and stems.

Up to $7,500 maximum reimbursement amount during term of plan
Includes replacement of tire pressure sensor gauge
$100 Sign-And-Go Towing and Roadside Assistance
$0 Deductible per repair visit
24 Hour Service Provided by Agero, Inc. 1-800-521-2779

Is this something you would be willing to accept as a gesture for the inconvenience you have endured with this vehicle repair.

Please let me know and I will see what I can do on my end for this.

Thank You
Christine
Dodge Customer Care

---------- Original Message ----------
From: [redacted]
Sent: 10/22/2019 9:31 AM
To: dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
Subject: RE: door lock [redacted]]

Good Morning, the folks at McGrath were very kind and took care of this problem.
We appreciate the dealer support we get and the Dodge product.
Hopefully one of these days we can afford to trade for one of your quad cab trucks.
Thanks again

From [redacted]
Sent: Monday, October 21, 2019 8:01 AM
To: Dodge Customer Care <dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
Subject: RE: door lock [redacted]

Good Morning, My Dodge Caravan is at the dealer this am.
Dealer is McGrath Dodge 4610 center point road Cedar Rapids Iowa
My service consultant is Ben Schmidt
Direct number is [redacted]
Dealer number is [redacted]

Thank you for all of your support
I appreciate it. Again this is why we purchase all Dodge and Jeep products. I actually have a 2003 Dakota that I just rebuilt.
Thanks again

From: Dodge Customer Care <dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>
Sent: Friday, October 18, 2019 8:04 AM
To: [redacted]
Subject: RE: door lock [[redacted]]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello Jeff,

Thank You, Please let me know what date they have you scheduled for and what dealer it is.

Once I get that information I can send this case for further review.

Thank you
Christine
Dodge Customer Care
---------- Original Message ----------
From: [redacted]
Sent: 10/18/2019 8:56 AM
To: dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
Subject: RE: door lock [redacted]

Thank you for responding I am going to make an appointment today with McGrath Dodge.
Thank you very much

From: Dodge Customer Care <dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>
Sent: Friday, October 18, 2019 6:20 AM
To: [redacted]
Subject: RE: door lock [redacted]]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello [redacted]

Will you be making an appointment to have a diagnosis completed?

That is the only way I can send this for further review.

Thank You
Christine
Dodge Customer Care

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>]
Sent: 10/17/2019 7:35 AM
To: [redacted]
Subject: RE: door lock [redacted]]

Hello [redacted]

In order for me to review for any possible cost assistance, We would need a dealer diagnosis to state the problem, cost of repair, and what warranty this should have been covered under.

We can than review and see if there is any cost assistance we can possibly provide you.

Thank You
Christine
Dodge Customer Care

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>]
Sent: 10/16/2019 10:29 AM
To: [redacted]
Subject: RE: door lock [redacted]]

Hello [redacted]

In order for me to review for any possible cost assistance, We would need a dealer diagnosis to state the problem, cost of repair, and what warranty this should have been covered under.

We can than review and see if there is any cost assistance we can possibly provide you.

Thank You
Christine
Dodge Customer Care

---------- Original Message ----------
From: [redacted]
<mailto:jeff.walters@altorfer.com<mailto:jeff.walters@altorfer.com><mailto:jeff.walters@altorfer.com<mailto:jeff.walters@altorfer.com>>>]
Sent: 10/16/2019 10:13 AM
To: dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>
Subject: RE: door lock [redacted]

I have not taken it to the dealer, what happens is the door will not open the lock is stuck and will not lock or unlock and the door handle will not move. At 500 hours out of warranty I removed the panel and it released it worked for a week so I re installed the panel, then it failed again. Looked on the internet and it stated it was a common issue. And said it could cost 800 to 1000 dollars. I did not feel that a door should fail at such an early hour. We actually do not use the door much as the last of our six children is in college. I do not have 1000.00 to put in a door at this time. We do all our work at McGrath dodge in Cedar Rapids as this is the only place we purchase cars from, I have not discussed this with them.
Thank you

From: Dodge Customer Care <dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>>
Sent: Wednesday, October 16, 2019 8:33 AM
To: [redacted]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello [redacted],

Thank You for contacting Dodge Customer Care.

I would be happy to assist you today in regards to the door lock on your Caravan.

I can understand how frustrating it would be to not have a door that locks.

When was your last visit to the dealer? Did they do a diagnosis and tell you about the lock? Costs,etc..

If you could provide me with the details of the last dealer visit.

Date:
Diagnosis:
Dealer:

Has the issue been repaired yet?

Thank You
Christine
Dodge Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>>>]
Sent: 10/16/2019 8:44 AM
To [redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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

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

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

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

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

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit

[redacted]

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[redacted]

[redacted]

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[redacted]

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[redacted]

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Date	10/25/2019	***Subject***	[redacted]	
From	dodgecustomercare@fcagroup.com	***To***		10/25/2019 13:32 PM

Hello

Thank You for the update.

I am not able to offer any type of extended warranty from my end, just service contracts, so on my end this is the type of packages I can offer is stuff in these terms.

The dealer would be who you would have to work with and see if any options for purchasing through them.

Would you like to accept the offer I had originally stated?

Thank You
Christine
Dodge Customer Care

---------- Original Message ----------
From
Sent: 10/25/2019 9:20 AM
To: dodgecustomercare@fcagroup.com
Subject: RE: door lock

McGrath is so easy to work with it really was not an inconvenience. I would like to be able maybe to still purchase some extended warranty the van has power train to 75 I believe. I have never needed the full warranty on any of the other three Vans we have had, It is just so expensive to add that coverage. I also purchase my Motorcycles from McGrath and do put full coverage on my Honda but it is not very expensive compared to the value, nine year unlimited miles.
If I could just purchase like an additional 35000 or something to get us through another few years.
Thank you for all of your help.
We do appreciate Dodge and I truly like driving the Caravans.
Thanks again

From: Dodge Customer Care <dodgecustomercare@fcagroup.com>
Sent: Friday, October 25, 2019 6:32 AM
Subject: RE: door lock [ ]

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Hello

I am very happy to hear that the service department at McGraths took such good care of you and got the lock issue fixed under warranty for you rather than out of pocket.

I would still like to look into seeing if there is any package I could offer you. You are a very loyal customer and have been inconvenienced.

I will set out the details of the package I would like to offer. If you accept I will input the approval fro you and see if I can get approval on my end to add this to your vehicle.

I can look at other options if it is not.

I would like to give you something though for the inconvenience.

This is the package details:

I would be asking for a 2 year plan so the 2 Lube, oil and filter package would be 2 a year for 2 years entitling you to 4 in total over 2 years.

With a $0 Deductible per repair visit, all of the following are included:

$1,000 Trip Interruption Coverage

PLUS

2 Vehicle Lube, Oil and Oil Filter Changes per year (Oil/Oil Filter Change and Lubrication dealer payment is capped at $30).

Road Hazard Tire & Wheel Protection - Full Coverage Edition (Full replacement coverage for all four (4) tires and wheels damaged due to road hazard conditions).

This is what the full coverage edition is with this- Full Repair or Replacement Cost for all four (4) OEM or aftermarket tires and wheels, or Full Replacement Value (at current retail market value) for all four (4) tires and wheels where tires/wheels are no longer available. Includes cost of mounting, balancing and stems.

Up to $7,500 maximum reimbursement amount during term of plan
Includes replacement of tire pressure sensor gauge
$100 Sign-And-Go Towing and Roadside Assistance
$0 Deductible per repair visit
24 Hour Service Provided by Agero, Inc. 1-800-521-2779

Is this something you would be willing to accept as a gesture for the inconvenience you have endured with this vehicle repair.

Please let me know and I will see what I can do on my end for this.

Thank You
Christine
Dodge Customer Care

---------- Original Message ----------
From:
Sent: 10/22/2019 9:31 AM
To: dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
Subject: RE: door lock

Good Morning, the folks at McGrath were very kind and took care of this problem.
We appreciate the dealer support we get and the Dodge product.
Hopefully one of these days we can afford to trade for one of your quad cab trucks.
Thanks again

From: [redacted]
Sent: Monday, October 21, 2019 8:01 AM
To: Dodge Customer Care <dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
Subject: RE: door lock [redacted]

Good Morning, My Dodge Caravan is at the dealer this am.
Dealer is McGrath Dodge 4610 center point road Cedar Rapids Iowa
My service consultant is Ben Schmidt
Direct number is [redacted]
Dealer number is [redacted]

Thank you for all of your support
I appreciate it. Again this is why we purchase all Dodge and Jeep products. I actually have a 2003 Dakota that I just rebuilt.
Thanks again

From: Dodge Customer Care <dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>
Sent: Friday, October 18, 2019 8:04 AM
To: [redacted]
Subject: RE: door lock [redacted]]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello[redacted],

Thank You, Please let me know what date they have you scheduled for and what dealer it is.

Once I get that information I can send this case for further review.

Thank you
Christine
Dodge Customer Care
---------- Original Message ----------
From: [redacted]
Sent: 10/18/2019 8:56 AM
To: dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
Subject: RE: door lock [redacted]

Thank you for responding I am going to make an appointment today with McGrath Dodge.
Thank you very much

From: Dodge Customer Care <dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>
Sent: Friday, October 18, 2019 6:20 AM
To: [redacted]
Subject: RE: door lock [[redacted]]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello[redacted],

Will you be making an appointment to have a diagnosis completed?

That is the only way I can send this for further review.

Thank You
Christine
Dodge Customer Care

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>]
Sent: 10/17/2019 7:35 AM
To: [redacted]
Subject: RE: door lock [redacted]]

Hello [redacted]

In order for me to review for any possible cost assistance, We would need a dealer diagnosis to state the problem, cost of repair, and what warranty this should have been covered under.

We can than review and see if there is any cost assistance we can possibly provide you.

Thank You
Christine

Dodge Customer Care

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>]
Sent: 10/16/2019 10:29 AM
To: [redacted]

[redacted]

In order for me to review for any possible cost assistance, We would need a dealer diagnosis to state the problem, cost of repair, and what warranty this should have been covered under.

We can than review and see if there is any cost assistance we can possibly provide you.

Thank You
Christine
Dodge Customer Care

---------- Original Message ----------
From: [redacted]
Sent: 10/16/2019 10:13 AM
To: dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>
Subject: RE: door lock [ref:_00Dj01qsDF._5003ZxBqnw:ref]

I have not taken it to the dealer, what happens is the door will not open the lock is stuck and will not lock or unlock and the door handle will not move. At 500 hours out of warranty I removed the panel and it released it worked for a week so I re installed the panel, then it failed again. Looked on the internet and it stated it was a common issue. And said it could cost 800 to 1000 dollars. I did not feel that a door should fail at such an early hour. We actually do not use the door much as the last of our [redacted] children is in college. I do not have 1000.00 to put in a door at this time. We do all our work at McGrath dodge in Cedar Rapids as this is the only place we purchase cars from, I have not discussed this with them.
Thank you

From: Dodge Customer Care <dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>>
Sent: Wednesday, October 16, 2019 8:33 AM
To: [redacted]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello [redacted]

Thank You for contacting Dodge Customer Care.

I would be happy to assist you today in regards to the door lock on your Caravan.

I can understand how frustrating it would be to not have a door that locks.

When was your last visit to the dealer? Did they do a diagnosis and tell you about the lock? Costs,etc..

If you could provide me with the details of the last dealer visit.

Date:
Diagnosis:
Dealer:

Has the issue been repaired yet?

Thank You
Christine
Dodge Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>>>]
Sent: 10/16/2019 8:44 AM
To [redacted]

[redacted]

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

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

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

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

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

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

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit



[redacted]

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[redacted]

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[redacted]

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[redacted]

Disclaimer/Confidentiality Notice: The information contained within this transmission (including all attached files) is confidential and belongs to the sender, is subject to legal privilege, and shall be deemed to constitute Confidential Information under the terms of any agreement between the sender and the intended recipient. If you have reason to believe that you are not the intended recipient, you are hereby notified that any review, dissemination, distribution or copying of this email is prohibited. Please notify the sender immediately by email if you have received this e-mail by mistake, and delete this e-mail from your system [redacted] does not enter into contracts through e-mail, unless subsequently confirmed in a signed writing. Although the sender has taken reasonable precautions to ensure no viruses are present in this e-mail, the company accepts no liability for any damage caused by viruses transmitted by this e-mail or attachment(s).

Date	10/25/2019	***Subject***	RE: door lock [redacted]		
From [redacted]		***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	10/25/2019 14:02 PM

What is my cost on the package you offered?
Thank you

From: Dodge Customer Care <dodgecustomercare@fcagroup.com>
Sent: Friday, October 25, 2019 8:33 AM
To: [redacted]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello [redacted]

Thank You for the update.

I am not able to offer any type of extended warranty from my end, just service contracts, so on my end this is the type of packages I can offer is stuff in these terms.

The dealer would be who you would have to work with and see if any options for purchasing through them.

Would you like to accept the offer I had originally stated?

Thank You
Christine
Dodge Customer Care

---------- Original Message ----------
From: [redacted]
Sent: 10/25/2019 9:20 AM
To: dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
Subject: RE: door lock [redacted]

McGrath is so easy to work with it really was not an inconvenience. I would like to be able maybe to still purchase some extended warranty the van has power train to 75 I believe. I have never needed the full warranty on any of the other three Vans we have had, It is just so expensive to add that coverage. I also purchase my Motorcycles from McGrath and do put full coverage on my Honda but it is not very expensive compared to the value, nine year unlimited miles.
If I could just purchase like an additional 35000 or something to get us through another few years.
Thank you for all of your help.
We do appreciate Dodge and I truly like driving the Caravans.
Thanks again

From: Dodge Customer Care <dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
Sent: Friday, October 25, 2019 6:32 AM
To [redacted]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello [redacted]

I am very happy to hear that the service department at McGraths took such good care of you and got the lock issue fixed under warranty for you rather than out of pocket.

I would still like to look into seeing if there is any package I could offer you. You are a very loyal customer and have been inconvenienced.

I will set out the details of the package I would like to offer. If you accept I will input the approval fro you and see if I can get approval on my end to add this to your vehicle.

I can look at other options if it is not.

I would like to give you something though for the inconvenience.

This is the package details:

I would be asking for a 2 year plan so the 2 Lube, oil and filter package would be 2 a year for 2 years entitling you to 4 in total over 2 years.

With a $0 Deductible per repair visit, all of the following are included:

$1,000 Trip Interruption Coverage

PLUS

2 Vehicle Lube, Oil and Oil Filter Changes per year (Oil/Oil Filter Change and Lubrication dealer payment is capped at $30).

Road Hazard Tire & Wheel Protection - Full Coverage Edition (Full replacement coverage for all four (4) tires and wheels damaged due to road hazard conditions).

This is what the full coverage edition is with this- Full Repair or Replacement Cost for all four (4) OEM or aftermarket tires and wheels, or Full Replacement Value (at current retail market value) for all four (4) tires and wheels where tires/wheels are no longer available. Includes cost of mounting, balancing and stems.

Up to $7,500 maximum reimbursement amount during term of plan
Includes replacement of tire pressure sensor gauge
$100 Sign-And-Go Towing and Roadside Assistance
$0 Deductible per repair visit
24 Hour Service Provided by Agero, Inc. 1-800-521-2779

Is this something you would be willing to accept as a gesture for the inconvenience you have endured with this vehicle repair.

Please let me know and I will see what I can do on my end for this.

Thank You
Christine
Dodge Customer Care

---------- Original Message ----------
From: [redacted]
Sent: 10/22/2019 9:31 AM
To: dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
Subject: RE: door lock [redacted]

Good Morning, the folks at McGrath were very kind and took care of this problem.
We appreciate the dealer support we get and the Dodge product.
Hopefully one of these days we can afford to trade for one of your quad cab trucks.
Thanks again

[redacted]
Sent: Monday, October 21, 2019 8:01 AM
To: Dodge Customer Care <dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>
Subject: RE: door lock [redacted]

Good Morning, My Dodge Caravan is at the dealer this am.
Dealer is McGrath Dodge 4610 center point road Cedar Rapids Iowa
My service consultant is Ben Schmidt
Direct number is 319 297 7709
Dealer number is 319 393 4610

Thank you for all of your support
I appreciate it. Again this is why we purchase all Dodge and Jeep products. I actually have a 2003 Dakota that I just rebuilt.
Thanks again

From: Dodge Customer Care <dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>>
Sent: Friday, October 18, 2019 8:04 AM
To: [redacted]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello [redacted]

Thank You, Please let me know what date they have you scheduled for and what dealer it is.

Once I get that information I can send this case for further review.

Thank you
Christine
Dodge Customer Care
---------- Original Message ----------
From [redacted]
Sent: 10/18/2019 8:56 AM
To: dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>
Subject: RE: door lock [redacted]

Thank you for responding I am going to make an appointment today with McGrath Dodge.
Thank you very much

From: Dodge Customer Care <dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>>
Sent: Friday, October 18, 2019 6:20 AM
To: [redacted]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello [redacted]

Will you be making an appointment to have a diagnosis completed?

That is the only way I can send this for further review.

Thank You

Christine
Dodge Customer Care

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
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<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>>]
Sent: 10/17/2019 7:35 AM
To: [redacted]

Hello [redacted]

In order for me to review for any possible cost assistance, We would need a dealer diagnosis to state the problem, cost of repair, and what warranty this should have been covered under.

We can than review and see if there is any cost assistance we can possibly provide you.

Thank You
Christine
Dodge Customer Care

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
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<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>>]
Sent: 10/16/2019 10:29 AM
To: [redacted]

Hello [redacted]

In order for me to review for any possible cost assistance, We would need a dealer diagnosis to state the problem, cost of repair, and what warranty this should have been covered under.

We can than review and see if there is any cost assistance we can possibly provide you.

Thank You
Christine
Dodge Customer Care

---------- Original Message ----------
From: [redacted]
[redacted] 16/2019 10:13 AM
To: dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>>
Subject: RE: door lock [[redacted]]

I have not taken it to the dealer, what happens is the door will not open the lock is stuck and will not lock or unlock and the door handle will not move. At 500 hours out of warranty I removed the panel and it released it worked for a week so I re installed the panel, then it failed again. Looked on the internet and it stated it was a common issue. And said it could cost 800 to 1000 dollars. I did not feel that a door should fail at such an early hour. We actually do not use the door much as the last of our six children is in college. I do not have 1000.00 to put in a door at this time. We do all our work at McGrath dodge in Cedar Rapids as this is the only place we purchase cars from, I have not discussed this with them.
Thank you

From: Dodge Customer Care <dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>

<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>>>
Sent: Wednesday, October 16, 2019 8:33 AM
To [redacted]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello [redacted]

Thank You for contacting Dodge Customer Care.

I would be happy to assist you today in regards to the door lock on your Caravan.

I can understand how frustrating it would be to not have a door that locks.

When was your last visit to the dealer? Did they do a diagnosis and tell you about the lock? Costs,etc..

If you could provide me with the details of the last dealer visit.

Date:
Diagnosis:
Dealer:

Has the issue been repaired yet?

Thank You
Christine
Dodge Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>>>>]
Sent: 10/16/2019 8:44 AM
To: [redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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

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

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

Dodge Brand: 800-423-6343

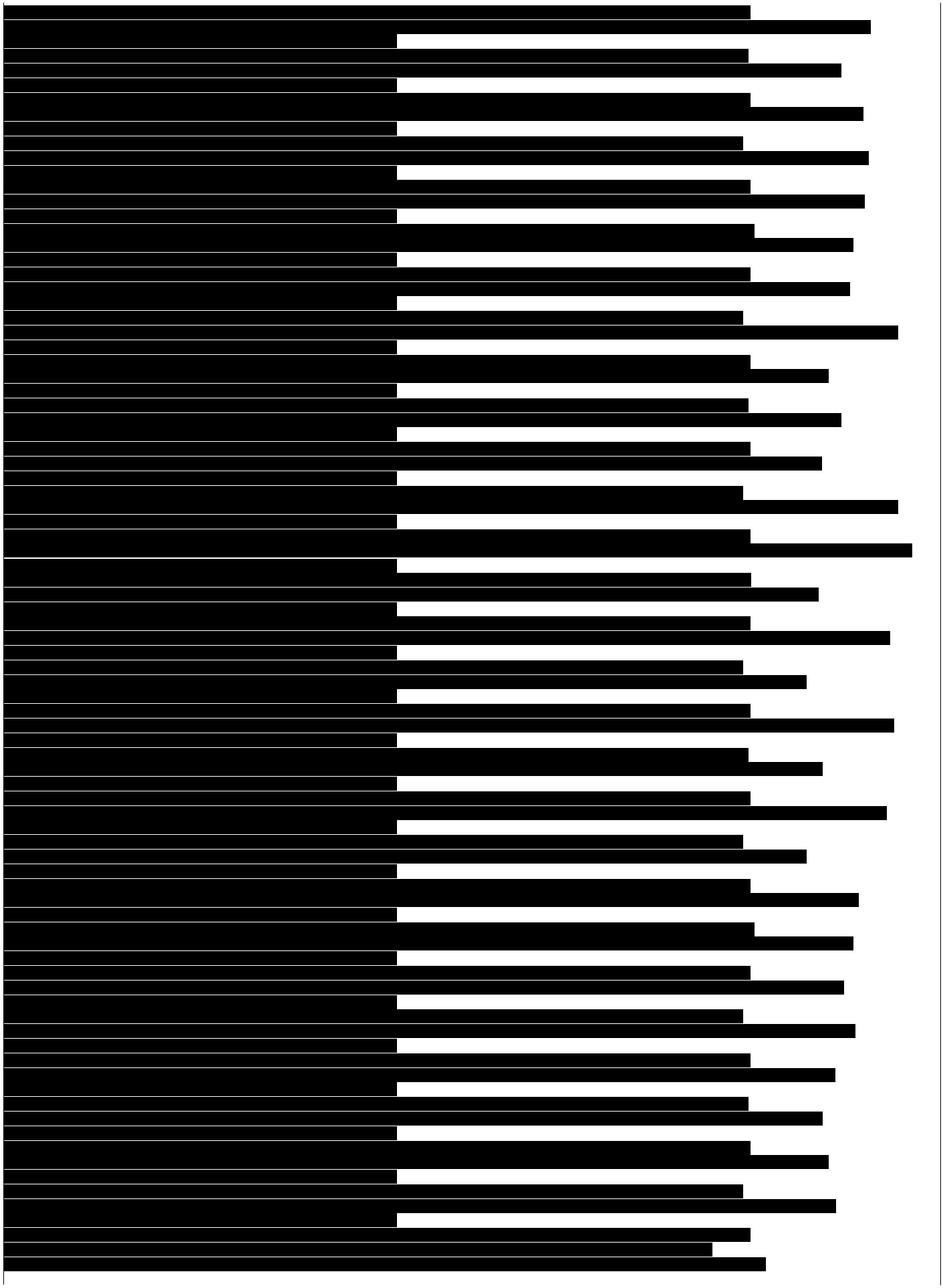
FCA Brand : 800-247-9753

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

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit [redacted]



[redacted]

Date	10/25/2019	***Subject***	[redacted]		
From	dodgecustomercare@fcagroup.com	***To***			10/25/2019 14:07 PM

Hello [redacted]

There is no cost to you, this is a gesture on our behalf for the inconvenience of the door lock issue.

You are a loyal customer to Dodge and we would just like to extend an offer to you at our cost for your convenience.

If you approve the package I will send it up fro approval and see if I can get this approved and added.

Thank you
Christine
Dodge Customer Care

---------- Original Message ----------
From [redacted]
Sent: 10/25/2019 10:02 AM
To: dodgecustomercare@fcagroup.com
Subject: RE: door lock [redacted]

What is my cost on the package you offered?
Thank you

From: Dodge Customer Care <dodgecustomercare@fcagroup.com>
Sent: Friday, October 25, 2019 8:33 AM
To: [redacted]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello [redacted]

Thank You for the update.

I am not able to offer any type of extended warranty from my end, just service contracts, so on my end this is the type of packages I can offer is stuff in these terms.

The dealer would be who you would have to work with and see if any options for purchasing through them.

Would you like to accept the offer I had originally stated?

Thank You
Christine
Dodge Customer Care

---------- Original Message ----------
From: [redacted]
Sent: 10/25/2019 9:20 AM
To: dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
Subject: RE: door lock [redacted]

McGrath is so easy to work with it really was not an inconvenience. I would like to be able maybe to still purchase some extended warranty the van has power train to 75 I believe. I have never needed the full warranty on any of the other three Vans we have had, It is just so expensive to add that coverage. I also purchase my Motorcycles from McGrath and do put full coverage on my Honda but it is not very expensive compared to the value, nine year unlimited miles.
If I could just purchase like an additional 35000 or something to get us through another few years.
Thank you for all of your help.
We do appreciate Dodge and I truly like driving the Caravans.
Thanks again

From: Dodge Customer Care <dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
Sent: Friday, October 25, 2019 6:32 AM
To: [redacted]
Subject: RE: door lock [ref:_00Dj01qsDF._5003ZxBqnw:ref]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello [redacted]

I am very happy to hear that the service department at McGraths took such good care of you and got the lock issue fixed under warranty for you rather than out of pocket.

I would still like to look into seeing if there is any package I could offer you. You are a very loyal customer and have been inconvenienced.

I will set out the details of the package I would like to offer. If you accept I will input the approval fro you and see if I can get approval on my end to add this to your vehicle.

I can look at other options if it is not.

I would like to give you something though for the inconvenience.

This is the package details:

I would be asking for a 2 year plan so the 2 Lube, oil and filter package would be 2 a year for 2 years entitling you to 4 in total over 2 years.

With a $0 Deductible per repair visit, all of the following are included:

$1,000 Trip Interruption Coverage

PLUS

2 Vehicle Lube, Oil and Oil Filter Changes per year (Oil/Oil Filter Change and Lubrication dealer payment is capped at $30).

Road Hazard Tire & Wheel Protection - Full Coverage Edition (Full replacement coverage for all four (4) tires and wheels damaged due to road hazard conditions).

This is what the full coverage edition is with this- Full Repair or Replacement Cost for all four (4) OEM or aftermarket tires and wheels, or Full Replacement Value (at current retail market value) for all four (4) tires and wheels where tires/wheels are no longer available. Includes cost of mounting, balancing and stems.

Up to $7,500 maximum reimbursement amount during term of plan
Includes replacement of tire pressure sensor gauge
$100 Sign-And-Go Towing and Roadside Assistance
$0 Deductible per repair visit
24 Hour Service Provided by Agero, Inc. 1-800-521-2779

Is this something you would be willing to accept as a gesture for the inconvenience you have endured with this vehicle repair.

Please let me know and I will see what I can do on my end for this.

Thank You
Christine
Dodge Customer Care

---------- Original Message ----------
From [redacted]
Sent: 10/22/2019 9:31 AM
To: dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
Subject: RE: door lock [redacted]

Good Morning, the folks at McGrath were very kind and took care of this problem.
We appreciate the dealer support we get and the Dodge product.
Hopefully one of these days we can afford to trade for one of your quad cab trucks.
Thanks again

[redacted]
Sent: Monday, October 21, 2019 8:01 AM
To: Dodge Customer Care <dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>
Subject: RE: door lock [[redacted]

Good Morning, My Dodge Caravan is at the dealer this am.
Dealer is McGrath Dodge 4610 center point road Cedar Rapids Iowa
My service consultant is Ben Schmidt
Direct number is 319 297 7709
Dealer number is 319 393 4610

Thank you for all of your support
I appreciate it. Again this is why we purchase all Dodge and Jeep products. I actually have a 2003 Dakota that I just rebuilt.
Thanks again

From: Dodge Customer Care <dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>>
Sent: Friday, October 18, 2019 8:04 AM
To: [redacted]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello [redacted]

Thank You, Please let me know what date they have you scheduled for and what dealer it is.

Once I get that information I can send this case for further review.

Thank you
Christine
Dodge Customer Care
---------- Original Message ----------
From: [redacted]
Sent: 10/18/2019 8:56 AM
To: dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>
Subject: RE: door lock [redacted

Thank you for responding I am going to make an appointment today with McGrath Dodge.
Thank you very much

From: Dodge Customer Care <dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>

<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
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<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>>
Sent: Friday, October 18, 2019 6:20 AM
To: [redacted]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

[redacted]

Will you be making an appointment to have a diagnosis completed?

That is the only way I can send this for further review.

Thank You
Christine
Dodge Customer Care

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
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<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>>]
Sent: 10/17/2019 7:35 AM
[redacted]

Hello[redacted],

In order for me to review for any possible cost assistance, We would need a dealer diagnosis to state the problem, cost of repair, and what warranty this should have been covered under.

We can than review and see if there is any cost assistance we can possibly provide you.

Thank You
Christine
Dodge Customer Care

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>>]
Sent: 10/16/2019 10:29 AM
To: [redacted]

Hello[redacted]

In order for me to review for any possible cost assistance, We would need a dealer diagnosis to state the problem, cost of repair, and what warranty this should have been covered under.

We can than review and see if there is any cost assistance we can possibly provide you.

Thank You
Christine
Dodge Customer Care

---------- Original Message ----------
From [redacted]
Sent: 10/16/2019 10:13 AM
To: dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>

<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
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<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>>
Subject: RE: door lock [ref:_[redacted]]

I have not taken it to the dealer, what happens is the door will not open the lock is stuck and will not lock or unlock and the door handle will not move. At 500 hours out of warranty I removed the panel and it released it worked for a week so I re installed the panel, then it failed again. Looked on the internet and it stated it was a common issue. And said it could cost 800 to 1000 dollars. I did not feel that a door should fail at such an early hour. We actually do not use the door much as the last of our six children is in college. I do not have 1000.00 to put in a door at this time. We do all our work at McGrath dodge in Cedar Rapids as this is the only place we purchase cars from, I have not discussed this with them.
Thank you

From: Dodge Customer Care <dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>>>
Sent: Wednesday, October 16, 2019 8:33 AM
To: [redacted]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello [redacted],

Thank You for contacting Dodge Customer Care.

I would be happy to assist you today in regards to the door lock on your Caravan.

I can understand how frustrating it would be to not have a door that locks.

When was your last visit to the dealer? Did they do a diagnosis and tell you about the lock? Costs,etc..

If you could provide me with the details of the last dealer visit.

Date:
Diagnosis:
Dealer:

Has the issue been repaired yet?

Thank You
Christine
Dodge Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
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<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>>>>]
Sent: 10/16/2019 8:44 AM
To: [redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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

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

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

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

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

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit

[redacted]

[redacted]

Date	10/25/2019	***Subject***	RE: door lock [redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	10/25/2019 14:09 PM

That would be great, I do appreciate it very much.
Thank you

From: Dodge Customer Care <dodgecustomercare@fcagroup.com>
Sent: Friday, October 25, 2019 9:07 AM
To [redacted]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello [redacted]

There is no cost to you, this is a gesture on our behalf for the inconvenience of the door lock issue.

You are a loyal customer to Dodge and we would just like to extend an offer to you at our cost for your convenience.

If you approve the package I will send it up fro approval and see if I can get this approved and added.

Thank you
Christine
Dodge Customer Care

---------- Original Message ----------
From [redacted]
Sent: 10/25/2019 10:02 AM
To: dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
Subject: RE: door lock [redacted]

What is my cost on the package you offered?
Thank you

From: Dodge Customer Care <dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
Sent: Friday, October 25, 2019 8:33 AM
To: [redacted]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello [redacted]

Thank You for the update.

I am not able to offer any type of extended warranty from my end, just service contracts, so on my end this is the type of packages I can offer is stuff in these terms.

The dealer would be who you would have to work with and see if any options for purchasing through them.

Would you like to accept the offer I had originally stated?

Thank You
Christine
Dodge Customer Care

---------- Original Message ----------
From: [redacted]
Sent: 10/25/2019 9:20 AM
To: dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
Subject: RE: door lock [redacted]]

McGrath is so easy to work with it really was not an inconvenience. I would like to be able maybe to still purchase some extended warranty the van has power train to 75 I believe. I have never needed the full warranty on any of the other three Vans we have had, It is just so expensive to add that coverage. I also purchase my Motorcycles from McGrath and do put full coverage on my Honda but it is not very expensive compared to the value, nine year unlimited miles.
If I could just purchase like an additional 35000 or something to get us through another few years.
Thank you for all of your help.
We do appreciate Dodge and I truly like driving the Caravans.
Thanks again

From: Dodge Customer Care <dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>
Sent: Friday, October 25, 2019 6:32 AM
[redacted]>
Subject: RE: door lock [redacted]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello [redacted],

I am very happy to hear that the service department at McGraths took such good care of you and got the lock issue fixed under warranty for you rather than out of pocket.

I would still like to look into seeing if there is any package I could offer you. You are a very loyal customer and have been inconvenienced.

I will set out the details of the package I would like to offer. If you accept I will input the approval fro you and see if I can get approval on my end to add this to your vehicle.

I can look at other options if it is not.

I would like to give you something though for the inconvenience.

This is the package details:

I would be asking for a 2 year plan so the 2 Lube, oil and filter package would be 2 a year for 2 years entitling you to 4 in total over 2 years.

With a $0 Deductible per repair visit, all of the following are included:

$1,000 Trip Interruption Coverage

PLUS

2 Vehicle Lube, Oil and Oil Filter Changes per year (Oil/Oil Filter Change and Lubrication dealer payment is capped at $30).

Road Hazard Tire & Wheel Protection - Full Coverage Edition (Full replacement coverage for all four (4) tires and wheels damaged due to road hazard conditions).

This is what the full coverage edition is with this- Full Repair or Replacement Cost for all four (4) OEM or aftermarket tires and wheels, or Full Replacement Value (at current retail market value) for all four (4) tires and wheels where tires/wheels are no longer available. Includes cost of mounting, balancing and stems.

Up to $7,500 maximum reimbursement amount during term of plan
Includes replacement of tire pressure sensor gauge
$100 Sign-And-Go Towing and Roadside Assistance
$0 Deductible per repair visit
24 Hour Service Provided by Agero, Inc. 1-800-521-2779

Is this something you would be willing to accept as a gesture for the inconvenience you have endured with this vehicle repair.

Please let me know and I will see what I can do on my end for this.

Thank You
Christine
Dodge Customer Care

---------- Original Message ----------
From [redacted]
Sent: 10/22/2019 9:31 AM
To: dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>
Subject: RE: door lock [ref:_00Dj01qsDF._5003ZxBqnw:ref]

Good Morning, the folks at McGrath were very kind and took care of this problem.
We appreciate the dealer support we get and the Dodge product.
Hopefully one of these days we can afford to trade for one of your quad cab trucks.
Thanks again

From: [redacted]
Sent: Monday, October 21, 2019 8:01 AM
To: Dodge Customer Care <dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>>
Subject: RE: door lock [redacted]

Good Morning, My Dodge Caravan is at the dealer this am.
Dealer is McGrath Dodge 4610 center point road Cedar Rapids Iowa
My service consultant is Ben Schmidt
Direct number is 319 297 7709
Dealer number is 319 393 4610

Thank you for all of your support
I appreciate it. Again this is why we purchase all Dodge and Jeep products. I actually have a 2003 Dakota that I just rebuilt.
Thanks again

From: Dodge Customer Care <dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
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<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>>>
Sent: Friday, October 18, 2019 8:04 AM
To: [redacted]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello [redacted],

Thank You, Please let me know what date they have you scheduled for and what dealer it is.

Once I get that information I can send this case for further review.

Thank you
Christine
Dodge Customer Care
---------- Original Message ----------
From: [redacted]
Sent: 10/18/2019 8:56 AM
To: dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>>
Subject: RE: door lock [redacted]

Thank you for responding I am going to make an appointment today with McGrath Dodge.
Thank you very much

From: Dodge Customer Care <dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
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<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>>>
Sent: Friday, October 18, 2019 6:20 AM
To [redacted]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello [redacted]

Will you be making an appointment to have a diagnosis completed?

That is the only way I can send this for further review.

Thank You
Christine
Dodge Customer Care

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
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<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>>>]
Sent: 10/17/2019 7:35 AM
To: [redacted]

Hello [redacted],

In order for me to review for any possible cost assistance, We would need a dealer diagnosis to state the problem, cost of repair, and what warranty this should have been covered under.

We can than review and see if there is any cost assistance we can possibly provide you.

Thank You
Christine
Dodge Customer Care

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
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<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
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<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>>>]
Sent: 10/16/2019 10:29 AM
To: [redacted]

Hello [redacted]

In order for me to review for any possible cost assistance, We would need a dealer diagnosis to state the problem, cost of repair, and what warranty this should have been covered under.

We can than review and see if there is any cost assistance we can possibly provide you.

Thank You
Christine
Dodge Customer Care

---------- Original Message ----------
From: [redacted]
Sent: 10/16/2019 10:13 AM
To: dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
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<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>>>
Subject: RE: door lock [redacted]]

I have not taken it to the dealer, what happens is the door will not open the lock is stuck and will not lock or unlock and the door handle will not move. At 500 hours out of warranty I removed the panel and it released it worked for a week so I re installed the panel, then it failed again. Looked on the internet and it stated it was a common issue. And said it could cost 800 to 1000 dollars. I did not feel that a door should fail at such an early hour. We actually do not use the door much as the last of our six children is in college. I do not have 1000.00 to put in a door at this time. We do all our work at McGrath dodge in Cedar Rapids as this is the only place we purchase cars from, I have not discussed this with them.
Thank you

From: Dodge Customer Care <dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>

<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
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<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
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<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>>>>
Sent: Wednesday, October 16, 2019 8:33 AM
To [redacted]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello [redacted],

Thank You for contacting Dodge Customer Care.

I would be happy to assist you today in regards to the door lock on your Caravan.

I can understand how frustrating it would be to not have a door that locks.

When was your last visit to the dealer? Did they do a diagnosis and tell you about the lock? Costs,etc..

If you could provide me with the details of the last dealer visit.

Date:
Diagnosis:
Dealer:

Has the issue been repaired yet?

Thank You
Christine
Dodge Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>>>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
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<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>>>>]
Sent: 10/16/2019 8:44 AM
To [redacted]

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

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

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

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

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

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

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit

[redacted]

Date	10/25/2019	***Subject***	[redacted]		
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	***e***	10/25/2019 14:14 PM

Hell[redacted]

Thank you.

I will send that for approval, I will let you know if it has been approved and if so when It is added.

I should know by today if it is approved and if so it does take a few days to be added.

I will keep you updated.

It has been my pleasure to assist you.

Christine
Dodge Customer Care

[redacted]

Date	10/25/2019	***Subject***	RE: door lock [redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	10/25/2019 14:15 PM

Thank you, that was unexpected we appreciate it.

From: Dodge Customer Care <dodgecustomercare@fcagroup.com>
Sent: Friday, October 25, 2019 9:15 AM
To: [redacted]
Su[redacted]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello [redacted]
Thank you.

I will send that for approval, I will let you know if it has been approved and if so when It is added.

I should know by today if it is approved and if so it does take a few days to be added.

I will keep you updated.

It has been my pleasure to assist you.

Christine
Dodge Customer Care

[redacted]

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Date	10/25/2019	***Subject***	[redacted]	
From	dodgecustomercare@fcagroup.com	***To***		10/25/2019 14:22 PM

Hello [redacted]

It is our pleasure to assist. I will update you when I have a response from the approval department,

Thank You
Christine
Dodge Customer Care

From: [redacted]
Sent: [redacted]
To: dodgecustomercare@fcagroup.com
Subject: RE: door lock [redacted]

Thank you, that was unexpected we appreciate it.

From: Dodge Customer Care <dodgecustomercare@fcagroup.com>
Sent: Friday, October 25, 2019 9:15 AM
To: [redacted]
Sub[redacted]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello [redacted]

Thank you.

I will send that for approval, I will let you know if it has been approved and if so when It is added.

I should know by today if it is approved and if so it does take a few days to be added.

I will keep you updated.

It has been my pleasure to assist you.

Christine
Dodge Customer Care

[redacted]

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Date	10/25/2019	***Subject***	[redacted]		
From	dodgecustomercare@fcagroup.com	***To***			10/25/2019 19:29 PM

Hello [redacted]

I just wanted to update you that the package was approved, It generally takes a couple days to be added.

I am back in the office Wednesday Oct 30 @7am EST I will update you if it has been added by than.

Best Wishes,
Christine
Dodge Customer Care

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 10/25/2019 10:22 AM
[redacted]

It is our pleasure to assist. I will update you when I have a response from the approval department,

Thank You
Christine
Dodge Customer Care
---------- Original Message ----------
From [redacted]
Sent: 10/25/2019 10:15 AM
To: dodgecustomercare@fcagroup.com
Subject: RE: door lock [redacted]

Thank you, that was unexpected we appreciate it.

From: Dodge Customer Care <dodgecustomercare@fcagroup.com>
Sent: Friday, October 25, 2019 9:15 AM
To: [redacted]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hell[redacted]

Thank you.

I will send that for approval, I will let you know if it has been approved and if so when It is added.

I should know by today if it is approved and if so it does take a few days to be added.

I will keep you updated.

It has been my pleasure to assist you.

Christine
Dodge Customer Care

[redacted]

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Date	10/25/2019	***Subject***	RE: door lock [redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	10/25/2019 19:56 PM

Thank you have a good weekend

From: Dodge Customer Care <dodgecustomercare@fcagroup.com>
Sent: Friday, October 25, 2019 2:30 PM
To [redacted]
Subject: RE: door lock [redacted]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello [redacted]

I just wanted to update you that the package was approved, It generally takes a couple days to be added.

I am back in the office Wednesday Oct 30 @7am EST I will update you if it has been added by than.

Best Wishes,
Christine
Dodge Customer Care

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>]
Sent: 10/25/2019 10:22 AM
[redacted]

Hello [redacted]

It is our pleasure to assist. I will update you when I have a response from the approval department,

Thank You
Christine
Dodge Customer Care
---------- Original Message ----------
From: [redacted]
Sent: 10/25/2019 10:15 AM
To: dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
Subject: RE: door lock [redacted]]

Thank you, that was unexpected we appreciate it.

From: Dodge Customer Care <dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
Sent: Friday, October 25, 2019 9:15 AM
To: [redacted]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello [redacted]

Thank you.

I will send that for approval, I will let you know if it has been approved and if so when It is added.

I should know by today if it is approved and if so it does take a few days to be added.

I will keep you updated.

It has been my pleasure to assist you.

Christine
Dodge Customer Care

[redacted]

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Date	10/30/2019	***Subject***	[redacted]		
From	dodgecustomercare@fcagroup.com	***To***			10/30/2019 11:09 AM

Hello [redacted]

I hope you had a wonderful weekend.

I just wanted to let you know that the package has been added to your Dodge Caravan.

Is there any other assistance I can provide before closing this case?

Thank You
Christine
Dodge Customer Care

---------- Original Message ----------
From: [redacted]
Sent: 10/25/2019 3:56 PM
To: dodgecustomercare@fcagroup.com
Subject: RE: door lock [redacted]

Thank you have a good weekend

From: Dodge Customer Care <dodgecustomercare@fcagroup.com>
Sent: Friday, October 25, 2019 2:30 PM
To: [redacted]
Subject: RE: door lock [redacted]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello [redacted]

I just wanted to update you that the package was approved, It generally takes a couple days to be added.

I am back in the office Wednesday Oct 30 @7am EST I will update you if it has been added by than.

Best Wishes,
Christine
Dodge Customer Care

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>]
Sent: 10/25/2019 10:22 AM
To [redacted]
Subject: RE: door lock [redacted]

Hello [redacted]

It is our pleasure to assist. I will update you when I have a response from the approval department,

Thank You
Christine
Dodge Customer Care
---------- Original Message ----------
From: [redacted]
Sent: 10/25/2019 10:15 AM
To: dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
Subject: RE: door lock [redacted]

Thank you, that was unexpected we appreciate it.

From: Dodge Customer Care <dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
Sent: Friday, October 25, 2019 9:15 AM
To [redacted]
Subject: RE: door lock [redacted]

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Hello [redacted]

Thank you.

I will send that for approval, I will let you know if it has been approved and if so when It is added.

I should know by today if it is approved and if so it does take a few days to be added.

I will keep you updated.

It has been my pleasure to assist you.

Christine
Dodge Customer Care

[redacted]

[redacted]

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Date	10/30/2019	***Subject***	RE: door lock [redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	10/30/2019 12:52 PM

Thank you very much, so McGrath will have this on record.
Thanks again.

From: Dodge Customer Care <dodgecustomercare@fcagroup.com>
Sent: Wednesday, October 30, 2019 6:10 AM
To: [redacted]

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Hello[redacted]

I hope you had a wonderful weekend.

I just wanted to let you know that the package has been added to your Dodge Caravan.

Is there any other assistance I can provide before closing this case?

Thank You
Christine
Dodge Customer Care

---------- Original Message ----------
From [redacted]
Sent: 10/25/2019 3:56 PM
To: dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
Subject: RE: door lock [redacted]

Thank you have a good weekend

From: Dodge Customer Care <dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
Sent: Friday, October 25, 2019 2:30 PM
To [redacted]]

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Hello [redacted]

I just wanted to update you that the package was approved, It generally takes a couple days to be added.

I am back in the office Wednesday Oct 30 @7am EST I will update you if it has been added by than.

Best Wishes,
Christine
Dodge Customer Care

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>]
Sent: 10/25/2019 10:22 AM
To: [redacted]

Hello [redacted],

It is our pleasure to assist. I will update you when I have a response from the approval department,

Thank You
Christine
Dodge Customer Care
---------- Original Message ----------
From: [redacted]>>]
Sent: 10/25/2019 10:15 AM
To: dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
Subject: RE: door lock [re[redacted]f]

Thank you, that was unexpected we appreciate it.

From: Dodge Customer Care <dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>
Sent: Friday, October 25, 2019 9:15 AM
To [redacted]>>>
Subject: RE: door lock [[redacted]

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Hello[redacted]

Thank you.

I will send that for approval, I will let you know if it has been approved and if so when It is added.

I should know by today if it is approved and if so it does take a few days to be added.

I will keep you updated.

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Christine
Dodge Customer Care

[redacted]

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Date	10/30/2019	***Subject***	[redacted]	
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	10/30/2019 12:54 PM

Hello [redacted]

You can use this at any certified dealership, all you have to mention is you have service contract and they will have access.

Thank You
Christine

---------- Original Message ----------
From: [redacted]
Sent: 10/30/2019 8:52 AM
To: dodgecustomercare@fcagroup.com
Subject: RE: door lock [[redacted]]

Thank you very much, so McGrath will have this on record.
Thanks again.

From: Dodge Customer Care <dodgecustomercare@fcagroup.com>
Sent: Wednesday, October 30, 2019 6:10 AM
To: [redacted]

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Hello [redacted]

I hope you had a wonderful weekend.

I just wanted to let you know that the package has been added to your Dodge Caravan.

Is there any other assistance I can provide before closing this case?

Thank You
Christine
Dodge Customer Care

---------- Original Message ----------
From: [redacted]
Sent: 10/25/2019 3:56 PM
To: dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
Subject: RE: door lock [[redacted]

Thank you have a good weekend

From: Dodge Customer Care <dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
Sent: Friday, October 25, 2019 2:30 PM
To: [redacted]
Subject: RE: door lock [[redacted]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello [redacted]

I just wanted to update you that the package was approved, It generally takes a couple days to be added.

I am back in the office Wednesday Oct 30 @7am EST I will update you if it has been added by than.

Best Wishes,
Christine
Dodge Customer Care

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>]
Sent: 10/25/2019 10:22 AM
[redacted]
Subject: RE: door lock [[redacted]]

Hello [redacted]

It is our pleasure to assist. I will update you when I have a response from the approval department,

Thank You
Christine
Dodge Customer Care
---------- Original Message ----------
From [redacted]
Sent: 10/25/2019 10:15 AM
To: dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>
Subject: RE: door lock [[redacted]

Thank you, that was unexpected we appreciate it.

From: Dodge Customer Care <dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>
<mailto:dodgecustomercare@fcagroup.com<mailto:dodgecustomercare@fcagroup.com>>>

Sent: Friday, October 25, 2019 9:15 AM
To [redacted]
Subject: RE: door lock [ref:_[redacted]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello [redacted]

Thank you.

I will send that for approval, I will let you know if it has been approved and if so when It is added.

I should know by today if it is approved and if so it does take a few days to be added.

I will keep you updated.

It has been my pleasure to assist you.

Christine
Dodge Customer Care

[redacted]

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New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/17/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/17/2019	**Origin**	Roadside Assistance	**Reason**	
Mileage	45,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**			
Caller Address				**Source**	FCA
Caller City	STATEN ISLAND	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
					USA
Dealer				**Dealer Phone**	
Dealer Address					
Dealer Zone		**Sales District**		**Service District**	
Subject	LOCK				
Synopsis	Roadside/Tow completed				
Customer Anomaly	Roadside				
	Lockout - In Ignition				
Contact Reason	C88	Roadside Event	**Customer Anomaly**	123	Roadside - Lockout
Reason Code	After Sales - Information & Assistance requests - Roadside Assistance - No action needed - Closed				

Case Status History

Create Date	Status
10/17/2019 10:57 AM	Closed

Initial Description

SPCB req Door unlock & Winch Light Duty both to be added on separate PO'sCust cov'd

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/17/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/24/2019	**Origin**	Telephone	**Reason**	
Mileage	70,958 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	68707	MICHAEL STEAD'S HILLTOP CHRYSLER		**Dealer Phone**	5102436100
Dealer Address	3291 AUTO PLAZA DR				
	RICHMOND		CA	94806 1931	USA
Dealer Zone	California	**Sales District**		**Service District**	F
Subject	Warranty coverage				
Synopsis	close				
Customer Anomaly					
Contact Reason	C183	Vehicle Warranty Plan Coverage	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Warranty - Warranty - Coverage Information				

Case Status History

Create Date	Status
10/17/2019 09:03 PM	Open
10/24/2019 08:03 PM	Closed

Initial Description

Cst stated the passenger door latch is broken and wanting to know if it is covered under the warranty as dealer provided a price for the repairs .

Case Comments

Date	Comment
10/17/2019	Cst stated the passenger door latch is broken and wanting to know if it is covered under the warranty as dealer provided a price for the repairs . DLR is Michael Stead's Hilltop Chrysler 510-243-6100 . -Agent provided the case# and that a CM will reach out within 1 business day mon the case .
10/18/2019	CM call service adviser Ray says the passenger door panel $842.00 CM will contact customer to advise of goodwill offer
10/18/2019	CM LVM advising I can provide a goodwill of $742 and he would have a co-pay of $100 for the passenger door panel
10/19/2019	Cst called in about the VM that was left by the CM and wanted an update on the case , the system was down at the time so the agent had to call the cst back once it was back up and running ... *Agent contacted the cst to inform him that the last case note states >>>>CM LVM advising I can provide a goodwill of $742 and he would have a co-pay of $100 for the passenger door panel. Cst has agreed to the GW assistance **
10/21/2019	CM sent email to SA Ray with DM note for repair cost
10/24/2019	CM contact service, SA Ray says vehicle completed and the customer has pickup

Email(s)

Date	10/24/2019	**Subject**	[redacted]
From	uscustomercare@fcagroup.com	**To**	[redacted] /24/2019 20:03 PM

Hello,

This is just a follow-up, If you have any concerns, please give Customer Care a call. This case will be closed.

Thank you for your Business !

[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/21/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/21/2019	**Origin**	Chat	**Reason**	
Mileage	19,600 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]			**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	99999	Dealer99999		**Dealer Phone**	
Dealer Address					
Dealer Zone		**Sales District**		**Service District**	
Subject	Others				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/21/2019 02:09 PM	New
10/21/2019 02:19 PM	Open
10/21/2019 02:35 PM	Closed

Initial Description

Chat Started: Monday, October 21, 2019, 10:09:00 (-0400) Chat Origin: NAFTA Dodge Brand Chat Agent Beth-Anne (8s) Beth-Anne: Hi, my name is Beth-Anne with Dodge Customer Care, How may I help you? (1m 7s) Visitor: Hi, i have a 2016 caravan, the driver side sliding door will not unlock. (1m 33s) Beth-Anne: I am sorry to learn that there is an issue with the door. How can I help with the situation? (4m 18s) Visitor: From what i have reed on the net this is a very pricey issue to fix. I believe our 3 year coverage my have just ended. Is there any way this can be taken care of. (4m 45s) Beth-Anne: I can certainly understand the importance of the question and would be happy to look into this for you. I would like to look into your vehicle, do you have the last 8 characters of the VIN handy? (5m 40s) Visitor: I'm sorry i do not. My wife currently has the vehicle (6m 19s) Beth-Anne: No problem! I can also try and search using the phone number that might be on file. (6m 55s) Visitor: [redacted]m 1s) Beth-Anne: Thank you so much! While I bring up the vehicle can you provide the name, address, phone number and email on the vehicle for security purp[redacted]2 (7m 27s) Beth-Anne: I have the phone number but would just like to confirm the address and email! (7m 50s) Visitor: [redacted] 8m 43s) Visitor: [redacted] wilkes-barre, pa [redacted] 9m 55s) Beth-Anne: Thank you [redacted] how many miles are on the vehicle currently? (10m 18s) Visitor: 19,600 roughly (11m 43s) Beth-Anne: Thank you again! Have you had a chance to take the vehicle in to the dealership for a diagnosis yet? (14m 53s) Visitor: No it just happened over the weekend. We do not use our local dealer had bad experience with them during original purchase. We went out of our area to get it. (16m 7s) Beth-Anne: I am sorry to learn that, I was able to look into the vehicle and the warranty etc. The warranty did just expire on September 30th. We would need a diagnosis before we could look further into providing assistance with the repair. Being that the warranty has expired there would be a diagnosis fee but we would be happy to look into that once it has been completed. (19m 37s) Visitor: Ok, who would i get in touch with after diagnosis was done? I would be using the dealer in tunkhannock, pa. (22m 22s) Beth-Anne: You can contact us back here! I have created a case for you, case numbe[redacted]once the diagnosis is completed you can provide the case number. (24m 6s) Visitor: Ok thank you for your help. (25m 31s) Beth-Anne: You are most welcome! Is there anything else I can do in the mean time to help with the situation? (26m 36s) Visitor: Not at this time, thank you again. You have been very helpful. (26m 56s) Beth-Anne: You are most welcome! Thank you for contacting Dodge Customer Care. Please chat with us again if you need further assistance. You can also look for updates on our website www.Dodge.com. Have a good day!

Live Chats

Date

Date	
10/21/2019	Chat Started: Monday, October 21, 2019, 10:09:00 (-0400) Chat Origin: NAFTA Dodge Brand Chat Agent Beth-Anne (8s) Beth-Anne: Hi, my name is Beth-Anne with Dodge Customer Care, How may I help you? (1m 7s) Visitor: Hi, i have a 2016 caravan, the driver side sliding door will not unlock. (1m 33s) Beth-Anne: I am sorry to learn that there is an issue with the door. How can I help with the situation? (4m 18s) Visitor: From what i have reed on the net this is a very pricey issue to fix. I believe our 3 year coverage my have just ended. Is there any way this can be taken care of. (4m 45s) Beth-Anne: I can certainly understand the importance of the question and would be happy to look into this for you. I would like to look into your vehicle, do you have the last 8 characters of the VIN handy? (5m 40s) Visitor: I'm sorry i do not. My wife currently has the vehicle (6m 19s) Beth-Anne: No problem! I can also try and search using the phone number that might be on file. (6m 55s) Visitor: [redacted] (7m 1s) Beth-Anne: Thank you so much! While I bring up the vehicle can you provide the name, address, phone number and email on the vehicle for security purposes? (7m 27s) Beth-Anne: I have the phone number but would just like to confirm the address and email! (7m 50s) Visitor: [redacted] (8m 43s) Visitor: [redacted] wilkes-barre, pa [redacted] (9m 55s) Beth-Anne: Thank you [redacted] how many miles are on the vehicle currently? (10m 16s) Visitor: 19,600 roughly (11m 43s) Beth-Anne: Thank you again! Have you had a chance to take the vehicle in to the dealership for a diagnosis yet? (14m 53s) Visitor: No it just happened over the weekend. We do not use our local dealer had bad experience with them during original purchase. We went out of our area to get it. (16m 7s) Beth-Anne: I am sorry to learn that, I was able to look into the vehicle and the warranty etc. The warranty did just expire on September 30th. We would need a diagnosis before we could look further into providing assistance with the repair. Being that the warranty has expired there would be a diagnosis fee but we would be happy to look into that once it has been completed. (19m 37s) Visitor: Ok, who would i get in touch with after diagnosis was done? I would be using the dealer in tunkhannock, pa. (22m 22s) Beth-Anne: You can contact us back here! I have created a case for you, case number [redacted] once the diagnosis is completed you can provide the case number. (24m 6s) Visitor: Ok thank you for your help. (25m 31s) Beth-Anne: You are most welcome! Is there anything else I can do in the mean time to help with the situation? (26m 36s) Visitor: Not at this time, thank you again. You have been very helpful. (26m 56s) Beth-Anne: You are most welcome! Thank you for contacting Dodge Customer Care. Please chat with us again if you need further assistance. You can also look for updates on our website www.Dodge.com. Have a good day!

Date	
10/21/2019	

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/21/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/21/2019	**Origin**	Chat	**Reason**	
Mileage	35,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
Dealer	44771	GRIFFIN'S HUB CHRYSLER JEEP DODGE		**Dealer Phone**	4143253333
Dealer Address	5700 S 27TH ST				
	MILWAUKEE		WI	53221 4129	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	I
Subject	Customer Assistance				
Synopsis					
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/21/2019 02:21 PM	New
10/21/2019 02:28 PM	Open
10/21/2019 02:31 PM	Closed

Initial Description

Chat Started: Monday, October 21, 2019, 10:21:36 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Areti (23s) Areti: Hi, my name is Areti with FCA Customer Care, How may I help you? (3m 18s) Visitor: I was unable to send a e- mail . It would not leyto notify Chysler of a problem (4m 12s) Areti: Thank you for chatting with Chrysler[redacted]We are currently having issues with the email link. You can either chat with us or call us here at Chrysler at 1-800-992-1997. (4m 36s) Visitor: I was unable e- mail. Sliding door will not unlock from inside or outside. Conte (5m 17s) Visitor: concerned about safety issues in case of accident . (5m 30s) Areti: Thank you for taking the time to bring this to the attention of Chrysler,[redacted]I'd like to look[redacted]nd email address on file and the name of the service department you're working with? (7m 25s) Visitor:[redacted] Have not taken in to dealer yet. (8m 17s) Areti: Thank you. I recommend scheduling an appointment with your local authorized Chrysler service department to diagnose this right away[redacted] If you need a tow to the nearest authorized service department you can reach Roadside Assistance at 1-800-521-2779. (8m 29s) Visitor: Correction on e-mail[redacted] 9m 12s) Areti: Thank you. If you have any other questions or concerns after your diagnosis dont hesitate to chat back or call us at 1-800-992-1997.

Live Chats

Date	
10/21/2019	Chat Started: Monday, October 21, 2019, 10:21:36 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Areti (23s) Areti: Hi, my name is Areti with FCA Customer Care, How may I help you? (3m 18s) Visitor: I was unable to send a e- mail . It would not leyto notify Chysler of a problem (4m 12s) Areti: Thank you for chatting with Chrysler[redacted]We are currently having issues with the email link. You can either chat with us or call us here at Chrysler at 1-800-992-1997. (4m 36s) Visitor: I was unable e- mail. Sliding door will not unlock from inside or outside. Conte (5m 17s) Visitor: concerned about safety issues in case of accident . (5m 30s) Areti: Thank you for taking the time to bring this to the attention of Chrysler,[redacted]I'd like to look into this. Can you verify your address, phone number and email address on file and the name of the service department you're working with? (7m 25s) Visito[redacted]Have not taken in to dealer yet. (8m 17s) Areti: Thank you. I recommend scheduling an appointment with your local authorized Chrysler service department to diagnose this right away[redacted] If you need a tow to the nearest authorized service department you can reach Roadside Assistance at 1-800-521-2779. (8m 29s) Visitor: Correction on e- mail.[redacted] (9m 12s) Areti: Thank you. If you have any other questions or concerns after your diagnosis dont hesitate to chat back or call us at 1-800-992-1997.
Date	
10/21/2019	

New Customer As[redacted]ecord (CAIR)#					
VIN	[redacted]	Model Year	2016	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	10/21/2019	CAIR Type	Regular	Status	Closed
Close Date	10/29/2019	Origin	Telephone	Reason	
Mileage	39,000 Miles	Market	U	Language	English
Contact Email		Contact Phone	[redacted]		
Caller Address	[redacted]			Source	Customer
Caller City	Shermon	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
					USA
Dealer	X7278	HERTZ DAILY RENTALS-Honolulu		Dealer Phone	8088313475
Dealer Address	414 LELE ST				
	HONONLULU		HI	96819	USA
Dealer Zone		Sales District		Service District	
Subject	reimbursement				
Synopsis	reimbursement denied. vehicle is out side basic warranty and not qualified for GW.				
Customer Anomaly					
Contact Reason	C83	Request For Goodwill Reimbursement	Customer Anomaly		
Reason Code	After Sales - Complaint - Product - Reimbursement request - Compensation/Goodwill				

Case Status History

Create Date	Status
10/21/2019 04:37 PM	Open
10/28/2019 09:20 PM	Suspended
10/28/2019 09:25 PM	Open
10/29/2019 04:23 PM	Closed

Initial Description

customer had previous cas[redacted]ould like to reopen

Case Comments

Date	Comment
10/21/2019	customer states she has sent the documents 3 times and no one has ever called in old case#[redacted] she said refer back to that for documents/no one has ever returned calls and she is very upset/please call and give updates
10/28/2019	Customer is requesting for goodwill review for reimbursement on repair she had done on her vehicle through what it appears to be a third party dealer (Bob Ridings Ford) Customer stated that she paid $880.57 for repair. She had repair performed 10/9/19. Basic warranty expired via time by 5 months and by 3,322 miles at time of repair. Customer paid with Credit Card. Please reference Case #[redacted]
10/29/2019	reimbursement denied. vehicle is out side basic warranty and not qualified for GW. Mileage: 39322 LS: 0000 CCS: 0 In Service Date 5/6/2016

Email(s)

Date	10/28/2019	Subject	[redacted]
From	uscustomercare@fcagroup.com	To	[redacted] 8/2019 21:27 PM

Dear [redacted]

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

You may reply to this email with a copy of the following documents:

Proof of repair:

FCA US or Independent Repair Facility RO (Repair order) detailing parts, labor, taxes, facility's contact info, etc.

Proof of payment (1 of these):

RO stamped Paid in full
Credit card receipt
Credit card or bank statement
Cancelled check (both sides)
Cash register receipt (if paid cash)

Note: Request must include copies (NOT originals).

Your case number is [redacted]

Thank you,

Fiat Chrysler Automobiles Customer Care
[redacted]

Date	10/28/2019	***Subject***	Re: Reimbursement Request - Case # [redacted]		
Fro [redacted]		***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	10/28/2019 23:28 PM

TO WHOM IT MAY CONCERN:

Please find attached the documentation regarding our 2016 Chrysler Town and Country Van. Our issue began with a visit to the dealership where we purchased the van because our cruise control was not working correctly and the left side door was not being able to be closed. It buzzed loudly as we drove down the road. Our dealership is 45 miles from where we live so we made an appointment for our initial visit. Our van had less than 38,000 miles when we phoned the dealership for these issues. When we were able to get an appointment our mileage was 39009. The visit was 10-1-19. We phoned Chrysler the very day the estimate was prepared as we had to pay for parts before they could be ordered. (before the repair work was done). The dealership told us they could do the work on October 9, 2019. Again, I continued to call Chrysler on 10-1 and a case was opened at 1:04 p.m. This case number was [redacted] On October 3, I called Chrysler to see if there was any information on our case yet. Kenny whom I talked to at 2:26 p.m. on 10-1 told me the verification team had the case and it was being reviewed. Someone would get back to me within 48 hrs. On 10-10 I called again. At 11:15 a.m. I spoke with Traci - She will contact the case center and have them contact me. They do get busy in their section but she will have them call me. No call. On 10-21 I spoke with Tina - there was a bad connection and she had to call me back. She says the original case was closed and there was no determination made. If I would resubmit all the documents again, she will start a new case which is now [redacted] Someone will call me with results for sure. On 10/28 - I spoke with Abraham - who was very nice. He said the information was not assigned to the proper department, but he will make sure it is submitted correctly if I will resubmit all the documents again. So, all the documentation is attached again.

We understand the original 36,000 mile warranty is expired. However, we are asking for consideration of some part of reimbursement for the parts and labor for what we had to pay at 38,000 miles for what is crucial to the vehicle operation.

Please note when the work was done we had an additional charge of 29.01 for an oil change and brakes rotation done which was 19.95. We are not asking for consideration for this portion of the work.

I am so sorry to ask this of Chrysler, but it was a very unexpected bill we endured on a vehicle with very low mileage. As [redacted] every penny seems to count. We look forward to a favorable response. Thank you very much.

Again, we have made numerous calls and submitted the information multiple times to have never heard a work back is a bit alarming. If additional information is required please contact me. Thank you.

Thank you for your consideration.

[redacted]

From: US Customer Care
Sent: Monday, October 28, 2019 4:27 PM
To [redacted]
Subject: Reimbursement Request [redacted]

Dea [redacted]

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

You may reply to this email with a copy of the following documents:
a.. Proof of repair:
a.. FCA US or Independent Repair Facility RO (Repair order) detailing parts, labor, taxes, facility's contact info, etc.
a.. Proof of payment (1 of these):
a.. RO stamped Paid in full
b.. Credit card receipt
c.. Credit card or bank statement
d.. Cancelled check (both sides)
e.. Cash register receipt (if paid cash)
Note: Request must include copies (NOT originals).

Your case number is [redacted]

Thank you,

Fiat Chrysler Automobiles Customer Care

[redacted]

Date	10/29/2019	***Subject***	Re: Reimbursement Request - Case # [redacted] Customer Documentation and Original Case numbe [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/29/2019 16:21 PM

Dear [redacted]

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

My Name is Ronald and we appreciate your time and effort in bringing this matter to us.

Upon thorough review and consideration, we regret to inform you that your request for reimbursement has been denied due to the following reason:

The vehicle is outside of its warranties and does not currently have any active Service Contracts to cover the repair done.

As much as quality service is our concern, please be informed that there are certain guidelines and qualifications that we need to meet in order to grant your request.

Thank you for your utmost understanding. We look forward to your continued business with us, and we appreciate you reaching out to us today.

Sincerely,

Ronald
Reimbursement Specialist
[redacted]

Date	10/29/2019	**Subject**	Regarding your Cas[redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	10/29/2019 16:38 PM

Dear [redacted]
Thank you for contacting FCA Customer Care.
Our records indicate that case number [redacted] is closed.
If you require further assistance please contact us and we would be happy to assist.
Thank you and have a great day.
FCA Customer Care

[redacted]

Date	10/29/2019	**Subject**	Re: Reimbursement Request - Case # [redacted] - Customer Documentation and Original Case numbe[redacted]		
From	[redacted]	**To**	uscustomercare@fcagroup.com	**Sent Date/Time**	10/29/2019 16:38 PM

We are aware it is outside of the original warranty but more than disappointed that our vehicle was less than 2000 miles from its original warranty when the cruise control went out and also a sliding door actuator and no consideration for any type of reimbursement was made. After al of our tries and calls for help not one person contacted us until you. This is our first Chrysler product and it is amazing that the Chrysler is that it is out of warranty. We thought in good faith effort you might consider some small. amount of consideration. What did your actual review consist of beyond the Out of warranty. Thank you for your response.

Sent from my iPhone

> On Oct 29, 2019, at 11:21 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> Dea[redacted]
>
> Thank you for allowing Chrysler Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.
>
> My Name is Ronald and we appreciate your time and effort in bringing this matter to us.
>
> Upon thorough review and consideration, we regret to inform you that your request for reimbursement has been denied due to the following reason:
>
> The vehicle is outside of its warranties and does not currently have any active Service Contracts to cover the repair done.
>
> As much as quality service is our concern, please be informed that there are certain guidelines and qualifications that we need to meet in order to grant your request.
>
> Thank you for your utmost understanding. We look forward to your continued business with us, and we appreciate you reaching out to us today.
>
> Sincerely,
>
> Ronald
> Reimbursement Specialist
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/22/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/22/2019	**Origin**	Brand Site	**Reason**	assistance
Mileage	68,080 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	Vista	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
					USA
Dealer				**Dealer Phone**	
Dealer Address					
Dealer Zone		**Sales District**		**Service District**	
Subject	I Was sold this dodge and the dealership (San Diego auto connection) never sent the money for warranty				
Synopsis					
Customer Anomaly					
Contact Reason	C34	Refund After MVP Claim	**Customer Anomaly**		
Reason Code	After Sales - Complaint - MVP - MVP - Customer/Dealer Request - Reimbursement				

Case Status History

Create Date	Status
10/22/2019 03:59 AM	New
10/22/2019 04:59 AM	Open
10/22/2019 05:42 AM	Closed

Initial Description

Please help me I'm not sure who else to ask help from. I bought a 2016 dodge grand caravan rt from a dealership by the name of San Diego auto connection in 2017. In my contract I have it stated that 2500$ is financed for Century extended warranty company. I have a warranty contract from the dealership. Fast forward to 3 weeks ago I took my van in to get warranty service at jack powell in escondido cause the van was making a loud ticking noise from the motor and the check engine light was on for transmission codes. The lock on the rear door solenoid is bad and buzzes very loudly everytime it locks. The air conditioning is also making noises as well. They said it would be 440$ to diagnose the van but the warranty usually covers it. I showed contract they took info. I recieved a call a day later telling me all the problems it had and what they needed to do to fix it but the warranty company denied my claim and I would have to contact Century to figure out why. I called Century they said in 2017 the dealership (San Diego auto connection) submitted the contract but it was rejected because they never recieved payment. They told me I would need to take this up with SDAC. I tried to call them but all their numbers have been disconnected and they were not at the location where I bought my car from. I dont know what to do. I bought van for my wife to take the kids to and from school and other activities and to her numerous doctor appointments from her [redacted]'s. I'm the only one who is capable of working and on a fixed income. I cant afford these services and I'm trying figure out how to get the 2500 extra plus interest I've been paying on two years now please respond I would really appreciate any kind of help.

Email(s)

Date	10/22/2019	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**		**Sent Date/Time**	10/22/2019 03:59 AM

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

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

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

Mopar Brand: 800-247-9753

FCA Brand : 800-247-9753

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

Sincerely,

The Mopar Brand

To view the Mopar Privacy Policy, visit [redacted]

Date	10/22/2019	**Subject**	I Was sold this dodge and the dealership (San Diego auto connection) never sent the money for warranty [[redacted]

From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	10/22/2019 05:40 AM

Hello [redacted]

Thank you for contacting Dodge Customer Care;

I can understand the dissatisfaction you feel, given that you were sold an extended warranty that you cant use, due to the warranty company not getting paid for the warranty. I would be happy to point you in the right direction.

After doing some research, I have found that San Diego Auto Connection is not an authorized Dodge dealer so, it would be necessary to work with them to come to a resolution. For your convenience, I have provided contact information for this Used Car Dealer below:

San Diego Auto Connection

1561 Camino del Rio S, San Diego, CA 92108
(858) 546-1222 or (833) 837-8807
https://www.sandiegoautoconnection.com/

At this time, I will be closing this case.

Please do not hesitate to contact us if you need any further assistance by clicking here and sending us another email or calling us at 800-423-6343.

I also wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey, so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time, participation and for being a valued FCA customer.

Thank you again for your email, [redacted] ave a great day.

Best wishes,
Jacob
Dodge Customer Care
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/23/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/25/2019	**Origin**	Telephone	**Reason**	
Mileage	49,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	45676	FOX HILLS CHRYSLER JEEP		**Dealer Phone**	7348922220
Dealer Address	111 W ANN ARBOR RD				
	PLYMOUTH		MI	48170 2219	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	C
Subject	door				
Synopsis					
Customer Anomaly	Body				
	Frame				
Contact Reason	C274	Vehicle Service/Maintenance	**Customer Anomaly**	4	Vehicle Frame Issues
Reason Code	After Sales - Information & Assistance requests - New Vehicle Information - Vehicle Service/Maintenance - Other				

Case Status History

Create Date	Status
10/23/2019 04:28 PM	Open
10/25/2019 12:08 PM	Closed

Initial Description

door will not open

Case Comments

Date	Comment
10/23/2019	customer concern*** slide door will not open looking for a price how much to fix and diagnostic Agent advice*** contacted 3 DLR 45676 $105 diag 45634 $115 diag customer pref to go to 45473 diag$117...seems they were more informative than the rest should it be a human glitch on the customers end and it's an easy tweak theres no charge. bigger work such as door replacement will be determined by diagnostic

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/23/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/11/2019	**Origin**	Social	**Reason**	
Mileage	19,349 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	44770	BROWN DAUB DODGE CHRYSLER JEEP		**Dealer Phone**	6108379303
Dealer Address	7720 BATH PIKE				
	BATH		PA	18014 8971	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	E
Subject	Body Concerns				
Synopsis	no diagnosis no appt				
Customer Anomaly	Body				
	Paintwork				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	3	Vehicle Paint Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/23/2019 07:20 PM	New
10/23/2019 07:24 PM	Open
11/11/2019 09:19 PM	Closed

Initial Description

T5309AC
Customer reached out on Facebook stating "The hood is getting repaired due to bubbling. Now my driver side sliding door is stuck. I have 13,000 miles. Will Chrysler fix this door? I see there are many people with this issue." Writer escalated case and advised customer that CM will be in contact for further assistance within 1 business day.

Case Comments

Date	Comment
10/23/2019	Customer seeking assistance with: Door/Paint Concerns Customer expecting: Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Mileage: 19,349 Appt: Mon. 10/21, dropping off Sat. Night My phone number: 4845541970 if calling before 3:30 pm est leave a voicemail. Anytime after 3:30 is good. Preferred email: [redacted] I would like a loaner, can't afford a rental. The body shop didn't know. But Brown Daub Chrysler in Bath would send one up. I didn't ask them because twice they were going to do the hood but never got back. Their number is 6108379303 if that could also be set up.
10/23/2019	Customer provided proof of ownership. Please see attachment for photo.
10/24/2019	OUTBOUND DEALER CONTACT BROWN DAUB - 6108379303 . CM reached out to service with no success
10/24/2019	In-Service Date: January 18, 2016 Original Owner: NO - 06/24/2019 2ND Mileage: 19349 Vehicle Purchase Loyalty: 2 NEW 1 PREOWNED Multiple Repairs/Previous Related Repairs: NO MVP Plans: NO Outstanding Recalls: NO Basic: January 18, 2019 Expired (Time) POWERTRAIN WARRANTY 60,000 Miles January 18, 2021 40,651 Miles CORROSION WARRANTY 60 Months or Unlimited Miles January 18, 2021 or Unlimited Miles LS - 000 CCS - 00 Other: WANTS COST ASSISTANCE FOR PAINT CONCERN
10/24/2019	OUTBOUND CUSTOMER CONTACT [redacted] - 2016 CHRYSLER TOWN & COUNTRY . CM reached out to customer this date with no success unsure if it was the voice mail that kicked in. no greetings received, call just answered with silence, limited background noise. cm left information for a call back . introduction
10/25/2019	OUTBOUND DEALER CONTACT BROWN DAUB - 6108379303 . CM reached out to service spoke to Kim who confirmed vehicle not on site and no appt set.
10/25/2019	OUTBOUND CUSTOMER CONTACT [redacted] - 2016 CHRYSLER TOWN & COUNTRY . paint concerns resolved sliding door wont open. locked from all ways trying to open through fob and manually vehicle with customer hood being resolved on Monday. october 28 Sliding door issue. 19451 miles customer states its going to be a big problem if he doesnt get this covered as it is a safetyl issue, if he gets into an accident and cant open the door. cm asked when this occured customer stated it has not opened in a month customer stated he has not taken it in for diagnosis as he is out of warranty and did not want to pay for the repair. cm advised needs a diagnosis before anything
10/25/2019	.
10/29/2019	OUTBOUND DEALER CONTACT BROWN DAUB - 6108379303 . CM reached out to service with no success message left
10/29/2019	sm called in stating vehicle not at their dlr
10/29/2019	TO CONTINUE REVIEW WRONG DEALERSHIP WAS ON FILE
10/30/2019	OUTBOUND DEALER CONTACT BROWN DAUB - 610-253-3521 . CM spoke to service and there is no updates to provide at this time
10/30/2019	OUTBOUND CUSTOMER CONTACT [redacted] - 2016 CHRYSLER TOWN & COUNTRY . cm reached out to customer this date customer stated the vehicle is at AutoCollision

Date	Comment
10/30/2019	OUTBOUND DEALER CONTACT BROWN DAUB - 610- 759-0887 . cm spoke to Mike inside lock release button stuck something binding it need an hour to take the part off to see what is cm will assist with repairs for customer with gw however will update cm with costs hood concerns to be taken care of , completed tomorrow
10/30/2019	email to autobody for diagnosis and pricing
11/01/2019	Customer [redacted] seeking CM and CM was unavailable [redacted] said that vehicle needs to the Service Department as the Body Shop could not repair. Please contact customer at: Email [redacted] Phone Number : [redacted]
11/01/2019	OUTBOUND DEALER CONTACT BROWN DAUB - 610- 759-0887 . cm spoke to Mike confirmed that the left sliding door, right sliding door and right sliding door is affected. needs diagnosis to see if it is the BCM no diagnosis fee for CM - waived by SM Mike
11/01/2019	OUTBOUND CUSTOMER CONTACT [redacted] 2016 CHRYSLER TOWN & COUNTRY . spoke to customer who advised he is going to take it to te[redacted] when. cm will review for possible assistance
11/07/2019	OUTBOUND CUSTOMER CONTACT [redacted] - 2016 CHRYSLER TOWN & COUNTRY . cm reached out to customer this date with no success message left . needs to make an appt for the sliding doors no appt case to be closed Mon Nov 11
11/11/2019	OUTBOUND CUSTOMER CONTACT STEPHEN [redacted] 2016 CHRYSLER TOWN & COUNTRY . cm reached out ot customer this date with no success message left . advised case being closed NO APPT NO DIAGNOSIS

Email(s)

Date	11/01/2019	***Subject***	[redacted]	
From	uscustomercare@fcagroup.com	***To***	[redacted]	11/01/2019 22:55 PM

Good afternoon [redacted]

Please let me know when you schedule the appointment so that I may follow up with the dealership at that time.

Have a wonderful weekend.

Melanie
FCA Case Manager
[redacted]

Date	11/05/2019	***Subject***	[redacted]	
From	uscustomercare@fcagroup.com	***To***	[redacted]	11/05/2019 22:07 PM

Good afternoon [redacted]

Have you confirmed an appointment at the Brown Daub Bath location?
If you could kindly confirm the appointment details so that I may follow up with them, would be greatly appreciated.

Melanie
FCA Case Manager
Phone:1-866-932-3873 ext. 3020406

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 11/1/2019 6:55 PM
To [redacted]
Su[redacted]

Go[redacted]

Please let me know when you schedule the appointment so that I may follow up with the dealership at that time.

Have a wonderful weekend.

Melanie
FCA Case Manager
[redacted]

Date	11/11/2019	***Subject***	[redacted]	
From	uscustomercare@fcagroup.com	***To***	[redacted]	11/11/2019 21:01 PM

Good afternoon [redacted]

I had reached out to you obtain the appointment details and left messages.
As there is no appointment for diagnosis on the doors, your Case with FCA Case Management, is closed. I would like to provide you with my contact information should you have any questions or concerns in the future, or once you have a diagnosis.

Your Case Number [redacted]
The Chrysler Case Management telephone number is: 1.866.932.3873
Customer Care number: 1-800-992-1997

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to review your concerns.
If you have any questions or difficulties in the future with your vehicle, please do not hesitate to give us a call, we would be more than happy to work with you again.
We wanted to let you know that we attempt to conduct a satisfaction survey upon the closing of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience.
Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best.

Melanie
FCA Case Manager
Phone:1-866-932-3873 ext. 3020406

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 11/5/2019 5:07 PM
To: [redacted]]

Good afternoon [redacted],

Have you confirmed an appointment at the Brown Daub Bath location?
If you could kindly confirm the appointment details so that I may follow up with them, would be greatly appreciated.

Melanie
FCA Case Manager
Phone:1-866-932-3873 ext. 3020406

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 11/1/2019 6:55 PM
To: [redacted]]

Good afternoon [redacted]

Please let me know when you schedule the appointment so that I may follow up with the dealership at that time.

Have a wonderful weekend.

Melanie
FCA Case Manager
Phone:1-866-932-3873 ext. 3020406
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/24/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/24/2019	**Origin**	Telephone	**Reason**	
Mileage	40,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	66231	PINCKNEY CHRYSLER-DODGE-JEEP INC		**Dealer Phone**	7348783154
Dealer Address	1295 E M36				
	PINCKNEY		MI	48169 8133	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	O
Subject	Seeking reimbursement				
Synopsis	Reimbursement declined				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/24/2019 11:57 AM	Open
10/24/2019 12:01 PM	Suspended
10/24/2019 12:35 PM	Open
10/24/2019 04:31 PM	Suspended
10/24/2019 07:39 PM	Open
10/24/2019 09:36 PM	Closed

Initial Description

Seeking reimbursement

Case Comments

Date	Comment
10/24/2019	Customer stating the mvp warranty paid for the actuator but they had to replace the door panels as they wouldn't be the right ones if they replaced the actuator and they wouldn't be covered. Customer seeking reimbursement for the door panels. Advised would send an email and to reply with receipts and would send to reimbursement department.
10/24/2019	waiting for the complete copy of the repair order.
10/24/2019	reimbursement declined. vehicle is outside of its warranties. and not qualify under good will. basic warranty has already expired.
10/25/2019	Customer called looking for reimbursement for the appliques panels. Customer stated that the DLR advised her that there was no way that they could be taken off without breaking them when fixing the actuators. Agent called DLR 66231 and spoke with Debbie who confirmed with the tech that the panels had to be replaced as you cannot remove them without it breaking in order to fix the actuator. Agent called MVP and spoke with Lakia who stated that the DLR should have called the authorized DLR assistance line to get preauthorization to get the appliques covered under the service contract if they break when removed. Lakia advised that the customer will have to mail in their docs for review for reimbursement through MVP under the contract. Agent provided mailing address as per Lakia. Mopar vehicle protection ATT: Reimbursement PO Box 2700 Troy MI 48007

Email(s)

Date	10/24/2019	**Subject**	Reimbursement [re [redacted]		
From	chryslercustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	10/24/2019 12:01 PM

Please send in documents by replying to this email.
Use the attach option from the email program to attach files.
(usually looks like a paperclip)
Request must include copies (NOT originals) of the following:

Proof of repair: FCA US or IRF RO detailing parts, labor, taxes, facility's contact info, etc.
Proof of payment (1 of these):

RO stamped Paid in full
Credit card receipt
Credit card or bank statement
Cancelled check (both sides)
Cash register receipt (if paid cash)

Sincerely
Melissa
Customer Care
[redacted]

Date	10/24/2019	***Subject***	Re: Reimbursement [[redacted]		
From	[redacted]	***To***	chryslercustomercare@fcagroup.com	***Sent Date/Time***	10/24/2019 12:35 PM

Attached are the receipts for my warranty repair. Thank you!

On Thursday, October 24, 2019, Chrysler Customer Care <
chryslercustomercare@fcagroup.com> wrote:

> Please send in documents by replying to this email.
> Use the *attach* option from the email program to attach files.
> (usually looks like a paperclip)
> Request must include copies (NOT originals) of the following:
>
> - Proof of repair: FCA US or IRF RO detailing parts, labor, taxes,
> facility's contact info, etc.
> - Proof of payment (1 of these):
> - RO *stamped* *Paid in full*
> - Credit card receipt
> - Credit card or bank statement
> - Cancelled check (both sides)
> - Cash register receipt (if paid cash)
>
>
> Sincerely
> Melissa
> Customer Care
>

[redacted]

--

[redacted]

Date	10/24/2019	***Subject***	Re: Reimbursement [redacted]		
From	chryslercustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/24/2019 16:30 PM

Dear [redacted]

Thank you for allowing Customer Care to address your concern.

This is to inform you that we have reviewed your case and for us to process your reimbursement request. Please attach/submit the complete copy of your repair order.

Gabriel
Reimbursement Specialist
[redacted]

Date	10/24/2019	Subject	Re: Reimbursement [redacted]		
From	chryslercustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	10/24/2019 16:30 PM

De[redacted]

Thank you for allowing Customer Care to address your concern.

This is to inform you that we have reviewed your case and for us to process your reimbursement request. Please attach/submit the complete copy of your repair order.

Gabriel
Reimbursement Specialist
[redacted]

Date	10/24/2019	Subject	Re: Reimbursement [redacted]		
From	[redacted]	To	chryslercustomercare@fcagroup.com	Sent Date/Time	10/24/2019 19:39 PM

Here is what the dealership sent me.
Thank you

On Thursday, October 24, 2019, Chrysler Customer Care <
chryslercustomercare@fcagroup.com> wrote:

>
>
> Dear [redacted]
>
>
> Thank you for allowing Customer Care to address your concern.
>
> This is to inform you that we have reviewed your case and for us to
> process your reimbursement request. Please attach/submit the complete copy
> of your repair order.
>
>
> Gabriel
> Reimbursement Specialist
>
[redacted]

--
[redacted]

Date	10/24/2019	Subject	Re: Reimbursement [redacted]		
From	chryslercustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	10/24/2019 21:35 PM

Dear [redacted]

Upon thorough review and consideration, we regret to inform you that your reimbursement has been denied due to the following reason/s :

· The vehicle is outside of its warranties

As much as quality service is our concern, please be informed that there are certain guidelines and qualifications that we need to meet in order to grant your request.

Thank you for your utmost understanding. We look forward to your continued business with us, and we appreciate you reaching out to us today.

Sincerely,

Gabriel

Reimbursement Specialist
[redacted]

Date	10/24/2019	Subject	Regarding your Case [redacted]

From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	10/24/2019 22:41 PM

Dear [redacted]
Thank you for contacting FCA Custome[redacted]
Our records indicate that case number [redacted]s closed.
If you require further assistance please contact us and we would be happy to assist.
Thank you and have a great day.
FCA Customer Care

[redacted]

Date	10/24/2019	Subject	Re: Reimbursement [[redacted]		
From	[redacted]	To	chryslercustomercare@fcagroup.com	Sent Date/Time	10/24/2019 22:41 PM

I purchased the extended coverage. It is good for 5 years. That is why I also paid a $100 deductible. Bumper to bumper is what I paid for. I was led to believe this morning I was getting reimbursed. The door repair is covered.

On Thursday, October 24, 2019, Chrysler Customer Care < chryslercustomercare@fcagroup.com> wrote:

>
>
> Dear [redacted]
>
>
>
> Upon thorough review and consideration, we regret to inform you that your
> reimbursement has been denied due to the following reason/s :
>
> · The vehicle is outside of its warranties
>
> As much as quality service is our concern, please be informed that there
> are certain guidelines and qualifications that we need to meet in order to
> grant your request.
>
> Thank you for your utmost understanding. We look forward to your continued
> business with us, and we appreciate you reaching out to us today.
>
>
>
> Sincerely,
>
>
>
> Gabriel
>
> Reimbursement Specialist
>

[redacted]

--

[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/25/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/25/2019	**Origin**	Telephone	**Reason**	
Mileage	33,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	66057	ED TOMKO CHRYSLER JEEP DODGE, INC.		**Dealer Phone**	4409333500
Dealer Address	33725 WALKER RD				
	AVON LAKE		OH	44012 1010	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	E
Subject	Passenger sliding rear door issues/GW consideration req.				
Synopsis	*For next L1, you may reopen case as needed. Reassign case accordingly.				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/25/2019 03:52 PM	Open
10/25/2019 03:59 PM	Closed

Initial Description

Cx's husband, [redacted] called with passenger sliding rear door issues. Sometime it locks and does not lock.

Case Comments

Date	Comment
10/25/2019	Cx's husband [redacted] called with passenger sliding rear door issues. Sometime it locks and does not lock. Took it to the dealership on file and they quoted caller $800 for the repair. SM, Charles @ Tel: 4409333500. Cx is aware his BW has just expired in July/2019 and he requests GW consideration. BASIC WARRANTY 36 Months or 36,000 Miles 0 July 22, 2019 Expired (Time). According to art# 1267 case merits escalation for GW consideration. No diagnosis or appt. within the past 14 days. Customer will call back after scheduling appt.

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	Model Year	2016	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	10/25/2019	CAIR Type	Regular	Status	Closed
Close Date	10/25/2019	Origin	Telephone	Reason	
Mileage	60,000 Miles	Market	U	Language	
Contact Email	[redacted]			Contact Mobile	
Caller Address				Source	
Caller City		Caller Country		Caller Postal Code	
Customer	[redacted]				
Customer Address					
					USA
Dealer	79845	CONTINENTAL RADIO DISTRIBUTION		Dealer Phone	2564642671
Dealer Address	100 ELECTRONICS BLVD.				
	HUNTSVILLE		AL	35824 2200	USA
Dealer Zone	Great Lakes	Sales District		Service District	
Subject	Vehicle Concern				
Synopsis	Vehicle needs to be diagnosed by FCA DLR				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/25/2019 07:55 PM	Open
10/25/2019 08:02 PM	Closed

Initial Description

Back door locked in the lock position and will not open

Case Comments

Date	Comment
10/25/2019	Customer is calling in because Just yesterday he went to open the back door of vehicle and it is locked and will not unlock or open. Customer wanted to know if this was a recall. Agent advised that this concern is not a recall. Agent advised that in order for us to offer or look into any further assistance, the vehicle will need to be diagnosed by FCA DLR

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/28/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/09/2019	**Origin**	Telephone	**Reason**	
Mileage	39,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer				**Dealer Phone**	
Dealer Address					
Dealer Zone		**Sales District**		**Service District**	
Subject	Dealer Complaint				
Synopsis	Dealer complaint				
Customer Anomaly					
Contact Reason	C188	Dealership Facilities	**Customer Anomaly**		
Reason Code	Sales - Complaint - Network - Dealership - Dealer Facilities				

Case Status History

Create Date	Status
10/28/2019 02:56 PM	Open
12/09/2019 08:28 PM	Closed

Initial Description

Customer called to make complaint about vehicle, customer stated vehicle runs great, customer having more of cosmetic issue. Paint, gear shifter nob broke off, door handles, sliding door does not lock

Case Comments

Date	Comment
10/28/2019	Customer called to make complaint about vehicle, customer stated vehicle runs great, customer having more of cosmetic issue. Paint, gear shifter nob broke off, door handles, sliding door does not lock , customer stated local DLR makes her feel as if she is wasting their time, agent advised customer to follow up with selling DLR. Customer will call back with a update.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/29/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/29/2019	**Origin**	Chat	**Reason**	
Mileage	0 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]	**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	44106	KONA AUTO CENTER INC		**Dealer Phone**	8083294408
Dealer Address	76-6353 KUAKINI HIGHWAY				
	KAILUA-KONA		HI	96740 2228	USA
Dealer Zone	California	**Sales District**		**Service District**	L
Subject	Customer Assistance				
Synopsis	No response from customer				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/29/2019 07:04 AM	New
10/29/2019 07:11 AM	Open
10/29/2019 07:26 AM	Closed

Initial Description

Chat Started: Tuesday, October 29, 2019, 03:04:42 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent John Robert (6s) John Robert: Hi, my name is John Robert with FCA Customer Care, How may I help you? (39s) John Robert: Thank you for contacting us. My name is JR and how can help tonight? (51s) Visitor: Well, I dont see a recall for my vehicle but I'm having a problem. My driver side sliding door will not unlock (1m 48s) John Robert: I'm sorry to hear that. I would be happy to see what I can find about the vehicle here. To look into this for you I will need your name, address, email and contact number. (2m 15s) Visitor: Ok. I thought I already provided that. (3m 5s) Visitor: [redacted] waikoloa hawaii, [redacted] 3m 21s) John Robert: Thank you. Allow me a moment to look into this for you (5m 47s) John Robert: Thank you for your patience. I looked over the vehicle for recalls or extended warranties in case there was something but I could see no reason why that would be happening. I would have to advise contacting your dealership so they can diagnose this and find out what is happening (8m 5s) Visitor: That's terrible. The dealership wants to charge 180 bucks just to diagnose it. I think it's a serious safety issue. What if I was in an accident that damaged the passenger side and I couldn't get the baby out of the car seat located behind the driver ? (8m 51s) Visitor: I'm really shocked that my vehicle which is basically new is having a problem like this. (9m 6s) John Robert: When it comes to a diagnosis fee dealerships set their own rate so what I could suggest is to contact a second dealership as their fee may be lowner (9m 54s) Visitor: I am on a small island in the middle of the ocean. How many dealerships do you think there are?! (10m 55s) Visitor: Again, a safety concern and it's no longer covered or being addressed as a problem? Hmmm maybe I should have bought a foreign car? (12m 17s) John Robert: With our vehicles when a vehicle is within the factory warranty we will look into thing for our customers. Once outside that warranty a dignosis is needed to see what is causing the problem. Then we can see if there is something we can do to help. To start that process we need to know what the issue is (12m 31s) Visitor: Customer service much? (13m 28s) Visitor: I'm telling you the door will not unlock and I cant open it. Can I start a complaint? What is the process? (14m 34s) John Robert: Once you contacted us a file was created and will be kept on file. Once a diagnosis is completed and we can see what is causing the problem then we can see if there is something we can help with (18m 25s) John Robert: Are you still there [redacted] (20m 41s) John Robert: As I have received no response I will need to end this chat. If you need any help in the future please feel free to contact us again. Thank you for contacting FCA Customer Assistance.

Live Chats

Date

Date	
10/29/2019	Chat Started: Tuesday, October 29, 2019, 03:04:42 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent John Robert (6s) John Robert: Hi, my name is John Robert with FCA Customer Care, How may I help you? (39s) John Robert: Thank you for contacting us. My name is JR and how can help tonight? (51s) Visitor: Well, I dont see a recall for my vehicle but I'm having a problem. My driver side sliding door will not unlock (1m 48s) John Robert: I'm sorry to hear that. I would be happy to see what I can find about the vehicle here. To look into this for you I will need your name, address, email and contact number. (2m 15s) Visitor: Ok. I thought I already provided that. (3m 5s) Visitor: [redacted] waikoloa hawaii, [redacted] (3m 21s) John Robert: Thank you. Allow me a moment to look into this for you (5m 47s) John Robert: Thank you for your patience. I looked over the vehicle for recalls or extended warranties in case there was something but I could see no reason why that would be happening. I would have to advise contacting your dealership so they can diagnose this and find out what is happening (8m 5s) Visitor: That's terrible. The dealership wants to charge 180 bucks just to diagnose it. I think it's a serious safety issue. What if I was in an accident that damaged the passenger side and I couldn't get the baby out of the car seat located behind the driver ? (8m 51s) Visitor: I'm really shocked that my vehicle which is basically new is having a problem like this. (9m 6s) John Robert: When it comes to a diagnosis fee dealerships set their own rate so what I could suggest is to contact a second dealership as their fee may be lowner (9m 54s) Visitor: I am on a small island in the middle of the ocean. How many dealerships do you think there are?! (10m 55s) Visitor: Again, a safety concern and it's no longer covered or being addressed as a problem? Hmmm maybe I should have bought a foreign car? (12m 17s) John Robert: With our vehicles when a vehicle is within the factory warranty we will look into thing for our customers. Once outside that warranty a dignosis is needed to see what is causing the problem. Then we can see if there is something we can do to help. To start that process we need to know what the issue is (12m 31s) Visitor: Customer service much? (13m 28s) Visitor: I'm telling you the door will not unlock and I cant open it. Can I start a complaint? What is the process? (14m 34s) John Robert: Once you contacted us a file was created and will be kept on file. Once a diagnosis is completed and we can see what is causing the problem then we can see if there is something we can help with (18m 25s) John Robert: Are you still there[redacted] (20m 41s) John Robert: As I have received no response I will need to end this chat. If you need any help in the future please feel free to contact us again. Thank you for contacting FCA Customer Assistance.

Date
10/29/2019

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/30/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/05/2019	**Origin**	Telephone	**Reason**	
Mileage	40,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	60482	SPITZER MOTOR CITY INC		**Dealer Phone**	2162672100
Dealer Address	13001 BROOKPARK RD				
	CLEVELAND		OH	44142 1819	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	E
Subject	Buyback				
Synopsis	Customer provided arbitration, advised she is contacting lawyers for next steps. No further contact required.				
Customer Anomaly	Electronics				
	Dashboard Electronics				
Contact Reason	C221	Dispute Resolution - Buyback/Lemon Law	**Customer Anomaly**	15	Gage electronic issues
Reason Code	After Sales - Complaint - Product - Dispute Resolution - Buyback/Lemon Law Request				

Case Status History

Create Date	Status
10/30/2019 05:22 PM	Open
11/04/2019 04:03 PM	Closed
11/04/2019 04:04 PM	Open
11/05/2019 08:54 PM	Closed

Initial Description

Electronics check engine light and electronics issues buyback.

Case Comments

Date	Comment
10/30/2019	Customers calls with all these issues check engine light, electronics, windshield wipers, Radio, lights don't work break headlights, blinkers, turning signal, doors wont open. Agent contacts DLR SA Todd for verification. 60482 DLR SA Todd states vehicle has been in multiple times for same issues. DLR diagnosis is to be done by Friday. Agent asks Star be involved. AH 1341. Customer can be reached at [redacted]
10/31/2019	*****GOODWILL QUALIFIER***** ISD: 6/6/2016 Original Owner: 2nd owner Mileage: 43,552 Vehicle Purchase Loyalty: 2 used Multiple Repairs/Previous related repairs: yes MVP Plans: CERTIFIED PRE-OWNED LIMITED WARRANTY Other: no recalls
10/31/2019	*****OUTBOUND DEALER CONTACT***** SPITZER MOTOR CITY | 60482 | 216-267-2100 SA Todd (tpastva@spitzer.com) Still mid-diagnosis. Requested CM call back tomorrow for more info
10/31/2019	*****OUTBOUND CUSTOMER CONTACT**** [redacted] 016 CHRYSLER [redacted] Customer states this vehicle is a moving death trap. CM will be following up with dealer tomorrow on diagnosis but they have no guarantees as they have tried repeatedly to resolve. Customer states she does not want to take this vehicle back. Its not safe to drive at all. CM advised we cannot assist with buy-out or trades, we work solely with resolving vehicle concerns under the existing warranties. Customer asked who she could contact for support with getting out of dangerous vehicle. CM advised we could provide arbitration contact info but if they open a case with them, we will need to close ours. Customer understood.
11/12/2019	customer call to speak cm supervisor

Email(s)

Date	10/31/2019	**Subject**	Chrysler Case Management - Case [redacted]		
From	chryslercustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	10/31/2019 19:11 PM

Hi [redacted]

Here's that contact information we were speaking about regarding arbitration.

If you wish to mail:
NCDS
12900 Hall Road Suite 401
Sterling Heights MI 48313

If you wish to call:
866-662-4639 option 5
586-226-2470 ext 118
Fax: 586-226-2559

If you wish to e-file:
www.ncdsusa.org

I will touch base after I get more details from the dealer regarding your repeat vehicle concerns.

Warm regards,

Jeanette
Chrysler Case Manager
1-844-827-1999 ex. 302-0861
[redacted]

Date	11/01/2019	**Subject**	Re: Chrysler Case Management - Cas[redacted]		
From	[redacted]	**To**	chryslercustomercare@fcagroup.com	**Sent Date/Time**	11/01/2019 01:13 AM

Thank for that information, but Im looking for the litigation attorney
information for Chrysler. We plan to file a lawsuit against the company for
not protecting us as a consumer.

Thanks

On Thu, Oct 31, 2019 at 3:11 PM Chrysler Customer Care <
chryslercustomercare@fcagroup.com> wrote:

> Hi [redacted]
>
> Here's that contact information we were speaking about regarding
> arbitration.
>
> If you wish to mail:
> NCDS
> 12900 Hall Road Suite 401
> [redacted]
> Sterling Heights MI 48313
> [redacted]
>
> If you wish to call:
> 866-662-4639 option 5
> 586-226-2470 ext 118
> Fax: 586-226-2559
>
> If you wish to e-file:
> www.ncdsusa.org
>
> I will touch base after I get more details from the dealer regarding your
> repeat vehicle concerns.
>
> Warm regards,
>
> Jeanette
> Chrysler Case Manager
> 1-844-827-1999 ex. 302-0861
[redacted]

Date	11/01/2019	**Subject**	Re: Chrysler Case Management - Case[redacted]		
From	chryslercustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	11/01/2019 [illegible] PM

Hi [redacted]

My apologies, I do not have that information. If you do choose to go that route, your lawyers will know how to contact our legal department. I am sorry you feel you need to move in that direction. If that is the case, I will need to close your file here at Chrysler. It will remain in our records.

Respectfully,

Jeanette
Chrysler Case Manager
[redacted]

Date	11/01/2019	**Subject**	Re: Chrysler Case Management - Cas[redacted]		
From	[redacted]	**To**	chryslercustomercare@fcagroup.com	**Sent Date/Time**	11/01/2019 23:54 PM

Of course well be waiting to hear from Spitzer in regards to our current
service acquisition, before we close the case.

Thanks Jeanette

On Fri, Nov 1, 2019 at 4:55 PM Chrysler Customer Care <
chryslercustomercare@fcagroup.com> wrote:

> Hi [redacted]
>
> My apologies, I do not have that information. If you do choose to go that
> route, your lawyers will know how to contact our legal department. I am
> sorry you feel you need to move in that direction. If that is the case, I
> will need to close your file here at Chrysler. It will remain in our
> records.
>
> Respectfully,
>
> Jeanette
> Chrysler Case Manager
> 1-844-827-1999 ex. 302-0861
>
> [redacted]

Date	11/12/2019	**Subject**	Regarding your Cas[redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	11/12/2019 13:46 PM

Dear [redacted]
Thank you for contacting FCA Custome[redacted]
Our records indicate that case number [redacted] is closed.
If you require further assistance please contact us and we would be happy to assist.
Thank you and have a great day.
FCA Customer Care

[redacted]

Date	11/12/2019	**Subject**	Re: Chrysler Case Management - Case[redacted]		
From	[redacted]	**To**	chryslercustomercare@fcagroup.com	**Sent Date/Time**	11/12/2019 13:46 PM

Good morning Jeanette,

Its a winter frenzy here in Cleveland. [redacted].

Would you please provide an update on the Chrysler Town and Country?

Thank you.

On Fri, Nov 1, 2019 at 7:54 PM [redacted]>
wrote:

> Of course well be waiting to hear from Spitzer in regards to our current
> service acquisition, before we close the case.
>
> Thanks Jeanette
>
> On Fri, Nov 1, 2019 at 4:55 PM Chrysler Customer Care <
> chryslercustomercare@fcagroup.com> wrote:
>
>> Hi [redacted]
>>
>> My apologies, I do not have that information. If you do choose to go that
>> route, your lawyers will know how to contact our legal department. I am
>> sorry you feel you need to move in that direction. If that is the case, I
>> will need to close your file here at Chrysler. It will remain in our
>> records.
>>
>> Respectfully,
>>
>> Jeanette
>> Chrysler Case Manager
>> 1-844-827-1999 ex. 302-0861
>>
>>
>> [redacted]
>>
> --
> [redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/31/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/31/2019	**Origin**	Telephone	**Reason**	
Mileage	88,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	63482	FREY MOTORS INC		**Dealer Phone**	7172487811
Dealer Address	409 VALLEY STREET				
	LEWISTOWN		PA	17044 1420	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	Q
Subject	Gw assistance				
Synopsis					
Customer Anomaly					
Contact Reason	C14	Inquiring About Connected Service Options (Subscriptions, Pricing, Etc.)	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Product - Connected Services - Connected Services Information				

Case Status History

Create Date	Status
10/31/2019 07:55 PM	Open
10/31/2019 08:40 PM	Closed

Initial Description

Customer is calling seeking gw assistance for her vehicle

Case Comments

Date	Comment
10/31/2019	Customer call seeking gw assistance for her vehicle. The back door buzzes when open/close. Sliding door opened out of the blue putting her family at risk The electric panel malfunction up to a point where the whole computer as well as her vehicle would shut off Customer doesn't meet gw parameters. Not the original owner, has no ls/cs. Has never taken her car to a dealership, purchased the vehicle used. Warranty expired 52k miles ago
10/31/2019	The customer called in and stated that she was looking for any assistance that we may be able to offer towards this concern. The customer stated that she had taken the vehicle into the dealer last spring regarding this concern. The customer stated that when ever she unlocks the door her rear passenger side door bakes a buzzing sound. The customer stated that the rear passenger side door will also randomly unlock and open by itself while she is driving down the road. The customer stated that she also has an issue where the power outlet in the back driver side has never worked. The customer stated that her electrical panel will also shut off and when it shuts off it feels like she still has a little power in the vehicle but then the vehicle will just shut off completely. The customer stated that this has been a repeat concern she has had with the vehicle since she got it and she wanted to see if we would be able to provide any assistance towards it. The advisor informed the customer that before we could look into any assistance towards this issue since it is a repeat concern she would need to have a recent diagnosis from a dealership.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/01/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/01/2019	**Origin**	Chat	**Reason**	
Mileage	0 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	X7492	HERTZ DAILY RENTALS-E Boston MA		**Dealer Phone**	6175684169
Dealer Address	450 MCCLELLAN HWY				
	EAST BOSTON		MA	02128 1144	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Warranty & Maintenance Information				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/01/2019 10:41 PM	New
11/01/2019 10:57 PM	Open
11/01/2019 10:58 PM	Closed

Initial Description

Chat Started: Friday, November 01, 2019, 18:41:44 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Amber (19s) Amber: Hi, my name is Amber with FCA Customer Care. How may I help you? (40s) Visitor: HI I HAVE A WAARNTY QUESTION (45s) Visitor: warranty (1m 52s) Amber: I would be happy to check on your warranty for you [redacted] What were you looking for ? (2m 27s) Visitor: the driver side sliding door is not opening. I wanted to see if the repair is covered under warranty (5m 46s) Amber: I am sorry to hear that, [redacted] It would come down to a dealer diagnosis to know for sure, they would need to determine that it is due to a defect. But I can certainly check if your warranty is active for the sliding doors. (6m 1s) Visitor: thanks (6m 1s) Amber: Before we proceed I just need to verify some account information. Can you please confirm your mailing address, phone number, email address and current estimated mileage? (6m 20s) Visitor: [redacted] pearland, tx [redacted] m 25s) Visitor [redacted] 6m 42s) Visito [redacted] 6m 46s) Visitor: 57244 (7m 8s) Amber: Thank you, just one moment (12m 36s) Amber: Thank you for waiting, [redacted] the sliding doors would have been under the Basic warranty which did expire at 36,000 miles. So there is no guaranteed coverage however the dealer may be able to offer some coverage. (12m 55s) Visitor: ok. thanks. (14m 46s) Amber: You're welcome, [redacted] Have a nice rest of your evening! (14m 54s) Amber: Thank you for contacting FCA Customer Care. Please chat with us again if you need further assistance or call FCA Customer Care at 1-800-992-1997. Have a great day!

Live Chats

Date

Date	
11/01/2019	Chat Started: Friday, November 01, 2019, 18:41:44 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Amber (19s) Amber: Hi, my name is Amber with FCA Customer Care, How may I help you? (40s) Visitor: HI I HAVE A WAARNTY QUESTION (45s) Visitor: warranty (1m 52s) Amber: I would be happy to check on your warranty for you [redacted] What were you looking for ? (2m 27s) Visitor: the driver side sliding door is not opening. I wanted to see if the repair is covered under warranty (5m 46s) Amber: I am sorry to hear that [redacted] t would come down to a dealer diagnosis to know for sure, they would need to determine that it is due to a defect. But I can certainly check if your warranty is active for the sliding doors. (6m 1s) Visitor: thanks (6m 1s) Amber: Before we proceed I just need to verify some account information. Can you please confirm your mailing address, phone number, email address and current estimated mileage? (6m 20s) Visitor: [redacted] pearland, tx [redacted] (6m 25s) Visitor: [redacted] (6m 42s) Visitor: [redacted] (6m 46s) Visitor: [redacted] (7m 8s) Amber: Thank you, just one moment! (12m 36s) Amber: Thank you for waiting [redacted] e sliding doors would have been under the Basic warranty which did expire at 36,000 miles. So there is no guaranteed coverage however the dealer may be able to offer some coverage. (12m 55s) Visitor: ok. thanks. (14m 46s) Amber: You're welcome, [redacted] Have a nice rest of your evening! (14m 54s) Amber: Thank you for contacting FCA Customer Care. Please chat with us again if you need further assistance or call FCA Customer Care at 1-800-992-1997. Have a great day!

Date	
11/01/2019	

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	Model Year	2016	Brand	DODGE
Body	RTKM53	Vehicle	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	11/04/2019	CAIR Type	Regular	Status	Closed
Close Date	11/04/2019	Origin	Telephone	Reason	
Mileage	45,000 Miles	Market	U	Language	English
Contact Email	[redacted]			Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer	[redacted]				
Customer Address					
					UNITED STATES
Dealer	54982	BETTENHAUSEN MOTOR SALES INC		Dealer Phone	7085322665
Dealer Address	8355 W 159TH ST				
	TINLEY PARK		IL	60477 1220	USA
Dealer Zone	Midwest	Sales District		Service District	C
Subject	door stuck				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/04/2019 06:02 PM	Open
11/04/2019 06:03 PM	Closed

Initial Description

problem with driver power slider door, cant open door manual or power, customer states seems this a safety issue
driver seat cover cracked customer brought vehicle in for that dealer never got back for coverage
customer inquired if door repair is covered under maximum care, agent transferred to mvp for inquiry and provided contact #

Case Comments

Date	Comment
11/04/2019	problem with driver power slider door, cant open door manual or power, customer states seems this a safety issue, advised to take vehicle in for diagnosis driver seat cover cracked customer brought vehicle in for that dealer never got back for coverage customer inquired if door repair is covered under maximum care, agent transferred to mvp for inquiry and provided contact #

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/06/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/08/2019	**Origin**	Brand Site	**Reason**	sm
Mileage	77,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	Columbia Heights	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
					USA
Dealer	99999	Dealer99999		**Dealer Phone**	
Dealer Address					
Dealer Zone		**Sales District**		**Service District**	
Subject	Door Lock Actuator - Sliding Doors				
Synopsis					
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/06/2019 03:00 AM	New
11/08/2019 03:10 AM	Open
11/08/2019 03:17 AM	Closed

Initial Description

I am writing about design flaws in the door lock actuators on the van sliding doors that cause them to jam and fail after only a few years. While the part is only $50-$70 to purchase, the labor required to replace the part has been quoted between $500 and $1000. Numerous other Town and Country owners experience this same issue, including other model years. I believe there should either be a recall for faulty parts or a service agreement with dealerships on a cost sharing for the part replacement.

Email(s)

Date	11/08/2019	**Subject**	Door Lock Actuator - Sliding Doors [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	11/08/2019 03:17 AM

Hello [redacted]

Thank you for contacting Chrysler Customer Care;

I can understand the dissatisfaction you feel, given Sliding Door Lock Actuator issue that you are experiencing with your 2016 Chrysler Town & Country. I appreciate the time you have taken to bring this to our attention and I would be happy to check into this for you.

We appreciate your comments and I have taken the liberty of logging your feedback. Comments like yours are always a welcomed and important way of getting feedback and helps providing the greatest possible satisfaction for customers.

Your request for repair cost assistance is understandable so, I have researched your request, and have utilized every possible resource. Your warranty for this issue was for 3 Years or 36,000 Miles, whichever occurs first. Furthermore, there are no service contracts, recalls or extended warranties pertaining to the Sliding Door Lock Actuator.

In regards to your 2016 Chrysler Town & Country, we fully appreciate your concern, particularly in view of the expense and inconvenience involved, however, we are unable to accommodate your request for out-of-warranty consideration.

Although we are unable to provide a more favorable reply, we appreciate the opportunity to review your request.

At this time, I will be closing this case.

Please do not hesitate to contact us if you need any further assistance by clicking here and sending us another email or calling us at 800-247-9753.

I also wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey, so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time, participation and for being a valued FCA customer.

Thank you again for your email [redacted] Have a great day.

Best wishes,
Jacob
Chrysler Customer Care
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/08/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/11/2019	**Origin**	Telephone	**Reason**	
Mileage	61,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	26965	STRAUB CHRYSLER DODGE JEEP RAM		**Dealer Phone**	3048456750
Dealer Address	1502 WHEELING AVE				
	GLEN DALE		WV	26038 1732	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	J
Subject	vehicle Service				
Synopsis	damage done by the dealer- dealer did not cause issue				
Customer Anomaly					
Contact Reason	C274	Vehicle Service/Maintenance	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - New Vehicle Information - Vehicle Service/Maintenance - Other				

Case Status History

Create Date	Status
11/08/2019 01:46 PM	Open
11/08/2019 04:43 PM	Closed
11/11/2019 03:35 PM	Open
11/11/2019 03:43 PM	Closed

Initial Description

Rear sliding door hard to unlock from inside and outside

Case Comments

Date	Comment
11/08/2019	Cst is stating he has purchased an extended warranty and the DLR has fixed one door but now the other is starting to drag as well >Agent insisted the best option to take would be to get it diagnosis so we can know the exact problem and try our best with assistance if possible > CSt will be calling back with update information.
11/08/2019	Van is already at 26965 and has been the sliding door latches have been replaced in both sliding doors the customers aftermarket warranty covered the left side but will not cover the right side. Customer requested new part removal from right side because of non payment SM Dave
11/11/2019	Customer called stating the left and right side doors were sticking and not working correctly. The customer states the passenger side door is only making noise. The dealer completed the repair when the dealer was fixing the door on the drivers side. The customer is indicating the vehicle was damaged while the right side was being fixed, the dealer is aware of damage done by the shop. Customer doesnt feel he should have to pay for the damage done at the shop. Agent contact dealer: Dealer states: there was no damage done to the vehicle the molding the presenter inside door was not damage by the dealership. The customer is required to pay for the left side of the door, the warranty paid for 800.00 of the repair and the remainder is up to the customer.

New Customer Assistance Inquiry Record (CAIR)#

VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/11/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/18/2019	**Origin**	Brand Site	**Reason**	assistance
Mileage	53,804 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**			
Caller Address				**Source**	Customer
Caller City	Trevorton	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
					USA
Dealer	66859	B.Z. MOTORS CHRYSLER DODGE JEEP		**Dealer Phone**	5705231256
Dealer Address	6801 W BRANCH HWY				
	LEWISBURG		PA	17837 6309	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	D
Subject	Rear driver door				
Synopsis	No response to contact attempts				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/11/2019 01:01 AM	New
11/13/2019 02:17 AM	Open
11/18/2019 04:33 PM	Closed

Initial Description

The sliding driver side door stays locked, when I researched the issue it s An ongoing issue with dodge grand caravans. This is a safety hazard, and I feel you need to fix this! We bought this van brand new.

Case Comments

Date	Comment
11/14/2019	Contacted customer a LVM informing customer that we will need a DLR appointment in order to move ahead with his case.
11/18/2019	Contacted customer a LVM informing customer that we will need a DLR appointment in order to move ahead with his case.
11/18/2019	***Next Agent*** Customer has concern with sliding door. Meets goodwill. Need DLR appointment. Assist customer following normal call handling procedures
11/19/2019	Customer called in stating that they are wanting to speak to CM. Agent advised of the next steps and reached out to DLR. Agent reached out to service and placed the service department on hold to check back in with the customer. DLR hung up on agent- agent called back and had to leave a VM. Customer states they will call back to add the date and time for further assistance.

Email(s)

Date	11/11/2019	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**		**Sent Date/Time**	11/11/2019 01:01 AM

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

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

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

Mopar Brand: 800-247-9753

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference numbe [redacted]

Sincerely,

The Mopar Brand

To view the Mopar Privacy Policy, visit

[redacted]

Date	11/13/2019	***Subject***	RE: Rear driver door [ref: [redacted]		
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	11/13/2019 02:19 AM

Hello [redacted]

Thank you for contacting Dodge Customer Care.

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

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

To move ahead with this escalation, your vehicle would need to have been at an authorized dealership for diagnosis within the last 14 days. If not, it will be necessary for you to arrange an appointment and then advise us of the name of the dealership, the date and the time of the appointment. Should you wish I assist in booking your appointment, please provide the preferred dealership, date and time you would be available to bring the vehicle in. Keep in mind that your first preferred date may not be available.

Escalating your situation to a Case Manager will provide the dealership and yourself with an individual who will review your concerns, then assist you and the dealership in exhausting all available resources to have your concerns addressed and resolved.

Thank you again for your email. Please reply to this email message or call 1-800-423-6343 with your dealership name and appointment date/time.

Best wishes,

Mary-Lyn
Dodge Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 11/10/2019 8:01 PM
To [redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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

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

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

Mopar Brand: 800-247-9753

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference numbe [redacted]

Sincerely,

The Mopar Brand

To view the Mopar Privacy Policy, visit

[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYX53	**Vehicle**	CHRYSLER TOWN & COUNTRY LIMITED		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/14/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/14/2019	**Origin**	Telephone	**Reason**	
Mileage	60,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	45249	DAVID DODGE CHRYSLER JEEP		**Dealer Phone**	6103585300
Dealer Address	1801 ROUTE 202				
	GLEN MILLS		PA	19342 8178	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	C
Subject	Rear Passenger door stuck in lock,				
Synopsis	Dealership offered co-pay and customer accepted				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/14/2019 02:24 PM	Open
11/14/2019 03:02 PM	Closed

Initial Description

Customer called stating there rear passenger door is stuck in lock

Case Comments

Date	Comment
11/14/2019	***CUSTOMER INQUIRES**** DRIVES SIDE REAR PASSENGER DOOR LOCK IS STUCK IN LOCK. DAVID DODGE. AUGUST 14TH 2019 AND1000$ TO REPAIR THE DOOR.ALSO WOULD LIKE TO PLACE A COMPLAINT AS THIS IS AN ISSUE WITH A LOT OF THE SAME VEHICLES. *** AGENT ADVISES*** AGENT INFORMED CUSTOMER SHE WOULD CALL OVER TO DAVID DODGE AND GET MORE INFORMATION. AGENT SPOKE TO SA ANDREW WHO STATED THE REPAIR IS REAR DOOR LATCH NEEDS TO BE REPLACED, HE DID STATE THEY ARE WILLING DO TO A CO-PAY WITH THE CUSTOMER OF 200$. AGENT ADVISED CUSTOMER THAT THE DEALERSHIP IS WILLING TO CO-PAY 200$ CUSTOMER WAS HAPPY AND ACCEPTED.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/19/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/23/2019	**Origin**	Telephone	**Reason**	
Mileage	77,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	65023	CROWLEY CHRY-JEEP-DODGE INC		**Dealer Phone**	8602613000
Dealer Address	1461 FARMINGTON AVE				
	BRISTOL		CT	06010 4777	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	P
Subject	Repair Assistance				
Synopsis	closed				
Customer Anomaly					
Contact Reason	C83	Request For Goodwill Reimbursement	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Product - Reimbursement request - Compensation/Goodwill				

Case Status History

Create Date	Status
11/19/2019 03:59 PM	Open
11/27/2019 04:57 PM	Suspended
12/01/2019 09:10 AM	Open
12/04/2019 08:54 PM	Suspended
12/10/2019 03:15 PM	Open
12/23/2019 08:40 PM	Closed

Initial Description

Cx is seeking assistance for repairs on her vehicle.

Case Comments

Date	Comment
11/19/2019	Cx [redacted] has extended warranty and the vehicles sliding door locks have been replaced 4 times and are now broken again. Warranty is covering the parts for the repair but not the costs of having to tear down specific parts to repair vehicle. Dlr informed cx that an applique has to be broken in order to fix the locks. The vehicle intermittently locks itself. Cx states the passenger airbag light goes off & on when someone sits on that side, cx concerned the airbag on that side doesnt work. Airbag ($500) has been diagnosed and won't be covered by warranty. Cx transports [redacted] and feels her vehicle is death trap. Cx was last at dlr on Wednesday. Agent reviewed cx's warranties, couldn't find active SC/extended warranty though cx has some active factory warranties. Agent escalating case for further assistance due to cx having this repair serviced multiple times already. cx states dlr reset something in vehicle but it never fixed the concern. Cx Contact # [redacted] Cx Email: [redacted]
11/19/2019	****CASE NOT SI, WILL NOT LET ME REASSIGN TO CM DUE TO TREAD QUESTIONS. PLEASE REMOVE AND SEND CASE BACK.
11/19/2019	SEE YOUR TEAM LEADER
11/20/2019	Agent manually assigned case to dlr specialist due to TREAD questions not allowing reassignment.
11/21/2019	PM **OUTBOUND DLR CALL******* 65023|Crowley Chry-Jeep-Dodge|8602613008 CM called and spoke with SA Mark and he advised that the bezels would not be covered under the SC. CM advised that if we do this it will be the only time. Mark is getting pricing and sending over.
11/21/2019	****OUTBOUND CUSTOMER CALL**** [redacted] odge CM called and got VM. CM left VM advising that we are looking into see what we can do.
11/22/2019	****** VM from DLR We are going to pay parts $466.89 Labor $175 GT $641.89. Her extended warranty is paying for the latch. CM will add notes.
11/22/2019	****OUTBOUND CUSTOMER CALL**** [redacted] Dodge CM called and got VM . CM left VM that the parts are being ordered and for her to call back.
12/02/2019	**OUTBOUND DLR CALL******* 65023|Crowley Chry-Jeep-Dodge|8602613008 CM called and spoke with SA Mark and he advised that the parts are there and he will give them a call and get them back in there.
12/02/2019	***OUTBOUND CUSTOMER CALL** [redacted] Dodge CM called and informed her that the DLR will be calling her to make appointment. CM than asked for her to email the date back so we make sure she is happy.
12/02/2019	**INBOUND DLR CALL******* 65023|Crowley Chry-Jeep-Dodge|8602613008 SA Mark has called back and advised that there is an appointment for Tuesday Dec 10
12/04/2019	***OUTBOUND CUSTOMER CALL**** [redacted] Dodge Mail box is full
12/10/2019	Vehicle has arrived at dealership Crowley Chry-Jeep-Dodge Inc and attended by dealer employee
12/10/2019	Vehicle has arrived at dealership Crowley Chry-Jeep-Dodge Inc and attended by dealer employee
12/10/2019	**OUTBOUND DLR CALL******* 65023|Crowley Chry-Jeep-Dodge|8602613008 CM called and was advised that they have ordered the door latches and they should be in tomorrow. CM advised that someone will follow up.

Date	Comment
12/16/2019	******INBOUND DLR CALL********** Crowley Chry-Jeep-Dodge -#65023 -860-261-3008 SM Mark calling to inform me the vehicle is done and wanted to provide the information for the DM notes. Parts $466.89 Labor $174.99 Total $641.88 SM asked for an email with the notes.
12/17/2019	In-Service Date: 1/20/16 Original Owner: yes Mileage: 77,000 Vehicle purchase loyalty: 4 household, 2 new-2016, 2005 -2 used-2012, 2004 Multiple Repairs/ Previous related repairs: MVP plans: no Recalls: no Other:
12/17/2019	***OUTBOUND CUSTOMER CALL*** [redacted] Dodge CM reached VM, left a message I was following up with her vehicle repair. CM provided callback information, 844-827-2006 ext. 3020200.

Email(s)

Date	11/21/2019	***Subject***	Repair Assistance [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	11/21/2019 20:41 PM

Good afternoon
My name is Vickie and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number is # [redacted]
The Chrysler Case Management telephone number is: 1-844-827-2006
My direct extension: 3020211
My work hours are: 8:00-4:30 pm Eastern Standard Time Monday-Friday.
I will contact you within one business day of your appointment by telephone to review your case with you.

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

Thank you
Vickie

FCA Case Manager I 844-827-2006 Ext. 3020211
[redacted]

Date	11/27/2019	***Subject***	RE: Repair Assistance [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	11/27/2019 16:55 PM

Good morning
I just wanted to let you know that I am just waiting to see if anything needs help expediting and if so I will do that. Once I find out from the part department I will let you know.

Thank you
Vickie

FCA Case Manager I 844-827-2006 Ext. 3020211

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 11/21/2019 3:41 PM
[redacted]

Good afternoon
My name is Vickie and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number is # [redacted]
The Chrysler Case Management telephone number is: 1-844-827-2006
My direct extension: 3020211
My work hours are: 8:00-4:30 pm Eastern Standard Time Monday-Friday.
I will contact you within one business day of your appointment by telephone to review your case with you.

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

Thank you
Vickie

FCA Case Manager I 844-827-2006 Ext. 3020211
[redacted]

Date	12/02/2019	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]		2/2019 18:34 PM

Good afternoon
Here is my contact information
My name is Vickie and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number is [redacted]
The Chrysler Case Management telephone number is: 1-844-827-2006
My direct extension: 3020211
My work hours are: 8:00-4:30 pm Eastern Standard Time Monday-Friday.
I will contact you within one business day of your appointment by telephone to review your case with you.

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

Thank you
Vickie

FCA Case Manager I 844-827-2006 Ext. 3020211

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 11/27/2019 11:55 AM
To: [redacted]
Su[redacted]

Good morning
I just wanted to let you know that I am just waiting to see if anything needs help expediting and if so I will do that. Once I find out from the part department I will let you know.

Thank you
Vickie

FCA Case Manager I 844-827-2006 Ext. 3020211

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 11/21/2019 3:41 PM
To[redacted]
Su[redacted]

Good afternoon
My name is Vickie and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number is [redacted]
The Chrysler Case Management telephone number is: 1-844-827-2006
My direct extension: 3020211
My work hours are: 8:00-4:30 pm Eastern Standard Time Monday-Friday.
I will contact you within one business day of your appointment by telephone to review your case with you.

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

Thank you
Vickie

FCA Case Manager I 844-827-2006 Ext. 3020211
[redacted]

Date	12/04/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 2/04/2019 20:53 PM

Hi
Your appointment is on December 10th so we will be in contact with you on that day.
Sincerely,

Teena

FCA Case Manager

1-844-827-2006 Ext. 3020199

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/2/2019 1:34 PM
To: [redacted]
Su[redacted]

Good afternoon
Here is my contact information
My name is Vickie and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number is [redacted]
The Chrysler Case Management telephone number is: 1-844-827-2006
My direct extension: 3020211
My work hours are: 8:00-4:30 pm Eastern Standard Time Monday-Friday.
I will contact you within one business day of your appointment by telephone to review your case with you.

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

Thank you
Vickie

FCA Case Manager I 844-827-2006 Ext. 3020211

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 11/27/2019 11:55 AM
To: [redacted]
Su[redacted]

Good morning
I just wanted to let you know that I am just waiting to see if anything needs help expediting and if so I will do that. Once I find out from the part department I will let you know.

Thank you
Vickie

FCA Case Manager I 844-827-2006 Ext. 3020211

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 11/21/2019 3:41 PM
To: [redacted]
Su[redacted]

Good afternoon
My name is Vickie and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number is [redacted]
The Chrysler Case Management telephone number is: 1-844-827-2006
My direct extension: 3020211
My work hours are: 8:00-4:30 pm Eastern Standard Time Monday-Friday.
I will contact you within one business day of your appointment by telephone to review your case with you.

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

Thank you
Vickie

FCA Case Manager I 844-827-2006 Ext. 3020211
[redacted]

Date	12/10/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 10/2019 20:56 PM

Good afternoon
I just called over to the dealer and they advised they order the door latches and they should be in tomorrow. We will follow up in couple days and we will see how things are going.

Thank you
Vickie

FCA Case Manager I 844-827-2006 Ext. 3020211

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/4/2019 3:53 PM
[redacted]

Hi
Your appointment is on December 10th so we will be in contact with you on that day.
Sincerely,

Teena

FCA Case Manager

1-844-827-2006 Ext. 3020199

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/2/2019 1:34 PM
To [redacted]]

Good afternoon
Here is my contact information
My name is Vickie and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number is [redacted]
The Chrysler Case Management telephone number is: 1-844-827-2006
My direct extension: 3020211
My work hours are: 8:00-4:30 pm Eastern Standard Time Monday-Friday.
I will contact you within one business day of your appointment by telephone to review your case with you.

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

Thank you
Vickie

FCA Case Manager I 844-827-2006 Ext. 3020211

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 11/27/2019 11:55 AM
To: [redacted]t
Subject: RE: Repair Assistance [[redacted]

Good morning
I just wanted to let you know that I am just waiting to see if anything needs help expediting and if so I will do that. Once I find out from the part department I will let you know.

Thank you
Vickie

FCA Case Manager I 844-827-2006 Ext. 3020211

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 11/21/2019 3:41 PM
To: [redacted]
Subject: Repair Assistance [[redacted]

Good afternoon
My name is Vickie and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number is [redacted]
The Chrysler Case Management telephone number is: 1-844-827-2006
My direct extension: 3020211
My work hours are: 8:00-4:30 pm Eastern Standard Time Monday-Friday.
I will contact you within one business day of your appointment by telephone to review your case with you.

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

Thank you
Vickie

FCA Case Manager | 844-827-2006 Ext. 3020211
[redacted]

Date	12/18/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 12/18/2019 21:35 PM

Hi [redacted]

I'm contacting you because your Dealer has advised me your vehicle has been repaired and returned to you. I wanted to ensure that everything is resolved and completed to your satisfaction.

If everything is to your satisfaction, there is no need for you to call me or to respond to this email.

However, I will leave your case open for two business days before closing it. If you do need to contact me, I can be reached at (844) 827-2006, ext. 3020200 or you may simply reply to this email.

Thank you for your patience and co-operation!

Linda
FCA Case Manager
Phone 1-844-827-2006, ext. 3020200
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/20/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/21/2019	**Origin**	Telephone	**Reason**	
Mileage	30,500 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
					USA
Dealer	23867	ANCIRA CHRYSLER JEEP DODGE		**Dealer Phone**	2105581500
Dealer Address	10807 IH 10 W				
	SAN ANTONIO		TX	78230 1301	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	J
Subject	Passenger sliding door				
Synopsis	Customer refuses to pay to get a diagnosis on her vehicle.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/20/2019 04:45 PM	Open
11/21/2019 08:21 PM	Closed

Initial Description

CST states door locked and will not unlock or open. Seeking repair cost assistance.

Case Comments

Date	Comment
11/20/2019	CST calling in because she is having issues with the passenger side sliding door, CST states that the door locked and now will not unlock or open. CST states she took vehicle to DLR #23867 and due to no longer under warranty repair cost would be between $400.00-$500.00. CST seeking consideration of GW cost assistance. Basic warranty expired by time on 01/11/2019 and mileage under 36,000. Informed CST that case will be escalated for review and consideration of cost assistance, CM will be in contact with her within 24 hours. CST understood and no further questions. Case number emailed to CST for records.
11/20/2019	Customers husband called in for the same issue. Agent advised husband wife has called in already and made a claim and a CM will cb in 1 bd.
11/21/2019	OB call to dealer at 2105582688. Dealer does not have the vehicle and has not worked on this vehicle within the last 2 weeks.
11/21/2019	OB call to customer at [redacted] Asked customer which dealer has her vehicle and she says she did not leave her vehicle with the dealer because they want to charge her $175 to diagnose the vehicle because it is out of warranty. She refused to go back to the dealer unless we say we will cover all of the costs. I explained before I can make any decision on cost assistance I need a diagnosis from the dealer. She refused several times to take it back unless we will pay for the diagnostic fees. I explained I cannot do that until I have a diagnosis on her vehicle.

Email(s)

Date	11/20/2019	**Subject**	Passenger sliding door issue		
From	uscustomercare@fcagroup.com	**To**		**Sent Date/Time**	11/20/2019 16:47 PM

Date	11/20/2019	**Subject**	Passenger sliding door issu		
From	uscustomercare@fcagroup.com	**To**		**Sent Date/Time**	11/20/2019 16:47 PM

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	Model Year	2016	Brand	CHRYSLER
Body	RTYX53	Vehicle	CHRYSLER TOWN & COUNTRY LIMITED		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	11/20/2019	CAIR Type	Regular	Status	Closed
Close Date	12/05/2019	Origin	Telephone	Reason	
Mileage	39,000 Miles	Market	U	Language	English
Contact Email	[redacted]				
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer	[redacted]				
Customer Address					
					USA
Dealer	67870	AUTOWORLD		Dealer Phone	7077622712
Dealer Address	1370 AUTO CENTER DR				
	PETALUMA		CA	94952 6507	USA
Dealer Zone	California	Sales District		Service District	Y
Subject	slider door				
Synopsis	3 contact attempts made on 11/26/19, 12/3/19, 12/5/19.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/20/2019 06:01 PM	Open
11/21/2019 09:00 PM	Suspended
11/26/2019 10:00 AM	Open
11/26/2019 09:01 PM	Suspended
12/03/2019 06:10 PM	Open
12/05/2019 08:15 PM	Closed

Initial Description

customer called in because when she originally took vehicle to dlr to have sliding door repaired. She says it was making a scratching noise to which dlr said they cleaned the tracks to fix issue. Now customer says that door won't open at all as if it is permanently locked

Case Comments

Date	Comment
11/20/2019	Customer says dlr told her to give us a call to assist in repairs. Advised we would be able to have this assigned to a CM to see what assistance can be provided, but the vehicle would need to either have been diagnosed in the last 14 days, have an appointment scheduled to be inspected, or is currently down at the dealership. The last documented visit to the dlr was back in early August. Without something recent on file they don't know a more in depth description on what or how this could have happened in the vehicle. Advised I am able to give dlr a call to have the appointmetn set so case can be reassigned. Contacted SOUTH COUNTY OF MARIN CHRYSLER DODGE JEEP RAM 415-886-4929 to see when vehicle could be brought in but they stated they are in the process of changing ownership so they are closed for the time being until it's finalized. She said she would just go back to the original dlr then and see if we can get SA Julie on the line. Made a call to Autoworld (707) 762-2712. They stated they were down to 2 advisors for the day (Julie and another) to split scheduling and servicing customers in service. I was able to leave her a VM to provide us with a time to have appointment set. I will also try to give her a call back in about 30 minutes or so as the receptionist stated Original owner, low mileage ***If SA call back advise that customer can most likely do any time mon-wed next week or even the earliest tomorrow in the morning for her appointment
11/20/2019	****NOT AN SI CASE. Guided assist came on how vehicle concern was coded**** Reached back out to dlr to speak with SA Julie but she kept saying we need to authorize the services. Let her know we have no way to authorize services or even assist in any way without the diagnosis being done. Any authorization would go through your SM. She said she was having me connected to the SM but I was sent to the directory. Each time I would reach out to service I would just be left on hold Reached out to leadership and I was advised to have escalated in regards to this dealer giving push back when all we want is a diagnosis. They aren't being clear on what the issue is with this repair. Tried to make another call out to customer to advise that case has been sent up for assistance we will need to allow them 1 business day to be in contact with more information. Line was busy each time I called
11/21/2019	OB to Customer: No answer, Line ringed busy. (Attempt 1)
11/21/2019	Customer is calling in to speak with CM. Agent contacted the CM, who stated that she will take over the case. Agent then warm transferred customer over to speak with CM.
11/21/2019	IB from Customer: Customer called to inform that she would like an update. Writer advised that it seems vehicle doesn't have an appointment. Writer advised customer to set up an appointment for us to take a look towards goodwill assistance. Writer informed customer that diagnosis is not something we cover as a heads up and DLR is willing to waive the fee that is great. Customer understood. Customer to send me her appointment date via email. Thanked, and branded.
11/26/2019	OB to Customer: No answer, Line ringed busy. (Attempt 2)
12/03/2019	OB to Customer: Line ringed busy again until it disconnected. No email in the system. (Attempt 3)
12/05/2019	OB to Customer: No answer, Line kept ringing busy for the 3rd time now until it disconnected. Writer closing out case. (Attempt 4)

Email(s)

Date	11/21/2019	***Subject***	[redacted]	
From	uscustomercare@fcagroup.com	***To***		11/21/2019 22:14 PM

Hello,

Please reply back with the appointment date.

Thank You,
Dorothy
Fiat Chrysler Specialist

[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/21/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/21/2019	**Origin**	Telephone	**Reason**	
Mileage	60,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	60719	Austin Chrysler Dodge Jeep Ram		**Dealer Phone**	5074338877
Dealer Address	2905 WEST OAKLAND AVENUE				
	AUSTIN		MN	55912 1244	USA
Dealer Zone	Denver	**Sales District**		**Service District**	Q
Subject	Reimbursement request				
Synopsis					
Customer Anomaly					
Contact Reason	C83	Request For Goodwill Reimbursement	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Product - Reimbursement request - Compensation/Goodwill				

Case Status History

Create Date	Status
11/21/2019 09:53 PM	Open
11/21/2019 10:04 PM	Suspended
11/21/2019 10:05 PM	Closed

Initial Description

Customer seeking reimbursement for issue he had with driver and passenger door not locking and paid out of pocket. Customer seeking GW for repair.

Case Comments

Date	Comment
11/21/2019	Advised customer to send invoice and proof of payment. Customer will email.

Email(s)

Date	11/21/2019	**Subject**	[redacted]
From	chryslercustomercare@fcagroup.com	**To**	[redacted] 1/2019 22:00 PM

Hello [redacted]

This is Asmir with Chrysler customer care. Please reply to this email with an attachment of your repair invoice and proof of payment to be reviewed for reimbursement consideration. If you have any questions please contact us at 1-800-992-1997 and refer to case number: [redacted]

Sincerely,
Asmir
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/22/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/26/2019	**Origin**	Telephone	**Reason**	
Mileage	39,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	60435	PUTNAM CHRYSLER JEEP DODGE		**Dealer Phone**	6503474800
Dealer Address	3 CALIFORNIA DR				
	BURLINGAME		CA	94010 4410	USA
Dealer Zone	California	**Sales District**		**Service District**	F
Subject	Lift Gate				
Synopsis	SA was sent DM notes				
Customer Anomaly					
Contact Reason	C183	Vehicle Warranty Plan Coverage	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Warranty - Warranty - Coverage Information				

Case Status History

Create Date	Status
11/22/2019 12:24 AM	Open
11/26/2019 11:28 PM	Closed

Initial Description

Customer called needing assistance in getting lift gate repaired

Case Comments

Date	Comment
11/22/2019	Customer's husband already has an appointment for the 26th due to liftgate. Customer presses the button on door and the button on keyfob, it makes the beeping sound but the door just won't open. Customer's husband is needing assistance when it comes to covering repairs. They are the original owners of vehicle. Call back number for [redacted]
11/25/2019	CM contacted the dealership. CM spoke with SA Karina & confirmed the appointment. CM made OBC to customer. Customer was advised that CM will follow up with dealership after the diagnosis has been completed. Customer thanked agent for follow up call and will wait to get an update after vehicle has been diagnosed
11/26/2019	Customer call to speak with cm regarding open case. Agent advised customer that cm was not available at the time. Will let cm know for a follow up.
11/26/2019	***OBC to DLR*** CM contacted DLR and spoke to SA David & collected warranty pricing for tailgate repairs. CM advised will submit DM note and email a snip to email provided: dizenman@platinumauto.com Parts $282.80 Labor $38.44 Total: $321.23
11/26/2019	***OBC to customer*** Customer was advised of the GW decision. Customer thanked agent and was advised case will be closed as vehicle is operating correctly. Customer was advised case will be documented if any inconvenience occurs customer can call back. Customer thanked CM and disconnected after collecting MVP phone number.

Email(s)

Date	11/26/2019	**Subject**	Lift Gate [redacted]		
From	uscustomercare@fcagroup.com	**To**	dizenman@platinumauto.com	**Sent Date/Time**	11/26/2019 23:22 PM

Dear David,
Attached below is a copy of the DM note that has been submitted.
If there is any inconvenience please reach me at 844-888-0601

Regards,
Yessenia
FCA Case Specialist
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/25/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/25/2019	**Origin**	Chat	**Reason**	
Mileage	0 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
Dealer	60502	HENDRICK CHRYSLER DODGE JEEP RAM		**Dealer Phone**	2058235220
Dealer Address	1624 MONTGOMERY HWY				
	HOOVER		AL	35216 4918	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	T
Subject	Customer Assistance				
Synopsis					
Customer Anomaly					
Contact Reason	C46	Customer Complaint No Return Call From Dealer	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Network - Treatment in workshop - Lead not managed (no call back)				

Case Status History

Create Date	Status
11/25/2019 07:38 PM	New
11/25/2019 09:10 PM	Open
11/25/2019 09:11 PM	Closed

Initial Description

Chat Started: Monday, November 25, 2019, 14:38:02 (-0500) Chat Origin: NAFTA Dodge Brand Chat Agent Brandi (8s) Brandi: Hi, my name is Brandi with Dodge Customer Care. How may I help you? (1m 23s) Visitor: I am problems with a used car purchase from Hendrick Dodge Birmingham, Al (2m 34s) Brandi: I am sorry to hear that [redacted] What is the issue exactly? (6m 56s) Visitor: The car when purchased only had 14, 209 miles on it. The front seat was worn TERRIBLY. This was noticed on the night I purchased it but the next day I showed it to the salesman. He promised to have the seat cover replaced. This was in April. I have been trying to this done since that date. This is a long story but it is now 7 months later and after they have had my car since Oct 2 the replacement is only half finished and I am being lied to now. (9m 44s) Brandi: Oh my! i am sorry to hear that [redacted] certainly understand why you are chatting in! The vehicle is currently at the dealer having the work for the seat cover done? (16m 32s) Visitor: It is there to get a rattle or bump bump or however it should be described repaired that was discovered once I brought the vehicle home, to get the passenger back sliding door repaired to locked and get the seat cover replaced. Yes it is still there. Now let me add that they have furnished me with a rental van while they have had my car. BUT here is the problem. I have been told by the Shawn Yan the used car manager that this work is being done thru customer retention department. That these items were not under any type of warranty the factory or extended that I purchased. They want me to come pick my car. I am afraid that the rattle may not be repaired and I know that the seat cover has only been half repaired. The bottom / seat part has been repaired but not the back of the seat. (21m 36s) Visitor: I have requested to have the back seat cover given to me when I pick up the car so that I KNOW that at least I have that and can get it replaced after the holidays when "Their" "Trim Shop" not at Hendricks, can get to it. I was told by the sales man the company "Trim Shop" 205-822-0522 has the cover. However when I was given the phone number to the Trim Shop to verify that I could get the seat cover I was told by Melissa @ the trim shop that they do not have the seat cover and they have not been requested to order it. The sales man Van Cook was to order and get it to them. (25m 24s) Brandi: Oh my! I certainly understand why this is a frustrating situation!. Did the dealer say why they want you to come pick up the vehicle? (32m 38s) Brandi [redacted] (33m 49s) Visitor: Yes im here (34m 8s) Visitor: Because what the salesman promised on the seat they won't stand behind (34m 57s) Visitor: This is between me and the saleman even though the salesman is an employee of Hendrick (37m 17s) Visitor: The salesman is not being at work it seems more then he is there. Today he has had ANOTHER family emergency even though he promised me the seat cover today. He is not informing the sales manager of all the issues as the the progress goes. (47m 21s) Brandi: I am sorry to hear you are having this concern with the dealer. I can certainly have your complaint filed in our system against the dealer. I would recommend working with the dealership on if they can cover this issue with the seat for you or not. I recommend speaking to the sales manager or service manager. If you get the vehicle back and it is not repaired correctly you can certainly reach back out to us and we can send a case up for technical assistance. (47m 55s) Visitor: Let me ask this. Would the issues I have had, the rattle, the broken lock and the seat cover not be under some type of a warranty since the car had under 15,000 miles on it at the time I purchased it. (50m 25s) Visitor: I have tried to reach the service manager but have not at this time gotten a return call. The used car manager Shawn Yan has stated that this is a promise made by Van Cook the salesman and NOT Hendrick. Therefor he can not get in the middle of it. (57m 22s) Brandi: The seat cover being worn would not be under the manufacture warranty as it is not a defect, it is caused by an outside influence. The rattle and lock issue would come down to the dealers diagnosis if it is a defect or not however the basic warranty has expired so there is no guaranteed coverage, However we can look into coverage if the dealers diagnosis determines they are defects. Have they fully fixed the issues with the lock and the rattle? or have they not diagnosed them yet? (1h 0m 27s) Visitor: The lock has repaired to my knowledge. The salesman brought it to me 4 weeks ago and showed it did lock and unlock. The rattle at that time was suppose to be repaired but the salesman agreed to ride with me and heard the rattle for himself. He then took the car back for further repair. (1h 13m 59s) Brandi: When you get the vehicle back and if there is still an issue with the rattling please contact us back and we can send a case up for technical assistance. As for the issue with the seat i can certainly have your complaint documented but it is something you will have to work with the dealer on. I recommend asking the used car manager to speak to the general manager or area manager, I apologize we do not have their information to provide. You would have to ask the dealer. (1h 16m 16s) Visitor: OK, I don't understand why you don't have this information but I guess it is what it is. When I call and ask for that person I get placed back with the used the used car manager that to date has been no help. (1h 17m 7s) Visitor: I respectfully ask that you move this complaint up the ladder. (1h 19m 1s) Brandi: I apologize [redacted] Complaints are reviewed and handled internally. The dealerships are independently owned and franchised, for this issue with the seat being covered or not you would have to work with the dealership. (1h 28m 58s) Brandi: [redacted] (1h 30m 7s) Brandi: I do apologize however due to no response I will be terminating this chat, please chat back or call us at 1800 992 1997. Thank you for chatting in! I hope you have a good night.

Live Chats

Date	
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Date	
11/25/2019	

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/27/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/23/2019	**Origin**	Telephone	**Reason**	
Mileage	38,476 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	44298	HERTRICH CHRYSLER DODGE JEEP RAM		**Dealer Phone**	4439071500
Dealer Address	1147 E. PULASKI HWY.				
	ELKTON		MD	21921 6307	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	C
Subject	Electrical concern with Driver's Door Actuator				
Synopsis	Door actuator replaced as good will.				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/27/2019 03:27 PM	Open
12/02/2019 09:52 PM	Suspended
12/05/2019 04:15 PM	Open
12/06/2019 02:07 PM	Suspended
12/16/2019 06:00 AM	Open
12/17/2019 04:39 PM	Suspended
12/23/2019 10:16 PM	Open
12/23/2019 10:17 PM	Suspended
12/23/2019 10:49 PM	Open
12/23/2019 10:50 PM	Closed

Initial Description

Refer to Case [redacted]
Customer called and emailed seeking additional goodwill for the same concern with his door. The Door actuator needs replacing.

Case Comments

Date	Comment
11/27/2019	[redacted] Customer called in left V M message concerning this case. Customer advised that the problem is still occurring. The vehicle has now been diagnosed with a failed actuator. Hertrich is saying that the actuator is not covered under warranty. Customer disagrees and would like CM to rectify or clarify.
11/27/2019	***INBOUND CUSTOMER EMAIL TO CASE [redacted] Linda, Good evening. I dropped my van back off at Hertrich today for the second visit due to the malfunctioning door and received word back that it is a failure with the lock actuator. My initial complaint was that the lock would not operate nor would the door open/close with remote or within vehicle. Since the actuator made no noise or response when button was pushed, it was not hard to believe this was not the issue originally. I was under the impression that the actuator was replaced, however Hertrich is stating that it was not and the problem last month was with a connecting rod assembly. Again, my original issue was that the door lock would not respond to commands to unlock and open/close. While it did after initial repair that you kindly covered less deductible, the problem of the "buzzing" actuator showed up a week later on the same door. My hope and request is that you will consider this as part of the initial problem and cover it as well. Please reach back to [redacted] I hope you and your family have a safe and Happy Thanksgiving [redacted] mailto [redacted]
11/27/2019	INBOUND CUSTOMER CONTACT [redacted] Customer called in to speak to previous cm wants goodwill again for another concern. had vehicle repaired previously under goodwill and had another issue with vehicle over a week later. took to dealer and was advised that the new repairs for an actuator are $500. customer does not want to pay for this. explained process confirmed phone number
11/27/2019	BC 35 REVIEW ********** Vehicle: 2016 DODGE GRAND CARAVAN VIN: GR350784 In-Service Date: 7/14/2016 Original Owner: 2ND OWNER (9/5/2018) Mileage: 36,200 Vehicle purchase loyalty: 2 USED Multiple Repairs/ Previous related repairs: No different but the same door. MVP plans: NO S/C Other: 560 WARRANTY b: oow 7/14/2019 oow by time and miles pt: 20 months or 23,852 miles remaining NO RECALLS ON VEHICLE LS: 0000 ****

Date	Comment
11/27/2019	**OUTBOUND DEALER CALL ** HERTRICH 44298 | 443-907-1500 CM called to speak with SM Steve who advised that the customer has a different but kind of the same issues. The last time in the door wouldnt open and the rods were off. This time the actuator is buzzing. The customer is at current mileage 38,476 and if CM would like to offer paying the parts and the customer to pay retail labor. SM Steve will accept DM notes for Actuator $194.48 (warranty pricing for part)
11/27/2019	**OUTBOUND CUSTOMER CALL ** 2016 DODGE GRAND CARAVAN-[redacted] CM spoke to customer who agreed to the offer for CM to pay the parts and customer to pay the labor. Customer will retain the Mopar Parts Warranty on the part. CM gave customer the new Case Number [redacted]
11/27/2019	*** DM NOTES REPAIR ** [redacted] s requesting review of cost assistance for repairs that need to be completed on their 2016 DODGE GRAND CARAVAN SXT Customer has submitted request for goodwill for repairs of the DRIVER'S DOOR ACTUATOR. Writer is suggesting the following as a goodwill gesture based on PREVIOUS CASE [redacted] THE RODS IN THE DRIVER'S DOOR WERE ADJUSTED, NOW THE ACTUATOR IS BUZZING AND NEEDS REPLACING. Customer is seeking cost assistance; no payment has been made at this time. Date of Repair: Vehicle currently at the DLR In-Service Date: 7/14/2016 Original Owner: 2ND OWNER (9/5/2018) Mileage: 38,478 Vehicle purchase loyalty: 2 USED Multiple Repairs/ Previous related repairs: No different CONCERN but the same door. MVP plans: NO S/C Other: 560 WARRANTY b: oow 7/14/2019 oow by time and miles pt: 20 months or 23,852 miles remaining NO RECALLS ON VEHICLE LS: 0000 RO : Authorized Chrysler Dealership: HERTRICH 44298 Dealer Opinion: IT'S DIFFERENT BUT THE SAME DOOR, CUSTOMER IS JUST OOW BY 4 MONTHS AND 2,478 MILES Service Contract/Warranty: NO Parts : $ 194.48 Specialist is seeking cost assistance for partial assistance for repair. Writer requests FCA contribution of $ 194.48 with customer contribution CUSTOMER AGREED TO PAY THE RETAIL LABOR OF $210.00 Total for repair $ 404.48
11/27/2019	Email sent to DLR with copy of DM notes on file.
12/02/2019	*OUTBOUND DEALER CALL ** HERTRICH 44298 | 443-907-1500 CM spoke to SA Mechelle who advised that the customer's parts have arrived, there hasn't been an appointment set yet. DLR is setting appointments two weeks out.
12/02/2019	**OUTBOUND CUSTOMER CALL ** 2016 DODGE GRAND CARAVAN-[redacted] CM called to inquire if Customer has an appointment. CM left VM .
12/05/2019	**OUTBOUND CUSTOMER CALL ** 2016 DODGE GRAND CARAVAN-[redacted] CM called to check with customer to inquire if customer has an appointment set yet. CM will also send an email which may make it easier for customer to advise when an appointment is set. It appears all parts have arrived at the Dealership and all we need is an appointment.
12/06/2019	Email received from Customer . APPOINTMENT SET FOR MONDAY, DEC 16
12/11/2019	APPOINTMENT SET FOR MONDAY, DEC 16
12/16/2019	Email sent to customer confirming door repair is in progress.
12/17/2019	Repairs in progress.
12/17/2019	**OUTBOUND DEALER CALL ** HERTRICH 44298 | 4439071500 CM spoke to SA Mechelle who advised that the customer picked up the vehicle last Friday and came by yesterday. Customer will bring back again on Friday to have the repairs completed
12/23/2019	**OUTBOUND CUSTOMER CALL ** 2016 DODGE GRAND CARAVAN-[redacted] CM left repair satisfaction VM message.

Email(s)

Date	12/05/2019	***Subject***	[redacted] Grand Caravan SXT [[redacted]		
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/05/2019 17:18 PM

Hi [redacted]

I have been informed that your driver's side door actuator parts have arrived. We are just waiting on an appointment to be set for your repairs.

When the Dealership sets an appointment for you, could you just reply to this email string just to keep me in the loop as well and I will follow up for repair satisfaction.

Hope all is going well for you.

Thank You,

Linda
FCA Case Manager
1-866-933-2873 ext. 3020166
[redacted]

Date	12/05/2019	***Subject***	RE: [redacted] 2016 Dodge Grand Caravan SXT [redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	12/05/2019 23:36 PM

Good evening Linda,Appointment for our vehicle is set for Monday December 16th.Will follow up with you once completed [redacted] ent from my Verizon, Samsung Galaxy smartphone
-------- Original message --------From: Dodge Customer Care <dodgecustomercare@fcagroup.com> Date: 12/5/19 12:18 PM (GMT-05:00) To [redacted]
Subject: [redacted] 2016 Dodge Grand Caravan SXT [ref: [redacted]

I have been informed that your driver's side door actuator parts have arrived. We are just waiting on an appointment to be set for your repairs.

When the Dealership sets an appointment for you, could you just reply to this email string just to keep me in the loop as well and I will follow up for repair satisfaction.

Hope all is going well for you.

Thank You,

Linda
FCA Case Manager
[redacted]

Date	12/06/2019	***Subject***	[redacted] dge Grand Caravan SXT [[redacted]		
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/06/2019 14:04 PM

Good Morning [redacted]

Thank you for the information. Looking forward to to doors on your Dodge Grand Caravan being repaired.

Thank You,

Linda
FCA Case Manager
1-866-932-3873 ext. 3020166

---------- Original Message ----------
From [redacted]
Sent: 12/5/2019 6:36 PM
To: dodgecustomercare@fcagroup.com
Subject: RE[redacted]2016 Dodge Grand Caravan SXT [redacted]

Good evening Linda,Appointment for our vehicle is set for Monday December 16th.Will follow up with you once completed[redacted]Sent from my Verizon, Samsung Galaxy smartphone
-------- Original message --------From: Dodge Customer Care <dodgecustomercare@fcagroup.com> Date: 12/5/19 12:18 PM (GMT-05:00) To: [redacted]
Subject: [redacted]2016 Dodge Grand Caravan SXT [redacted]

I have been informed that your driver's side door actuator parts have arrived. We are just waiting on an appointment to be set for your repairs.

When the Dealership sets an appointment for you, could you just reply to this email string just to keep me in the loop as well and I will follow up for repair satisfaction.

Hope all is going well for you.

Thank You,

Linda
FCA Case Manager
[redacted]

Date	12/16/2019	***Subject***	[redacted]dge Grand Caravan SXT [redacted]		
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/16/2019 15:22 PM

Good Morning,
Today is your appointment. I will look forward to your confirmation when your Dodge Doors are repaired.

Thank You,

Linda
FCA Case Manager
1-866-932-3873 ext. 3020166

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 12/6/2019 9:04 AM
To[redacted]
Su[redacted] Dodge Grand Caravan SXT [redacted]

Good Morning [redacted]

Thank you for the information. Looking forward to to doors on your Dodge Grand Caravan being repaired.

Thank You,

Linda
FCA Case Manager
1-866-932-3873 ext. 3020166

---------- Original Message ----------
From[redacted]
Sent: 12/5/2019 6:36 PM
To: dodgecustomercare@fcagroup.com
Subject: RE:[redacted]016 Dodge Grand Caravan SXT [re[redacted]

Good evening Linda,Appointment for our vehicle is set for Monday December 16th.Will follow up with you once completed[redacted]Sent from my Verizon, Samsung Galaxy smartphone
-------- Original message --------From: Dodge Customer Care <dodgecustomercare@fcagroup.com> Date: 12/5/19 12:18 PM (GMT-05:00) To: [redacted]
Subject[redacted]2016 Dodge Grand Caravan SXT [re[redacted]

I have been informed that your driver's side door actuator parts have arrived. We are just waiting on an appointment to be set for your repairs.

When the Dealership sets an appointment for you, could you just reply to this email string just to keep me in the loop as well and I will follow up for repair satisfaction.

Hope all is going well for you.

Thank You,

Linda
FCA Case Manager
[redacted]

Date	12/23/2019	**Subject**	RE: [redacted] 2016 Dodge Grand Caravan SXT [redacted]		
From	dodgecustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	12/23/2019 22:15 PM

Regarding Case Number [redacted]

Hi [redacted]

I'm contacting you because your Dealer has advised me your vehicle has been repaired and returned to you. I wanted to ensure that everything is resolved and completed to your satisfaction. If everything is to your satisfaction, there is no need for you to call me or to respond to this email. However, I will leave your case open for two business days before closing it. If you do need to contact me, I can be reached at 866-932-3873 ext. 3020166.

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and we hope we were able to resolve your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a Case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best.

Thank You,

Linda
FCA Case Manager
1-866-932-3873 ext. 3020166
[redacted]

Date	12/23/2019	**Subject**	RE: [redacted] 2016 Dodge Grand Caravan SXT [re [redacted]		
From	[redacted]	**To**	dodgecustomercare@fcagroup.com	**Sent Date/Time**	12/23/2019 22:17 PM

Good evening, Everything has been repaired to our satisfaction. Thank you [redacted] Sent from my Verizon, Samsung Galaxy smartphone
-------- Original message --------From: Dodge Customer Care <dodgecustomercare@fcagroup.com> Date: 12/23/19 5:15 PM (GMT-05:00) To: [redacted]
Subject: [redacted] - 2016 Dodge Grand Caravan SXT [redacted]

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/* Font Definitions */
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panose-1:2 15 5 2 2 2 4 3 2 4;
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mso-font-pitch:variable;
mso-font-signature:-520081665 -1073717157 41 0 66047 0;}
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mso-fareast-language:EN-US;}
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mso-default-props:yes;
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mso-ascii-font-family:Calibri;
mso-ascii-theme-font:minor-latin;
mso-fareast-font-family:Calibri;
mso-fareast-theme-font:minor-latin;
mso-hansi-font-family:Calibri;
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mso-fareast-language:EN-US;}
.MsoPapDefault
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margin-bottom:10.0pt;
line-height:115%;}
@page WordSection1
{size:612.0pt 792.0pt;
margin:72.0pt 72.0pt 72.0pt 72.0pt;
mso-header-margin:36.0pt;
mso-footer-margin:36.0pt;
mso-paper-source:0;}
div.WordSection1
{page:WordSection1;}
-->

Regarding Case Numbe[redacted]

Hi [redacted],

I'm contacting you because your Dealer has advised me your vehicle has been repaired and returned to you. I wanted to ensure that everything is resolved and completed to your satisfaction. If everything is to your satisfaction, there is no need for you to call me or to respond to this email. However, I will leave your case open for two business days before closing it. If you do need to contact me, I can be reached at 866-932-3873 ext. 3020166.

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and we hope we were able to resolve your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a Case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.?

It has been a pleasure working with you, all the best.

Thank You,

Linda
FCA Case Manager
1-866-932-3873 ext. 3020166

[redacted]

Date	12/23/2019	***Subject***	RE: [redacted] 2016 Dodge Grand Caravan SXT [[redacted]		
From	dodgecustomercare@fcagroup.com	***To***	tetrajack@comcast.net	***Sent Date/Time***	12/23/2019 22:48 PM

Thank You! Merry Christmas to you and yours.

Best Wishes,

Linda
FCA Case Manager
1-866-932-3873 ext. 3020166

---[redacted]
From[redacted]
Sent: 12/23/2019 5:17 PM
To: dodgecustomercare@fcagroup.com
Subject: RE: [redacted] 2016 Dodge Grand Caravan SXT [[redacted]

Good evening, Everything has been repaired to our satisfaction. Thank you[redacted]ent from my Verizon, Samsung Galaxy smartphone

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/28/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/28/2019	**Origin**	Chat	**Reason**	
Mileage	50,850 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]			**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	44106	KONA AUTO CENTER INC		**Dealer Phone**	8083294408
Dealer Address	76-6353 KUAKINI HIGHWAY				
	KAILUA-KONA		HI	96740 2228	USA
Dealer Zone	California	**Sales District**		**Service District**	L
Subject	Others				
Synopsis	provided customer with requested information				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/28/2019 01:21 AM	New
11/28/2019 02:33 AM	Open
11/28/2019 02:38 AM	Closed

Initial Description

Chat Started: Thursday, November 28, 2019, 01:20:58 (+0000) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Alana (8s) Alana: Hi, my name is Alana with FCA Customer Care, How may I help you? (37s) Visitor: Hi, I have a serious problem with my sliding door. It won't unlock. (1m 8s) Visitor: I tried everything and I cannot manually or automatically unlock the door. I think this is a safety issue. (2m 27s) Visitor: My mechanic has diagnosed the problem and thinks that the door acutator needs to be replaced. So, I'm waiting on parts. Meanwhile the other sliding door stopped locking automatically. I can manually lock and unlock it but it won't automatically lock when I push any of the lock door buttons. (2m 30s) Alana: Hello [redacted] I can look into this for you. While you wait, can you please provide the VIN, approximate mileage on your vehicle, your complete address, Zip, phone number and email to verify we have updated information on file? (2m 48s) Visitor: Can you look it up on my mopar account? (4m 34s) Visitor: 2016 CHRYSLER Town & Country VIN [redacted] mileage about 50850. (4m 56s) Visitor: address [redacted] waikoloa hi [redacted] 5m 2s) Visitor: [redacted] 10m 3s) Alana: still looking into this for you (11m 42s) Visitor: ok (14m 22s) Alana: Do you have an ETA for the part? (14m 37s) Visitor: I think it is arriving next week (23m 30s) Alana: Thank you for waiting what I can do for is I can create a case here and escalate it for technical assistance. What dealership are you currently working with? (24m 2s) Visitor: I am working with a local mechanic since I am out of warranty (25m 10s) Visitor: I just dont understand why this hasn't been flagged as a recall. There seems to be a lot of chatter about this problem on the internet and frankly it is a safety issue for me. When I have to go around the vehicle to open the back door to let my child out of the car it is not safe. (25m 23s) Visitor: Can I lodge a complaint (26m 32s) Visitor: start a campaign, or do I need to write to a government official to get my voice heard. I am at a loss. I purchased this vehicle and it is only a couple of years old, I don't think it should be having this problem. I am very concerned (28m 35s) Visitor: The dealership wanted to charge me a minimum of $180 just to diagnose the problem because it is out of warranty. I think that is ridiculous and again, it seems like a safety issue not being able to unlock a door! Is there anything you can suggest to help me? please. (30m 43s) Alana: I do understand what you are saying, the only option I am able to advise is technical assistance through the dealership. (33m 11s) Visitor: Well, I guess that is better than nothing. I appreciate anything you can do (33m 20s) Alana: What dealership are you currently working with? (33m 27s) Visitor: happy thanksgiving. (34m 1s) Visitor: I am not working with the dealership in Kona Hawaii because they wanted to charge too much to even diagnose the issue. I am working with a local mechanic SAE certified (34m 23s) Alana: Do you happen to know the name of the dealership? (34m 38s) Visitor: The dealership that I am not working with? (35m 2s) Visitor: or the local mechanic that is going to be working on my vehicle? (35m 41s) Alana: The dealership that you are not working with and the mechanic that will be working on your vehicle (36m 50s) Visitor: the dealership is Kona Auto Center (not working with) and the mechanic (Dan Hill) (39m 13s) Alana: Okay thank you [redacted] (39m 24s) Visitor: What can I expect next? (41m 59s) Alana: In order for me to escalate your case for technical assistance you will need to bring your vehicle to Chrysler certified dealership for a diagnosis in which we could potentiality help with costs. (44m 29s) Visitor: Boo hoo, that seems counterintuitive. I have to spend a minimum of $180 to get my problem diagnosed by a dealership so that you could "potentially" help with the cost? Does "help" mean that the cost would be covered or that it would be discounted? (45m 52s) Alana: If I escalate your case a case manager will be in contact with you within 1 businesses day to discuss this situation with you. (46m 44s) Visitor: But, you cannot escalate without me paying the dealer? is that correct? (47m 13s) Visitor: Can I do a "what if" scenario with a case manager before I go to a certified dealer? (55m 55s) Alana: We do appreciate your concern and have documented your feedback, I would advise to keep your receipts if there is ever a recall you will be eligible for reimbursement. (58m 40s) Visitor: okay. I really appreciate your time. As you can tell, I am quite frustrated about this situation. I have not been using my vehicle to transport my child since the door stopped unlocking for fear that she might be trapped in the car and I wouldn't be able to get her out quickly if anything were to happen. it becomes very inconvenient and worrisome. Mahalo for your care. I hope you have a safe and enjoyable holiday weekend. Sincerely [redacted] (59m 22s) Alana: Yes, I do understand your concern with this situation. Have a safe and enjoyable holiday as well. Thank you for contacting Jeep Customer Care. Please chat with us again if you need further assistance. You can also look on our website www.Jeep.com. Have a Great Day!

Live Chats

Date

Date	
11/28/2019	Chat Started: Thursday, November 28, 2019, 01:20:58 (+0000) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Alana (8s) Alana: Hi, my name is Alana with FCA Customer Care, How may I help you? (37s) Visitor: Hi, I have a serious problem with my sliding door. It won't unlock. (1m 8s) Visitor: I tried everything and I cannot manually or automatically unlock the door. I think this is a safety issue. (2m 27s) Visitor: My mechanic has diagnosed the problem and thinks that the door acutator needs to be replaced. So, I'm waiting on parts. Meanwhile the other sliding door stopped locking automatically. I can manually lock and unlock it but it won't automatically lock when I push any of the lock door buttons. (2m 30s) Alana: Hello [redacted] I can look into this for you. While you wait, can you please provide the VIN, approximate mileage on your vehicle, your complete address, Zip, phone number and email to verify we have updated information on file? 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(25m 23s) Visitor: Can I lodge a complaint (26m 32s) Visitor: start a campaign, or do I need to write to a government official to get my voice heard. I am at a loss. I purchased this vehicle and it is only a couple of years old, I don't think it should be having this problem. I am very concerned (28m 35s) Visitor: The dealership wanted to charge me a minimum of $180 just to diagnose the problem because it is out of warranty. I think that is ridiculous and again, it seems like a safety issue not being able to unlock a door! Is there anything you can suggest to help me? please. (30m 43s) Alana: I do understand what you are saying, the only option I am able to advise is technical assistance through the dealership. (33m 11s) Visitor: Well, I guess that is better than nothing. I appreciate anything you can do (33m 20s) Alana: What dealership are you currently working with? (33m 27s) Visitor: happy thanksgiving. 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Date
11/28/2019

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2016	Brand	DODGE
Body	RTKM53	Vehicle	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	12/02/2019	CAIR Type	Regular	Status	Closed
Close Date	12/02/2019	Origin	Telephone	Reason	
Mileage	39,000 Miles	Market	U	Language	English
Contact Email					
Caller Address				Source	Customer
Caller City		Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
					USA
Dealer	64152	LANSDALE CHRYSLER DODGE JEEP RAM		Dealer Phone	2158559540
Dealer Address	722 BETHLEHEM PIKE				
	MONTGOMERYVILLE		PA	18936 9601	USA
Dealer Zone	Mid Atlantic	Sales District		Service District	E
Subject	Sliding Door				
Synopsis	NA				
Customer Anomaly					
Contact Reason	C201	Extended Warranty Coverage	Customer Anomaly		
Reason Code	After Sales - Complaint - Warranty - Extended warranty & others - Coverage				

Case Status History

Create Date	Status
12/02/2019 08:11 PM	Open
12/02/2019 08:20 PM	Closed

Initial Description

Customer would like to know if her sliding door is covered under her warranty.

Case Comments

Date	Comment
12/02/2019	Customer took out a extended warranty on the electrical part on her vehicle. Her electrical left side sling door is stuck in the lock position and will not unlock. Customer stated that she have done some research and Dodge is aware of this issue, but will not issue a recall. Agent reached out to MVP and was given the number 800-677-5782; which in return was given to the customer.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/03/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/09/2019	**Origin**	Telephone	**Reason**	
Mileage	60,600 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
					USA
Dealer	45373	QUIRK CHRYSLER DODGE JEEP OF		**Dealer Phone**	2073381300
Dealer Address	244 MAIN ST				
	BELFAST		ME	04915 6565	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	M
Subject	reimbursement				
Synopsis	follow up email sent on 12/4 but no response; closing case as no documents received				
Customer Anomaly					
Contact Reason	C169	Request For Rental Reimbursement	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Product - Reimbursement request - Repair/Rental				

Case Status History

Create Date	Status
12/03/2019 04:50 PM	Open
12/03/2019 04:56 PM	Suspended
12/03/2019 05:04 PM	Open
12/04/2019 01:50 PM	Suspended
12/04/2019 03:54 PM	Open
12/04/2019 04:01 PM	Suspended
12/09/2019 06:19 PM	Closed

Initial Description

sliderdoor/

Case Comments

Date	Comment
12/03/2019	customer is requesting a reimbursement for sliding door on the backseat of the driver side being lock out closed wont open so customer paid out of pocket to repair, and it seems that it a on going issue with the sliding doors with this make and model and year.
12/04/2019	customer requesting reimbursement for repairs, provided proof of payment and repair order but repair order is incomplete; sent email to send in missing documents and to send in clear copy; suspended until 12/9
12/04/2019	Customer inquired if the documents were received. Customer stated that her friend emailed them. Agent advised that they had not been received but offered to send out a new email to
12/09/2019	Customer inquiring whether we received the documents, Agent confirm documents received
12/09/2019	follow up email sent on 12/4 but no response; closing case as no documents received

Email(s)

Date	12/03/2019	**Subject**	
From	chryslercustomercare@fcagroup.com	**To**	3/2019 16:55 PM

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

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

Thank you

Fiat Chrysler Automobiles Customer Care Specialist

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

Date	12/03/2019	Subject	Re: Case Acknowledgement [ref: [redacted]]		
From	[redacted]	To	chryslercustomercare@fcagroup.com	Sent Date/Time	12/03/2019 17:04 PM

Sent from my Verizon LG Smartphone------ Original message------From: Chrysler Customer Care Date: Tue, Dec 3, 2019 11:55 AMTo: [redacted] c:
Subject:Case Acknowledgement [re[redacted]

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

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

Thank you

Fiat Chrysler Automobiles Customer Care Specialist

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

Date	12/03/2019	Subject	Re: Case Acknowledgement [redacted]		
From	[redacted]	To	chryslercustomercare@fcagroup.com	Sent Date/Time	12/03/2019 17:13 PM

Sent from my Verizon LG Smartphone Original message From: Chrysler Customer Care Date: Tue, Dec 3, 2019 11:55 AMTo: [redacted]
Subject:Case Acknowledgement [re[redacted]

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

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

Thank you

Fiat Chrysler Automobiles Customer Care Specialist

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

Date	12/03/2019	Subject			
Fr[redacted]		To	chryslercustomercare@fcagroup.com	Sent Date/Time	12/03/2019 17:30 PM

re

----- Forwarded Message ----- Fro[redacted] Sent: Tuesday, December 3, 2019, 12:18:59 PM ESTSubject:

Date	12/04/2019	Subject	[redacted]		
From	chryslercustomercare@fcagroup.com	To			4/2019 13:49 PM

Dear [redacted]

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

This is to inform you that we have reviewed your case and as per checking with the document you had sent us, the repair order you had sent to us is missing a few pages. For us to process your request for a reimbursement for repairs you have made to your VIN, please submit a clear copy of the repair order in complete pages as we are missing page 2 of the repair order and also, please re-send page 1 and have the document pictured at a front angle as you have pictured it where we cannot see what is written on the upper part.

Your case number is [redacted]. Please send us the document before the 9th of this month. This case will be closed if the documents are not received by that date.

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

Sincerely,

Joelma
Reimbursement Specialist

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

[redacted]

Date	12/04/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 2019 14:25 PM

Please Reply to this email with the documents

[redacted]

Date	12/04/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 12/04/2019 14:30 PM

Please Reply to this email

[redacted]

Date	12/04/2019	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 12/04/2019 14:38 PM

Fax Information

877-768-5076
Include case number on cover sheet
Attn: Reimbursement Request

Your Case Number is [redacted]
ref:[redacted]

Date	12/04/2019	***Subject***	[redacted]
From	chryslercustomercare@fcagroup.com	***To***	[redacted] 12/04/2019 15:37 PM

Hello[redacted]

Please attach a copy of the full repair invoice and proof of payment and reply with this email for reimbursement review.

Sincerely,
Lois
Customer Care

[redacted]

Date	12/04/2019	***Subject***	Re: Documents [ref[redacted]		
From	[redacted]	***To***	chryslercustomercare@fcagroup.com	***Sent Date/Time***	12/04/2019 15:54 PM

On Wed, Dec 4, 2019, 10:37 AM Chrysler Customer Care <
chryslercustomercare@fcagroup.com> wrote:

>
> Hello[redacted]
>
> Please attach a copy of the full repair invoice and proof of payment and
> reply with this email for reimbursement review.
>
> Sincerely,
> Lois
> Customer Care
>
>
>
>[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/03/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/09/2019	**Origin**	Telephone	**Reason**	
Mileage	44,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	41261	CORTESE CHRYSLER JEEP DODGE INC		**Dealer Phone**	5854243000
Dealer Address	2400 W HENRIETTA RD				
	ROCHESTER		NY	14623 2324	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	S
Subject	Goodwill repair				
Synopsis	vehicle has been repaired and customer is satisfied				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/03/2019 06:28 PM	Open
12/03/2019 06:34 PM	Closed
12/04/2019 09:37 PM	Open
12/05/2019 12:09 AM	Suspended
12/05/2019 12:29 AM	Open
12/05/2019 12:30 AM	Suspended
12/09/2019 02:00 PM	Open
12/09/2019 09:19 PM	Closed

Initial Description

Customer seeking for FCA to pay for the lock actuator in the right rear sliding door estimated cost of $800.00

Case Comments

Date	Comment
12/03/2019	Customer wants to have the repairs covered, dealer adv him that warranty would not cover it Customer has seen on line this is a common issue and wants FCA to cover it Agent asked what dealer the veh went too and customer said none as he only called the dealer the veh has not been in for a diagnostic Agent transf customer to set up an apt at dealer then adv he can call back when the diagnostic is compete
12/04/2019	Customer called to get goodwill on getting vehicle fixed,agent advised to take to dealer for diagnois
12/04/2019	Advisor took over the call. Customer is seeking goodwill for the defective lock actuator in the right rear sliding door. Customer has an appt with the dlr on 12/09/19. Advisor is submitting the case up to CM for review due to the vehicle only being 8,000 miles out of the basic warranty and the customer has consistently taken the vehicle to a Chrysler dlr since the time of purchase. Customer contact number: [redacted]
12/04/2019	********** CASE REVIEWED BY BC 32 ********** ********** In-Service Date: 6/22/2016 Original Owner: NO Mileage: 44000 Vehicle purchase loyalty: 1 USED Multiple Repairs/ Previous related repairs: NA MVP plans: NO Recalls: NO
12/05/2019	*****OUTBOUND CUSTOMER CONTACT****** [redacted] 2016 Dodge CM contacted customer in regards to vehicle concerns and explained to customer that CM would be following up with dealership on December 9 in regards to diagnosis/repair Customer was unavailable however CM left a voicemail for customer
12/09/2019	Vehicle has arrived at dealership Cortese Chrysler Jeep Dodge Inc and attended by dealer employee
12/09/2019	Vehicle has arrived at dealership Cortese Chrysler Jeep Dodge Inc and attended by dealer employee
12/09/2019	*****OUTBOUND DEALERSHIP CONTACT***** SA ROB Cortese Dodge | 5852773230 | 41261 CM contacted Rob in regards to Goodwill, and to return voicemail SA left CM left a voicemail for SA requesting warranty pricing to input DM Notes
12/09/2019	Cx called seeking cm cm unavailable sent chatter
12/09/2019	*****OUTBOUND DEALERSHIP CONTACT***** SA ROB Cortese Dodge | 5852773230 | 41261 CM contacted Rob in regards to Goodwill, and to return voicemail SA left DM notes have been put in and the repair should be completed this afternoon
12/09/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] 2016 Dodge CM contacted customer in regards to repair being covered under GW Repair should be completed this afternoon Customer will contact C M back once vehicle is repaired
12/09/2019	CLOSED LOOP UPDATE - no need for additional follow-up.

Email(s)

Date	12/05/2019	**Subject**	Case[redacted]

From	dodgecustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	12/05/2019 00:07 AM

My name is Brianne and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your case number is [redacted]
The Chrysler Case Management telephone number is: 1-844-827-2006
My direct extension: 3021005
My work hours are: 11:30am - 8:00pm Eastern Standard Time Monday-Friday.

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

Brianne | FCA Case Manager
1-844-827-2006 | ext. 3021005
[redacted]

Date	12/09/2019	Subject	Re: Case [redacted]		
From	[redacted]	To	dodgecustomercare@fcagroup.com	Sent Date/Time	12/09/2019 15:09 PM

Brianne,
Good morning. Dropped off the van at 8am. Waiting to hear from dealer.
[redacted]

Sent from my iPhone

> On Dec 4, 2019, at 7:07 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> My name is Brianne and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
> Your case number is [redacted]
> The Chrysler Case Management telephone number is: 1-844-827-2006
> My direct extension: 3021005
> My work hours are: 11:30am - 8:00pm Eastern Standard Time Monday-Friday.
>
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>
>
> Brianne | FCA Case Manager
> 1-844-827-2006 | ext. 3021005
[redacted]

Date	12/09/2019	Subject	Re: Cas [redacted]		
From	[redacted]	To	dodgecustomercare@fcagroup.com	Sent Date/Time	12/09/2019 16:09 PM

Dealer is waiting for u you our reply

Sent from my iPhone

> On Dec 4, 2019, at 7:07 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> My name is Brianne and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
> Your case number is [redacted]
> The Chrysler Case Management telephone number is: 1-844-827-2006
> My direct extension: 3021005
> My work hours are: 11:30am - 8:00pm Eastern Standard Time Monday-Friday.
>
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>
>
> Brianne | FCA Case Manager
> 1-844-827-2006 | ext. 3021005
[redacted]

Date	12/09/2019	Subject	Re: Case [redacted]		
From	[redacted]	To	dodgecustomercare@fcagroup.com	Sent Date/Time	12/09/2019 20:25 PM

Brianne,
Just picked up the van. Thank you for all your help and support in the matter.
Have an awesome time in Cancun. Stay away from Senor Frogs
[redacted]

Sent from my iPhone

> On Dec 4, 2019, at 7:07 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> My name is Brianne and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
> Your case number is [redacted]
> The Chrysler Case Management telephone number is: 1-844-827-2006
> My direct extension: 3021005
> My work hours are: 11:30am - 8:00pm Eastern Standard Time Monday-Friday.
>
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>
>
> Brianne | FCA Case Manager
> 1-844-827-2006 | ext. 3021005
> [redacted]

Date	12/09/2019	***Subject***	[redacted]
From	dodgecustomercare@fcagroup.com	***To***	[redacted] 12/09/2019 21:18 PM

Good Afternoon,

Thank you very much for following up with me in regards to the repair. And thanks for the well wishes for my vacation

Thank you,

Brianne | FCA Case Manager
1-844-827-2006 | ext. 3021005
ref:_00Dj01qsDF._5003ZzC3lw:ref

Date	12/09/2019	***Subject***	[redacted]
From	dodgecustomercare@fcagroup.com	***To***	[redacted] 12/09/2019 21:18 PM

Hello [redacted]

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is [redacted]

The FCA Case Management Telephone Number is: 1-844-827-2006

My Direct Extension is: 3021005

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best

Brianne | FCA Case Manager
1-844-827-2006 | ext. 3021005
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/03/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/04/2019	**Origin**	Brand Site	**Reason**	recall
Mileage	91,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**t Phone**	[redacted]		
Caller Address	[redacted]			**Source**	Customer
Caller City	Fresno	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
					USA
Dealer	65940	FRESNO CHRYSLER DODGE JEEP RAM FIA		**Dealer Phone**	5594314000
Dealer Address	6162 N BLACKSTONE AVE				
	FRESNO		CA	93710 5010	USA
Dealer Zone	California	**Sales District**		**Service District**	J
Subject	Door Locks Buzzing loud				
Synopsis					
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/03/2019 06:44 PM	New
12/04/2019 03:43 PM	Open
12/04/2019 04:02 PM	Closed

Initial Description

both rear sliding doors are buzzing very loudly whenever I lock and unlock my doors. Is there a recall for this issue? \n\nThank you

Email(s)

Date	12/03/2019	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	12/03/2019 18:44 PM

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

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

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

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

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

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit [redacted]

Date	12/04/2019	**Subject**	RE: Rear sliding doors [[redacted]		
From	chryslercustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	12/04/2019 16:00 PM

Hello [redacted];

Thank you for contacting Chrysler Customer Care.

We are disappointed to learn that you are having a concern with the rear sliding doors on your 2016 Chrysler Town & Country. We have reviewed your vehicle information and there are currently no recalls applied to your vehicle that would address the issue you are having.

We do recommend that you have the concern diagnosed and repaired by your local Chrysler dealership. Unfortunately the basic warranty on your vehicle has expired so the concern would not be covered.

For your convenience, I have provided contact information for 2 dealerships in your area below and I am happy to help you schedule an appointment if you like.

Fresno Chrysler Dodge Jeep Ram
6162 N Blackstone Ave, Fresno, CA 93710
Phone#: 559-431-4000

Clovis Chrysler Dodge Jeep Ram
395 W Herndon Ave, Clovis, CA 93612
Phone#: 559-326-1600

Please do not hesitate to contact us if you need any further assistance by calling us at 1-800-247-9753.

Thank you again for your email.

Best wishes,

Mary-Lyn
Chrysler Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/3/2019 1:44 PM
To [redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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

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

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

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference [redacted].

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit

[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/03/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/18/2019	**Origin**	Telephone	**Reason**	
Mileage	36,309 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	26823	LINDSAY CHRYSLER DODGE JEEP RAM		**Dealer Phone**	7033685300
Dealer Address	8100 CENTREVILLE RD.				
	MANASSAS		VA	20111 2220	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	P
Subject	Door will not open				
Synopsis	CM unable to close case.				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/03/2019 09:35 PM	Open
12/18/2019 09:13 PM	Closed

Initial Description

Customer sated that one of the sliding doors will lock and will not open.

Case Comments

Date	Comment
12/03/2019	Customer called in and stated that her drivers side sliding door will lock. And, it will not open. Customer stated that she took the vehicle to the dealership. And, wanted to know if she qualifies for goodwill or has warranty. Told the customer that they are OOW, they do not have a service contract, and they do not qualify for goodwill. Customer understood. But, wanted the case to be sent up to see if she can receive goodwill. Told the customer yes, but there was no guarantee. Customer understood. Callback number: [redacted]
12/04/2019	**********BC 35 REVIEW********** In-Service Date: 11/16/2015 Original Owner: No - 2nd (12/28/2016) Mileage: 36,309 Vehicle purchase Loyalty: 2 used Multiple Repairs/ Previous related repairs: No MVP plans: 0 Basic expires: November 16, 2018 Expired (Time) Powertrain expires: November 16, 2020 12 Months or 23,691 Miles LS: 0000 CC: 0000 Open Recalls: 0 **********
12/04/2019	Is the vehicle at your dealership? Yes Has an SA or SM been assigned to the vehicle? SA Fabian Has the vehicle been diagnosed? Yes What is the diagnostic? Passenger door latch is binding What is the mileage? 36309 Is there any codes on the vehicle, if so please advise: Is this warrantable? No Is the customer in a rental/loaner? If so, who is paying, how many days? No Is the concern a result of misuse/abuse/lack of maintenance? No Could the customer have caused/prevented concern? No Is the concern related to the age and/or mileage? No Has the vehicle been properly maintained? Yes Is maintenance completed at the dealership? No Have there been any previous related repairs? No Have there been any previous out-of-pocket repairs? No What is the repair cost at customer price? 1320.67 What is the breakdown for warranty pricing, parts and labor? PARTS- $ LABOR-$ TOTAL- When could repairs be completed? Today Has the customer authorized repairs? YES Do you feel this customer should receive assistance and why? N/A Has this customer been provided assistance previously? NO Would you be willing to provide assistance? N/A
12/04/2019	***** OUTBOUND CUSTOMER CONTACT***** [redacted] Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 3020-170.
12/06/2019	***** OUTBOUND CUSTOMER CONTACT***** [redacted] Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 3020-170.
12/10/2019	***** OUTBOUND CUSTOMER CONTACT***** [redacted] Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 3020-170.
12/11/2019	***** INBOUND CUSTOMER CONTACT***** [redacted] Customer called to speak with CM and agent placed customer on hold and agent went back on the line and advised customer to submit the repair order and the proof of payment.
12/18/2019	REVIEW Customer submits documents for review in the amount of $1,320.67
12/18/2019	Labor: $510.00 Parts: $765.10 Misc. Charges: $58.32 Less Insurance: $60.00 Sales Tax: $47.25
12/18/2019	REVIEW Writer reviewed with TL. CAC to offer to reimburse all but a $500 contribution from Customer.
12/18/2019	*****OUTBOUND CUSTOMER CONTACT***** [redacted] Writer contacted Customer to advise of offer. Customer accepts and advises check can be mailed to: Billing Address [redacted] WOODBRIDGE, VA [redacted] USA

Date	Comment
12/18/2019	[redacted]2016 DODGE GRAND CARAVAN R/T | 26823-Lindsay Chrysler Dodge Jeep Ram | Goodwill Assistance. [redacted]s requesting review of cost assistance for repair of the sliding door. Writer is suggesting the following as a goodwill gesture based on dealer input and for customer satisfaction. Customers proof of payment is: Receipts with RO attached [redacted] RO Page 3 In-Service Date: 11/16/2015 Original Owner: No - 2nd (12/28/2016) Mileage: 36,309 Vehicle purchase Loyalty: 2 used Multiple Repairs/ Previous related repairs: No MVP plans: 0 Basic expires: November 16, 2018 Expired (Time) Powertrain expires: November 16, 2020 12 Months or 23,691 Miles LS: 0000 CC: 0000 Authorized Chrysler Dealership: 26823-Lindsay Chrysler Dodge Jeep Ram Dealer Opinion: The dealership is suggesting to have the sliding door latch replaced. BREAK DOWN Labor: $510.00 Parts: $765.10 Misc. Charges: $58.32 Less Insurance: $60.00 Sales Tax: $47.25 Total: $$1,320.67 Co-Pay- $500 Specialist is seeking reimbursement of $820.67 with a customer co-pay of $500 on assistance for repair of the door latch. Total for repair $1320.67 Advised customer request is under review. CM will follow up when completed or within 2 business days. **********. Customer accepts and verifies the check should be mailed to the following name and address: [redacted]WOODBRIDGE, V[redacted]USA
12/18/2019	CHECK SUBMITTED

Email(s)

Date	12/11/2019	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Time***	12/11/2019 20:21 PM

Hi [redacted]

Here is the email we discussed.

Best wishes
Tina FCA Specialist
[redacted]

Date	12/12/2019	***Subject***	Re: [r[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	12/12/2019 14:23 PM

Thank you for your assistance. I am not sure of the best way to do this, but I scanned the documents in as jpgs. I will past them inside this message and attach them as attachments. If you need anything else, please don't hesitate to contact me.

[redacted]Woodbridge, VA [redacted]
In a message dated 12/11/2019 3:21:19 PM Eastern Standard Time, uscustomercare@fcagroup.com writes:

Hi [redacted]

Here is the email we discussed.

Best wishes
Tina FCA Specialist

[redacted]

Date	12/12/2019	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***me***	12/12/2019 19:01 PM

Hello [redacted]

I did just receive your documentation. I will review it and get back to you shortly.

Regards,
Paige | FCA Case Manager
Phone: 1-866-932-3873 ext. 3020170

---------- Original Message ----------
From[redacted]
Sent: [redacted]
To: uscustomercare@fcagroup.com
Subject: Re:[redacted]

Thank you for your assistance. I am not sure of the best way to do this, but I scanned the documents in as jpgs. I will past them inside this message and attach them as attachments. If you need anything else, please don't hesitate to contact me.

[redacted]Woodbridge, VA[redacted]
In a message dated 12/11/2019 3:21:19 PM Eastern Standard Time, uscustomercare@fcagroup.com writes:

Hi [redacted]

Here is the email we discussed.

Best wishes
Tina FCA Specialist

[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2016	Brand	DODGE
Body	RTKH53	Vehicle	DODGE GRAND CARAVAN SE		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	12/05/2019	CAIR Type	Regular	Status	Closed
Close Date	12/05/2019	Origin	Telephone	Reason	
Mileage	26,269 Miles	Market	U	Language	English
Contact Email					
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
					USA
Dealer	60644	Chrysler Dodge Jeep Ram of Seattle		Dealer Phone	2063653530
Dealer Address	13733 AURORA AVE N				
	SEATTLE		WA	98133 6912	USA
Dealer Zone	West	Sales District		Service District	A
Subject	door locking mechanism				
Synopsis					
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/05/2019 06:05 PM	Open
12/05/2019 06:56 PM	Closed

Initial Description

cst states vehicle locking mechanism had to be replaced at 1200

Case Comments

Date	Comment
12/05/2019	cst states he paid out of pocket 1200 for door locking mechanism to be replaced, seeking assistance on having it replaced on the other door original done 3/25/19 cst is able to come in on 12/26 for app. possible assistance/goodwill

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/06/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/14/2019	**Origin**	Brand Site	**Reason**	assistance
Mileage	26,269 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address	[redacted]			**Source**	Customer
Caller City	Seattle	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
					USA
Dealer	60644	Chrysler Dodge Jeep Ram of Seattle		**Dealer Phone**	2063653530
Dealer Address	13733 AURORA AVE N				
	SEATTLE		WA	98133 6912	USA
Dealer Zone	West	**Sales District**		**Service District**	A
Subject	case [redacted]				
Synopsis	close				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/06/2019 02:32 AM	New
12/10/2019 01:12 AM	Open
12/14/2019 07:58 PM	Closed

Initial Description

Purchased 2016 Grand Caravan from a dealership less than one year ago. A week after purchased, sliding door lock actuator failed. I paid $1200 to get it repaired at my local dealership. Now the other slider door has failed. The door is currently locked and inoperable, thus unsafe. This should be a recall issue. Blogs speak of this condition, which appears common to these caravan doors. I've owned many vehicles in my life and it's a given that the door locks function throughout the life of the car. I've made an appointment to have the repair made at my local dealership and called\nDodge Customer Care to discuss this matter. The woman explained that the dealer is aware and upon diagnosis a service advisor will tell me how this will be handled. Mechanically faulty and after already paying for this once, anything short of repair at no cost will leave me disappointed. Please, your understanding and support is greatly appreciated. Thanks!

Case Comments

Date	Comment
12/10/2019	call dealer
12/10/2019	call dealer
12/10/2019	dealers phone number is 888-705-2104
12/13/2019	cannot get through to dealer, offer customer oil changes
12/13/2019	wait and see if customer accepts mvp
12/13/2019	call customer
12/14/2019	Basic warranty expired Mar. 10/19 now OOW and no loyalty, second owner, only vehicle call customer and deny assistance
12/14/2019	called customer, left vm that agent would call back
12/14/2019	Customer called in requesting to speak with previous agent.
12/14/2019	called customer and denied cost assistance as OOW, no loyalty, second owner.

Email(s)

Date	12/06/2019	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	12/06/2019 02:32 AM

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

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

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

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

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

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit [redacted]

Date	12/10/2019	***Subject***	Case Acknowledgement [redacted]		
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/10/2019 01:15 AM

Hello [redacted]

Thank you for contacting the DODGE Customer Assistance Center.

We are concerned to learn of the problem you are experiencing with your door locking mechanism and I would like to assure you that I will do everything I can to assist you. We take a lot of pride in our vehicles and our customer service and I want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.

What I would like to do is contact your dealer tomorrow and find out what is going on with this happening on both doors like this? I will be back in touch with you once I have gathered more information.

You are always welcome to reply back to this email and we will respond back to you as promptly as we can. If you prefer, you can also call us directly with your questions at Dodge Customer Assistance Center by calling 1-800-423-6343.

Sincerely,

Jody
Dodge Customer Assistance Center
[redacted]

Date	12/10/2019	***Subject***	Re: Case Acknowledgement [redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	12/10/2019 02:18 AM

Hello Jody,

Thank you for your attention. FYI Ive attached an informative thread which speaks of my experience and issue.

[redacted]

Your support is greatly appreciated.

[redacted]

Sent from my iPhone

> On Dec 9, 2019, at 5:15 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
>
> Hello [redacted]
>
> Thank you for contacting the DODGE Customer Assistance Center.
> We are concerned to learn of the problem you are experiencing with your door locking mechanism and I would like to assure you that I will do everything I can to assist you. We take a lot of pride in our vehicles and our customer service and I want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.
>
> What I would like to do is contact your dealer tomorrow and find out what is going on with this happening on both doors like this? I will be back in touch with you once I have gathered more information.
>
> You are always welcome to reply back to this email and we will respond back to you as promptly as we can. If you prefer, you can also call us directly with your questions at Dodge Customer Assistance Center by calling 1-800-423-6343.
>
> Sincerely,
>
> Jody
> Dodge Customer Assistance Center
>
>
>
>

[redacted]

Date	12/13/2019	***Subject***	Case Acknowledgement [redacted]		
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/13/2019 17:33 PM

Hello [redacted]

Thank you for your patience while I was trying to contact the dealership.

We have made multiple attempts to contact your dealership with no response. In order to get this resolved, we recommend you working with your dealership.

I would like to offer you from me, 2 years/4 oil changes free of charge to be done at any authorized dealership that you would like to go to. If you accept this from me, it would be put on your vehicle as a Service Contract but would take a couple of days.

Think about it and let me know.

You are always welcome to reply back to this email and we will respond back to you as promptly as we can. If you prefer, you can also call us directly with your questions at Dodge Customer Assistance Center by calling 1-800-423-6343.

Sincerely,

Jody
Dodge Customer Assistance Center

[redacted]

Date	12/13/2019	***Subject***	Re: Case Acknowledgement [redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	12/13/2019 18:49 PM

Jody,

Thank you for your reply. With due respect and as a matter of principle, these slider door locks are faulty and expensive to repair. At 17, 000 miles I paid $1,200 for the passenger side door repair and now at 26,000 Im not feeling good about the same issue on the driver side. My request is for Dodge to recognize, authorize and rectify my issue in a direct manner, whereby an offer of free oil changes fails to satisfy. You may contact my dealership, Chrysler Dodge Jeep Ram of Seattles blue team service department at 206 418-5027. I look forward to a meaningful response. Your assistance and support is greatly appreciated.

[redacted]

Sent from my iPhone

> On Dec 13, 2019, at 9:33 AM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
>
> Hell[redacted]
>
> Thank you for your patience while I was trying to contact the dealership.
>
> We have made multiple attempts to contact your dealership with no response. In order to get this resolved, we recommend you working with your dealership.
>
> I would like to offer you from me, 2 years/4 oil changes free of charge to be done at any authorized dealership that you would like to go to. If you accept this from me, it would be put on your vehicle as a Service Contract but would take a couple of days.
>
> Think about it and let me know.
>
> You are always welcome to reply back to this email and we will respond back to you as promptly as we can. If you prefer, you can also call us directly with your questions at Dodge Customer Assistance Center by calling 1-800-423-6343.
>
> Sincerely,
>
> Jody
> Dodge Customer Assistance Center
>
>
>

[redacted]

Date	12/14/2019	***Subject***	Regarding your Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/14/2019 22:55 PM

Dear [redacted]
Thank you for contacting FCA Customer Care.
Our records indicate that case number [redacted] is closed.
If you require further assistance please contact us and we would be happy to assist.
Thank you and have a great day.
FCA Customer Care

[redacted]

Date	12/14/2019	***Subject***	Re: Case Acknowledgemer[redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	12/14/2019 22:55 PM

After our phone call, in closing and for the record, Dodge Customer Care states concern overs problems, assurance of assistance, pride in their vehicles and customer service and a guarantee of appropriate steps towards resolution. Result: none of that happened. The support documentation provided was not reviewed or considered, my dealership was never contacted and the guaranteed appropriate steps toward resolution was to explain my misfortune. Hoping for better, a claim has been filed with the NHTSA and I suppose when Im done with this vehicle, the next one will be something other than FCA. Disappointing.

Sent from my iPhone

> On Dec 9, 2019, at 5:15 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
>
> Hello [redacted]:
>
> Thank you for contacting the DODGE Customer Assistance Center.
> We are concerned to learn of the problem you are experiencing with your door locking mechanism and I would like to assure you that I will do everything I can to assist you. We take a lot of pride in our vehicles and our customer service and I want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.
>
> What I would like to do is contact your dealer tomorrow and find out what is going on with this happening on both doors like this? I will be back in touch with you once I have gathered more information.
>
> You are always welcome to reply back to this email and we will respond back to you as promptly as we can. If you prefer, you can also call us directly with your questions at Dodge Customer Assistance Center by calling 1-800-423-6343.
>
> Sincerely,
>
> Jody
> Dodge Customer Assistance Center
>
>
>
>
>[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYS53	**Vehicle**	CHRYSLER TOWN & COUNTRY LTD PLATINUM		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/06/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/06/2019	**Origin**	Telephone	**Reason**	
Mileage	26,000 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
					USA
Dealer	26743	RANCHO CHRYSLER JEEP DODGE RAM		**Dealer Phone**	8585607100
Dealer Address	8010 BALBOA AVENUE				
	SAN DIEGO		CA	92111 2417	USA
Dealer Zone	California	**Sales District**		**Service District**	N
Subject	doors locked shut				
Synopsis	Cst out of warranty				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/06/2019 07:59 PM	Open
12/06/2019 08:09 PM	Closed

Initial Description

Cst called to state that door latch sticks on drivers side passenger door and passenger door lock does not always lock

Case Comments

Date	Comment
12/06/2019	Cst called to state that door latch sticks on drivers side passenger door and passenger door lock does not always lock. Cst had vehicle diagnosed at dlr. Customer was told by dealer that the 36,000/3yr warranty has expired on vehicle. Advised customer that she could contact MVP to see if they could help.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/09/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/09/2019	**Origin**	Telephone	**Reason**	
Mileage	50,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	26955	TURNERSVILLE CHRYSLER DODGE JEEP		**Dealer Phone**	8567401100
Dealer Address	3100 ROUTE 42				
	TURNERSVILLE		NJ	08081	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	B
Subject	door issue				
Synopsis	customer called seeking cost assistance for the door issue from 7/22/2019- agent followed previous agent decision				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/09/2019 02:55 PM	Open
12/09/2019 03:02 PM	Closed

Initial Description

door issue- sliding door issue drivers side

Case Comments

Date	Comment
12/09/2019	customer called in July 22/2019 regarding the drivers side door issue, the customer was seeking cost assistance then and was denied. Customer is calling back with the same concern and seeking cost assistance, as per the previous agent decision, agent to confirm the same notation, unable to provide assistance.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/09/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/23/2019	**Origin**	Telephone	**Reason**	
Mileage	33,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address	[redacted]			**Source**	Customer
Caller City	North Tonawanda	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
					USA
Dealer	43666	NORTHTOWN CHRYSLER DODGE JEEP RAM		**Dealer Phone**	7166927000
Dealer Address	2020 NIAGARA FALLS BLVD				
	TONAWANDA		NY	14150 5545	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	L
Subject	vehicle concerns				
Synopsis	Provided reimbursement for repairs				
Customer Anomaly	Drivability				
	No Start				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	103	Vehicle No Start
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/09/2019 03:21 PM	Open
12/23/2019 02:46 PM	Closed

Initial Description

cst called in seeking assistance due to the electronic failure while she was driving .

Case Comments

Date	Comment
12/09/2019	Cst called in seeking assistance due to the electronic failure she expired while she was driving .The vehicle dash lights came on while driving and the vehicle completely shot off . The Technic hasnt been able to pin point the issue due to several codes coming through , cst is mostly upset that the doors wouldn't open while her child was in the back seat . Basic Warranty expired December 22, 2018 cst is within the 2yr or 24,000 miles . 2nd owner Vehicle is Currently @ DLR on file . CSt Number : [redacted]
12/10/2019	********** In-Service Date: 12/22/2015 Original Owner: yes Mileage: 33000 Vehicle purchase loyalty: 5 org Multiple Repairs/ Previous related repairs: no MVP plans: n/a Recalls: n/a Other: Customer is looking help with why the doors would not open while child was in the back seat. **********
12/10/2019	*******OUTBOUND DLR CALL********* CM called and spoke with SA Alex and he advised that SA Jeff is the one working ion this customer and has advised that no one will be looking at the vehicle until Thursday. They did order a fuse for the vehicle but has not been installed.
12/10/2019	*****OUTBOUND CUSTOMER CALL***** [redacted] CM called and spoke with her and advised that they are waiting til Thursday.
12/12/2019	*****OUTBOUND DEALERSHIP CONTACT***** Northtown Chrysler Dodge Jeep Ram FIAT| 43666 | 7166927000 | CM spoke to SA Jeff who advised that the tech did not find anything else other than the fuses and wires were corroded and they have never seen the vehicle before and she has owned it for about 10 months or so. CM advised customer will be called to pay the repairs and submit for reimbursement to CM.
12/12/2019	*****OUTBOUND CUSTOMER CALL***** [redacted] Chrysler CM spoke to customer about a one time gesture to assist with repairs minus a 100$ deductible due to the circumstances. CM advised that the she will have to pay for the bill up front and submit the repair order and receipts for review. CM advised she will be emailed and called again by 12/16.
12/18/2019	*****OUTBOUND CUSTOMER CALL***** [redacted] Chrysler CM attempted to speak to customer about sending in proof of payment and received VM. Left message
12/20/2019	[redacted] 2016 CHRYSLER TOWN & COUNTRY TOURING-L/ Northtown Chrysler Dodge Jeep Ram FIAT-43666 / Goodwill Assistance: [redacted] s requesting review of cost assistance for repair of the the fuses and wires were corroded Writer is suggesting the following as a goodwill gesture based on dealer input and for customer satisfaction. Customers proof of payment is [redacted] - Repair order Date of Repair: 12/03/2018 In-Service Date: 12/22/2015 Original Owner: yes Mileage: 33000 Vehicle purchase loyalty: 5 org Multiple Repairs/ Previous related repairs: no MVP plans: n/a Recalls: n/a Other: Customer is looking help with why the doors would not open while child was in the back seat. Authorized Chrysler Dealership: Northtown Chrysler Dodge Jeep Ram FIAT-43666 Dealer Opinion: Repair fuse and wires The dealership is suggesting to have the fuses and wires were corroded to remedy the current issue. Just outside basic and has low mileage. BREAK DOWN Parts: $8.45 Labor: $405.00 Tax: $36.18 total : $449.63 Total $449.63 Co-Pay- $100.00 Specialist is seeking reimbursement of $349.63 with a customer co-pay of $100.00 on assistance for repair of the . Total for repair $449.63 Advised customer request is under review. CM will follow up when completed or within 2 business days. ********** . Customer accepts and verifies the check should be mailed to the following name and address [redacted] North Tonawanda NY USA [redacted]

Email(s)

Date	12/12/2019	Subject	[redacted]	
From	uscustomercare@fcagroup.com	To	[redacted]	12/12/2019 19:49 PM

Hello [redacted]

You can attach your receipts and repair order to this email for me to review. I will call again Monday for follow up.

Regards

Patricia | FCA Case Manager | North East BC

[redacted]

Date	12/13/2019	Subject	Re: vehicle concerns [redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	12/13/2019 13:24 PM

On Thu, Dec 12, 2019 at 2:49 PM US Customer Care <
uscustomercare@fcagroup.com> wrote:

> Hello [redacted]
>
> You can attach your receipts and repair order to this email for me to
> review. I will call again Monday for follow up.
>
>
> Regards
>
> Patricia | FCA Case Manager | North East BC
>
> Phone: 1-844-827-2006 ext. 3020202 |
[redacted]

Date	12/16/2019	Subject	Re: vehicle concerns [re] [redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	12/16/2019 20:08 PM

[redacted]

The document came in blank. Are you able to take a picture of the receipts and repair order and then attach them to the replied email?

Regards

Patricia | FCA Case Manager | North East BC

Phone: 1-844-827-2006 ext. 3020202 |
[redacted]

Date	12/16/2019	Subject	Re: vehicle concern [redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	12/16/2019 23:28 PM

Yes, I ca[redacted]

On Mon, Dec 16, 2019, 3:08 PM US Customer Care <uscustomercare@fcagroup.com>
wrote:

> [redacted]
>
> The document came in blank. Are you able to take a picture of the receipts
> and repair order and then attach them to the replied email?
>
>
> Regards
>
> Patricia | FCA Case Manager | North East BC
>
> Phone: 1-844-827-2006 ext. 3020202 |
>
>
[redacted]

Date	12/17/2019	Subject	Re: vehicle concerns [redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	12/17/2019 12:34 PM

Please let me know if it didnt come through

On Mon, Dec 16, 2019, 6:27 PM [redacted] wrote:

> Yes, I can.
>
> On Mon, Dec 16, 2019, 3:08 PM US Customer Care <
> uscustomercare@fcagroup.com> wrote:
>
> [redacted]
>> The document came in blank. Are you able to take a picture of the
>> receipts and repair order and then attach them to the replied email?
>>
>>
>> Regards
>>
>> Patricia | FCA Case Manager | North East BC
>>
>> Phone: 1-844-827-2006 ext. 3020202 |
>>
>>
> [redacted]
>

Date	12/17/2019	***Subject***	Re: vehicle concerns [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/17/2019 14:31 PM

[redacted]

I did get the repair order and I can view it. The only thing I do require is the proof of payment. The repair order does not show paid. Once I have that I can proceed for you.

Regards

Patricia | FCA Case Manager | North East BC

Phone: 1-844-827-2006 ext. 3020202 |

[redacted]

Date	12/18/2019	***Subject***	Re: vehicle concern[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	12/18/2019 18:05 PM

Hi this this is the paid reciept. This shows master card used. Also the
same problems are starting all over again this am and car is going back
tomorrow :(

On Tue, Dec 17, 2019, 11:45 AM [redacted] wrote:

>
> On Tue, Dec 17, 2019, 9:31 AM US Customer Care <
> uscustomercare@fcagroup.com> wrote:
>
> [redacted]
>>
>> I did get the repair order and I can view it. The only thing I do require
>> is the proof of payment. The repair order does not show paid. Once I have
>> that I can proceed for you.
>>
>> Regards
>>
>> Patricia | FCA Case Manager | North East BC
>>
>> Phone: 1-844-827-2006 ext. 3020202 |
>>
> [redacted]
>

Date	12/18/2019	***Subject***	Re: vehicle concerns [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	12/18/2019 18:26 PM

On Thu, Dec 12, 2019, 2:49 PM US Customer Care <uscustomercare@fcagroup.com>
wrote:

> Hello [redacted]
>
> You can attach your receipts and repair order to this email for me to
> review. I will call again Monday for follow up.
>
>
> Regards
>
> Patricia | FCA Case Manager | North East BC
>
> Phone: 1-844-827-2006 ext. 3020202 |
> [redacted]

Date	12/20/2019	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]		12/20/2019 17:06 PM

[redacted]

I have all documents and I am sending the check for $349.63 for you and once it is sent for payment I will email you.

Regards

Patricia | FCA Case Manager | North East BC

Phone: 1-844-827-2006 ext. 3020202 |
[redacted]

Date	12/21/2019	***Subject***	Re: vehicle concerns [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	12/21/2019 22:46 PM

Hi there the vehicle has been back in since Wednesday and they are unable
to find the cause problem. So far they have replaced wires and and then
The total intergrated power module and its still lighting up error codes on
the dashboard. Today I was called and told I need to agree to a 3 hour
diagnostic commitment fee for them to further evaluate. Of course I have
to move forward knowing that If I don't I could possibly end up stranded
or worse with my kids. I cant understand how there are so many problems
with only 33,000 miles. At this point im being told that their mechanis
is 'frustrated and working for free'. Clearly there are major problems
that they are unable to resolve.

On Fri, Dec 20, 2019, 12:06 PM US Customer Care <uscustomercare@fcagroup.com>
wrote:

> [redacted]
>
> I have all documents and I am sending the check for $349.63 for you and
> once it is sent for payment I will email you.
>
> Regards
>
> Patricia | FCA Case Manager | North East BC
>
> Phone: 1-844-827-2006 ext. 3020202 |
>
>
> [redacted]

Date	12/23/2019	***Subject***	Re: vehicle concerns [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/23/2019 14:45 PM

Hello [redacted]

Your check has been sent for payment and you should receive it in 7-10 business days but allow up to 30 for it to arrive.

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is [redacted]

The FCA Case Management Telephone Number is: 1-844-827-2006

My Direct Extension is: 3020202

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may open a new case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best

Patricia| FCA Case Manager

Phone: 1-844-827-2006 | Ext. 3020202

[redacted]

Date	12/31/2019	***Subject***	Regarding your Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/31/2019 14:24 PM

Dea[redacted]
Thank you for contacting FCA Customer Care.
Our records indicate that case number [redacted] is closed.
If you require further assistance please contact us and we would be happy to assist.
Thank you and have a great day.
FCA Customer Care

[redacted]

Date	12/31/2019	***Subject***	Re: vehicle concerns [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	12/31/2019 14:24 PM

Hi there I'm wondering if the Service center has communicated with you at all. I have been without my this vehicle now since December 18th. I can't even convey how not only frustrated I am but extremely concerned that this going to be a continuous problem. This vehicle clearly has safety issues. Corroded wires that weren't the problem. Then The Total integrated power module (again not the problem) I understand that I am not the first owner of this vehicle. I bought it used with 20,000 miles- It had all the paperwork supporting that it was maintained. Nowhere in the owners manual does it say before 30,000 miles rip entire vehicle apart and look for troubled wires. This is not a maintenance issue. This is a poorly made vehicle that has huge safety concerns. In no way shape or form should a vehicle lock the doors and lift gate and make passengers unable to get in or out of car manually. The service center that has my vehicle called me on December 21 to tell me they needed a commitment of 3 more hours of diagnostic testing to figure this out---- mind you I was told that after replacing the TIPM that the vehicles "runs" but "all the service lights are flashing on the dashboard again" ----- the same thing that lead to this vehicle to shut down and not allow doors to open. I was given the option of driving it away because it still runs !!! or giving them $500 more dollars to find the actual problem since they now have replaced 2 things. This shouldn't even be thing. There should be no problem this big on a vehicle with 32,000 miles that has now spent 2 weeks this time and a week last time in the shop for the same issue. I stopped calling to find out when I'm getting this vehicle back. There has been no update from the dealership since Thursday in which I was told " we will call you when we we have contacted Chrysler star to assist" I took my vehicle to a certified Chrysler mechanic. I have never owned a Chrysler! I can also I say I have NEVER experienced anything like this! I have left a few emails to you and now 2 phone calls and haven't gotten any kind of response. I don't know if your on vacation.

thank you
[redacted]

On Mon, Dec 23, 2019, 9:45 AM US Customer Care <uscustomercare@fcagroup.com> wrote:

> Hello [redacted]e,
>
> Your check has been sent for payment and you should receive it in 7-10
> business days but allow up to 30 for it to arrive.
>
> I am sending you this email regarding the closure of your Case with FCA
> Case Management. I would like to provide you with my contact information
> should you have any questions or concerns in the future.
>
> Your Case Number is [redacted]
>
> The FCA Case Management Telephone Number is: 1-844-827-2006
>
> My Direct Extension is: 3020202
>
> Thank you for allowing FIAT Chrysler Automobiles Customer Care the
> opportunity to address your concern and as stated in our telephone
> conversation, if your vehicle experiences any further issues and you are
> able to get it diagnosed certainly give us a call back so we may open a new
> case. We wanted to let you know that we attempt to conduct a satisfaction
> survey upon the close of a case; therefore, you could potentially receive
> an email or telephone survey. Wed ask that you take the time to complete
> the survey so well know how were doing and what improvements we can make
> to enhance the customer experience. Thank you for your time and
> participation and for being a FCA customer.
>
> It has been a pleasure working with you, all the best
>
> Patricia| FCA Case Manager
>
> Phone: 1-844-827-2006 | Ext. 3020202
>
>
> [redacted]
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/11/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/11/2019	**Origin**	Telephone	**Reason**	
Mileage	68,229 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]			**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	X7880	EAN HOLDINGS - ONTARIO		**Dealer Phone**	9099373601
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	sliding door				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/11/2019 04:21 PM	Open
12/11/2019 04:30 PM	Closed

Initial Description

customer called in because her driver's side sliding door is no longer locking. She says it may be jammed

Case Comments

Date	Comment
12/11/2019	Advised what we would want to do for the door concern is have the vehicle brought to the nearest Dodge dealer to diagnose. Got GRAND JUNCTION CHY-JEEP-DOD INC 970-245-3100 on the line to have appointment set. Spoke with Brooke and she was able to have appointment set for today

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/13/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/16/2019	**Origin**	Telephone	**Reason**	
Mileage	67,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	68689	HEALEY CHRYSLER DODGE JEEP LLC		**Dealer Phone**	8458311148
Dealer Address	557 ROUTE 52				
	BEACON		NY	12508 1212	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	J
Subject	reimbursement				
Synopsis	no warranties and sc				
Customer Anomaly					
Contact Reason	C87	Warranty Repair Reimbursement	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Warranty - Reimbursement request - Repair carried out and paid by Customer				

Case Status History

Create Date	Status
12/13/2019 06:37 PM	Open
12/13/2019 06:38 PM	Suspended
12/13/2019 07:08 PM	Open
12/16/2019 08:58 PM	Closed

Initial Description

reimbursement

Case Comments

Date	Comment
12/13/2019	Summary of Conversation: Does Caller have these documents: Yes Select the address of the Repair Payer: Owner Mailing address: Street: [redacted] City: WALLKILL State: NY Zip [redacted] Country: USA Mileage at the time of Repair: 0 Date of Repair: December 13, 2019 Repair Facility: servicing dealer Amount of Reimbursement Request: $0 Does the caller currently own the vehicle ? Yes How Caller paid for the repairs ? Credit Card How will Caller submit the docuents ? Email Select the email address of Repair Payer : Owner
12/13/2019	customer called in with on going issues with the vehicle customer had transmission parts replaced was covered under warranty customer also had the throttle light replaced under warranty customer states then the window motor was replaced this is first repair he had to pay 157 parts and labor customer states that the stop land switch for cruise control and customer had to pay for 488.62 for parts labor and rental customer was also charged first day rental 59.45 customer states now the lock is now going out and he will need to be repaired in near future
12/16/2019	Customer submitting request for: reimbursement for warranty repairs. Parts 'switch - front door & switch - stop lamp' which are under basic warranty. Basic warranty already expired due to time and mileage which is at 67,540. Still not able to cover under goodwill +24/24 since it is over the extended miles/time. No service contract as well. Declining request due to reasons stated above. Sent email to customer.

Email(s)

Date	12/13/2019	**Subject**	Documents required for Reimbursement Request [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	12/13/2019 18:37 PM

Case [redacted]

Dear [redacted]
Thank you for your recent inquiry regarding reimbursement consideration for repairs made on your VIN.

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

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

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

Sincerely,
HAROLD
Customer Care, FCA.

Date	12/13/2019	**Subject**	Re: Documents required for Reimbursement Request [redacted]

From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	12/13/2019 19:08 PM

Sent from my iPhone

>> On Dec 13, 2019, at 13:38, US Customer Care <uscustomercare@fcagroup.com> wrote:
>>
>
>
> Case [redacted]
> Dear [redacted]
> Thank you for your recent inquiry regarding reimbursement consideration for repairs made on your VIN.
>
> Please forward your original repair order and proof of payment receipt by replying to this email.
>
> Proof of payment consists of credit card receipt, front and back of cancelled check, repair order stamped "paid in full", credit card/bank statement, or cash register receipt if cash was paid.
>
> We will review the matter when we receive the documents and contact you with the response.
> Sincerely,
>
>
>
> MICHAEL
> Customer Care, FCA
>

Date	12/16/2019	Subject	Denial of Reimbursement Reques[redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	12/16/2019 20:57 PM

Dea[redacted]

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

My Name is Joelma and we appreciate your time and effort in bringing this matter to us. Upon thorough review and consideration, we regret to inform you that your request for a reimbursement has been denied due to the following reason/s:

- The vehicle is outside of its warranties and does not currently have any active Service Contracts

As much as quality service is our concern, please be informed that there are certain guidelines and qualifications that we need to meet in order to grant your request.

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

Sincerely,

Joelma

Reimbursement Specialist

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

Date	12/20/2019	Subject	Regarding your Case[redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	12/20/2019 12:51 PM

Dea[redacted]
Thank you for contacting FCA Customer Care.
Our records indicate that case number [redacted]s closed.
If you require further assistance please contact us and we would be happy to assist.
Thank you and have a great day.
FCA Customer Care

[redacted]

Date	12/20/2019	Subject	Re: Denial of Reimbursement Request [redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	12/20/2019 12:51 PM

Well thanks for taking a quick look at this. Between this van and my wifes first dodge neon engine leaking oil we will never be buying another dodge. But know with our financial situation we are stuck with this van and already have to put another 4 hundred into it for door locks going bad with 60000 miles. This is a joke and i hope they enjoy our money that we are wasting. Merry Christmas.

Sent from my iPhone

> On Dec 16, 2019, at 15:57, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
>
>
> Dear [redacted]
>
>
> Thank you for contacting Dodge Customer Care. We are happy to assist you with regards to your concern. Your satisfaction is important to us!
>
>
> My Name is Joelma and we appreciate your time and effort in bringing this matter to us. Upon thorough review and consideration, we regret to inform you that your request for a reimbursement has been denied due to the following reason/s:
>
>
> - The vehicle is outside of its warranties and does not currently have any active Service Contracts
>
> As much as quality service is our concern, please be informed that there are certain guidelines and qualifications that we need to meet in order to grant your request.
>
> Please don't hesitate to contact us for any other concerns. Thank you for your continued business with Dodge Automobiles.
>
>
>
>
>
> Sincerely,
>
>
>
>
>
> Joelma
>
> Reimbursement Specialist
>
>
>
>
>
> The content of this message is confidential. If you have received it by mistake, please inform us by an email reply and then delete the message. The integrity and security of this email cannot be guaranteed over the Internet. Therefore, the sender will not be held liable for any damages caused by the message. Finally, the opinions disclosed by the sender do not necessarily reflect those of FCA US, therefore FCA US refuses to take any liability for any damages caused by the content of this email.
>
>
>

[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2017	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/16/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/06/2020	**Origin**	Telephone	**Reason**	
Mileage	32,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	27046	Eagle River DCJR, Inc.		**Dealer Phone**	7154794726
Dealer Address	1030 E WALL ST				
	EAGLE RIVER		WI	54521 8717	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	J
Subject	vehicle concern				
Synopsis	Close.				
Customer Anomaly	Steering / Suspension				
	Shock Absorbers				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	87	Shock absorbers issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/16/2019 09:33 PM	Open
02/06/2020 09:24 PM	Closed

Initial Description

customer states he has taken vehicle to dealership 3x to repair shock absorbers and still having problems. shock absorber upgrade

Case Comments

Date	Comment
12/16/2019	customer states he has taken vehicle to dealership 3x to repair shock absorbers and still having problems. shock absorber upgrade needed. Customer has warranty and extended lifetime guarantee warranty. Agent reassigned case to a specialists for further investigations on vehicle
12/18/2019	********** In-Service Date: 7/6/2017 Original Owner: YES Mileage: 32,000 miles New/Used Vehicle Purchase History: 1 NEW Loyalty Score: 524 Case Critical: 15 Multiple Repairs/ Previous related repairs: 07/27/2019 - 26,009 miles - rattling coming from left rear shock area. 11/13/2019 - 30,358 miles - rattling coming from rear of vehicle while driving and squeaking noise from right front area when unlocking doors. Found left rear shock noise, and right front door lock actuator noisy. MVP plans: LIFETIME MAXIMUM CARE Open Recalls: NONE Other: NONE **********
12/18/2019	**********OUTBOUND DEALERSHIP CONTACT********** Eagle River Dcjr Inc. | 27046 | 7154794726 ********** CM contacted dealer to speak with SM Kurt. SM Kurt advised customer is the head technician at his dealership. He finds it funny that the shocks have to keep being replaced and is getting sick of it. He has a rattle in the rear suspension. It is a cut and dry shock noise, right and left were on 3rd or 4th replacements at high 20,000 miles. Kurt advised him to call into us. They mentioned to AM Jason about doing an upgrade to low level shocks, and Kurt believes it would solve his issue. They know of issues with the shocks with these vans. Customer stated he gets paid to replace the shocks, but he is tired of replacing them. It is a highway driven vehicle to and from work. Meticulously taken care of. Kurt advised it is an easy solution, but he doesn't know if Chrysler would be willing to cover it. Customer stated if it doesn't upgrade them, he is going to be responsible for continuing to replace the shocks at every so many miles. Repair would be a vehicle option update, needs lower level shocks and be done with the problem. He gets all maintenance done there at the dealership with himself doing it. If he has an issue, he will continue to work after shop hours and it is under warranty so he gets paid to work on his own vehicle. SM Kurt advised we should cover this for him, but doesn't know if we would be willing to. CM thanked him.
12/18/2019	**********OUTBOUND CUSTOMER CONTACT********** [redacted] ********** Customer preferred contact - phone Email - [redacted] Earliest call time - anytime, usually close to his phone, leave message Latest Call Time - CM contacted customer to discuss the case and introduce herself. Customer stated it would be just like adding a factory accessory like remote start. Customer advised there are other sales codes as a different shock absorber for this body style and be covered under his warranty moving forward. CM advised she is going to reach out to the AM because it is considered modifying the vehicle. Customer disagreed and advised it wouldn't be modifying the vehicle because it is an accessory if switched out. CM advised she will follow up with him after looking into this. customer agreed, and CM is going to email him her information.
12/20/2019	CM sent email to AM for further direction.
12/20/2019	**********OUTBOUND DEALERSHIP CONTACT********** Eagle River Dcjr Inc. | 27046 | 7154794726 ********** CM contacted dealer to speak with SM Kurt. CM asked him if he could email her warranty pricing to replace those shocks to the low level shocks. SM Kurt advised he will give CM a callback with the pricing today. CM thanked him.

Date	Comment
12/20/2019	**********OUTBOUND CUSTOMER CONTACT********** [redacted] | DODGE ********** CM contacted customer to discuss the case. CM advised she reached out to the AM about this decision and he is looking for the pricing on the low level shocks. CM advised she spoke with SM Kurt and he is going to give her a callback with the pricing of the shocks so she can send it to AM Jason to give a different aspect on the decision. CM advised she will follow up as soon as she gets a word back. Customer stated that is great and thanked her.
12/20/2019	**********OUTBOUND DEALERSHIP CONTACT********** Eagle River Dcjr Inc. | 27046 | 7154794726 ********** SA Matt called in to discuss the warranty pricing of the repair needed. Parts: 4670693AG - x2 (rears)- $474.60 per shock = $949.20 Labor: 0.8 hrs rear shocks only = $66.83 TOTAL: $1016.03 CM thanked him for his help.
12/20/2019	CM emailed AM Jason over all the pricing for the shock replacements.
12/23/2019	EMAIL FROM AM: ok lets move forward with the shocks repair
12/23/2019	**********OUTBOUND DEALERSHIP CONTACT********** Eagle River Dcjr Inc. | 27046 | 7154794726 ********** CM contacted SM Kurt to discuss the case. CM advised Jason authorized to move forward with the rear shock replacement. SM Kurt advised that is great, he will get them ordered and let CM know when they are in. Kurt agreed and thanked CM.
12/23/2019	**********OUTBOUND CUSTOMER CONTACT********** [redacted] | DODGE ********** CM contacted customer to discuss the case. CM advised AM Jason authorized to move forward with the rear shock replacement, and she has already let Kurt know to go ahead and order the parts. Customer stated he knows how to rush that process. CM advised she will follow up after the parts are in to see when they are being installed and we will go from there. Customer agreed and thanked CM.
12/26/2019	**********OUTBOUND DEALERSHIP CONTACT********** Eagle River Dcjr Inc. | 27046 | 7154794726 ********** CM contacted dealership to get an ETA on the parts for the shock replacement. CM spoke with Chris in the parts department who advised the shocks will be in today. CM thanked him.
12/26/2019	**********OUTBOUND CUSTOMER CONTACT********** [redacted] | DODGE ********** CM contacted customer to discuss the case. CM advised she heard the shocks will be in today and CM asked him when they are getting installed. Customer stated he doesn't want them installed until the sales code changes on his van so the new shocks will be covered because that is thew whole point. CM advised she understands. Customer stated when he does it for customers, he sometimes has to open a STAR case, so he doesn't know if he has to go through AM Jason or not for this or if he can just open a STAR case for it. CM advised corporate is still on shutdown so she will talk to Kurt and find out then let him know. Customer agreed and thanked CM.
12/26/2019	**********OUTBOUND DEALERSHIP CONTACT********** Eagle River Dcjr Inc. | 27046 | 7154794726 ********** SM Kurt called in to speak with CM about this case. SM Kurt advised he is trying to find out how to insert this new sales code so that moving forward, the new shocks will be covered if something were to happen. Original sales code was SDC and adding SER as the new ones. CM advised she will look into this for him. SM Kurt thanked her.
12/30/2019	**********OUTBOUND DEALERSHIP CONTACT********** Eagle River Dcjr Inc. | 27046 | 7154794726 ********** SM Kurt called in to speak with CM about this case. CM was advised SM Kurt was busy. CM advised she will call back.
12/30/2019	**********OUTBOUND DEALERSHIP CONTACT********** Eagle River Dcjr Inc. | 27046 | 7154794726 ********** SM Kurt called in to speak with CM about this case. SM Kurt was unavailable so CM left a voicemail asking for a callback.
12/30/2019	**********OUTBOUND CUSTOMER CONTACT********** [redacted] | DODGE ********** CM contacted customer to discuss the case. CM asked if they have figured out how to do the sales code switch yet, and advised she left Kurt a message for a callback. Customer stated he hasn't figured it out with Kurt yet. Customer advised he looked through all the dealer's aspect of things, and either AM or STAR would have to change it on his behalf, they cannot change the sales code from dealer's end. CM asked if Kurt reached out to AM and customer stated he thinks he did, they are just waiting on a reply, but know that AM is on shut down still for holidays. CM thanked him, and advised she will touch base later this week. Customer agreed and thanked CM.
01/02/2020	**********OUTBOUND DEALERSHIP CONTACT********** Eagle River Dcjr Inc. | 27046 | 7154794726 ********** CM contacted the dealership to discuss the case with SM Kurt. SA Matt advised SM Kurt is out on a test drive right now, and to call back in about 20 minutes. CM agreed and thanked him. CM called back to speak with SM Kurt. SM Kurt advised he doesn't know if AM is going to get back to him, but he searched dealerCONNECT and it told him to go to dealer updates and it didn't help at all. He is advising that corporate or Jason will have to put in as there is no direction on dealerCONNECT. Kurt is going to send another email to AM Jason and copy CM on it to stay in the loop. CM will follow up next week.
01/02/2020	**********OUTBOUND CUSTOMER CONTACT********** [redacted] | DODGE ********** CM contacted customer to discuss the case. CM advised she spoke with Kurt and was advised he is going to reach back out to AM Jason as he wasn't near his laptop because of the holidays, until today according to his email. CM advised she will follow up next week. Customer stated that is great, and thanked CM.
01/06/2020	**********OUTBOUND DEALERSHIP CONTACT********** Eagle River Dcjr Inc. | 27046 | 7154794726 ********** CM contacted the dealership to discuss the case with SM Kurt. SA Matt advised Kurt is unavailable and he didn't know if they were able to switch the sales code. CM advised she will call back in a bit, Matt advised Kurt would be available then. CM thanked him.
01/06/2020	**********OUTBOUND DEALERSHIP CONTACT********** Eagle River Dcjr Inc. | 27046 | 7154794726 ********** CM contacted the dealership to discuss the case with SM Kurt. SM Kurt was unavailable so CM advised she will callback in the morning. SA Matt advised he will let Kurt know. CM thanked Matt.
01/07/2020	**********OUTBOUND DEALERSHIP CONTACT********** Eagle River Dcjr Inc. | 27046 | 7154794726 ********** CM contacted the dealership to discuss the case with SM Kurt. No one in the service department answered.
01/07/2020	**********OUTBOUND DEALERSHIP CONTACT********** Eagle River Dcjr Inc. | 27046 | 7154794726 ********** CM contacted the dealership to discuss the case with SM Kurt. SM Kurt advised he hasn't really got much out of how to do it from AM. Kurt is wondering if CM can reach out to AM because customer will not take the shock replacement until the sales code can be switched. CM advised she will try to reach out to him herself and let him know if she hears back. SM Kurt thanked CM.
01/07/2020	**********OUTBOUND CUSTOMER CONTACT********** [redacted] | DODGE ********** CM contacted customer to discuss the case. CM stated she spoke with Kurt and was advised he has tried to speak with AM but has not had any luck and asked CM to reach out to him as well. Customer stated he is very dissatisfied with AM right now because as a customer he is very frustrated with how this has played out and the only reason he has been so patient is because as the head tech at the dealer, he knows these things can take time but that this has been going on for like a month now. CM stated she is sorry it is taking a bit longer than expected and that we appreciate his patience with us. CM advised she will reach out to AM and see if she can get any luck with getting the sales code switched over. Customer thanked CM.
01/08/2020	CM sent email to AM about updating the sales code for the rear shock replacement.

Date	Comment
01/10/2020	**********OUTBOUND DEALERSHIP CONTACT********** Eagle River Dcjr Inc. | 27046 | 7154794726 ********** CM contacted the dealership to discuss the case with SM Kurt. SA Matt advised that Kurt is not in today. CM thanked Matt.
01/13/2020	**********OUTBOUND DEALERSHIP CONTACT********** Eagle River Dcjr Inc. | 27046 | 7154794726 ********** CM contacted the dealership to discuss the case with SM Kurt. CM advised SM Kurt she is still waiting to hear back for next steps regarding this case. Kurt advised he will let customer know since he is his head tech. CM thanked him.
01/14/2020	**********OUTBOUND CUSTOMER CONTACT**********[redacted] | DODGE ********** CM contacted customer to discuss the case. CM advised customer we are still waiting to hear back about next steps and apologized it is taking so long. CM advised she will let him know as soon as she has some news. Customer was unavailable so CM left a voicemail advising of this.
01/15/2020	01/15/20-This writer reviewed with AM on this date. AM advised that the customer has had previous concerns with the rear shocks on his vehicle. In an effort satisfy the customer, AM agreed to authorize replacement/installation of upgraded rear shocks in the vehicle. In addition, sales code SER has been added to the vehicle as well to support this upgrade. SER is a stand-alone optional upgrade on an 2017 RTKH53, but for fleet vehicles only. SER will now show when the Dealer runs a VIP on the vehicle. Customer should be apprised that this is a one-time goodwill gesture for the previous concerns that he has had with the vehicle. SER-Load Leveling and Height control, is/was a $290 MSRP stand-alone option at the time of purchase; this customer is being offered this upgrade at no-charge, due to AM involvement and the previous concerns he has had. No further action necessary at this time...mam50
01/15/2020	**********OUTBOUND DEALERSHIP CONTACT********** Eagle River Dcjr Inc. | 27046 | 7154794726 ********** CM contacted the dealership to discuss the case with SM Kurt. CM advised she got an update from CRM Matt on the case advising the sales code has been changed in VIP. SM Kurt advised that is great. CM advised she would like to just double check the number she is entering for the DM Notes but we can do that on our phone call tomorrow morning since the TA is there today for another case, CM advised Kurt she is sure he is tied up today with it. Kurt agreed and thanked CM. CM asked if our customer is currently working with TA right now and Kurt advised yes he is, but he will relay the customer the information since they are together right now. CM thanked him and advised she will give him a call tomorrow morning.
01/16/2020	*****Outbound DLR Contact****** Agent called DLR 27046 at 7154794726 and left SM Kurt a VM and requested a call back to the CM with an update on this vehicle.
01/16/2020	*****Outbound Customer Contact***** Agent called the customer at[redacted] and advised the customer of the recent details of the case. Customer understood and stated that the DLR is still working on the vehicle and he is requesting for us to remove the SDC sales code so that any DLR could use the SER sales code instead if there are any concerns with the shocks going forward. Agent stated that we will update this request for the CM and we will see if this is a possibility and get back to him. Customer understood and thanked the agent.
01/16/2020	*****Outbound DLR Contact***** Agent called DLR 27046 at 7154794726 and spoke to SM Kurt who stated that the actual repair is complete but the customer wants the sales code removed. Kurt stated that the sales code removal request may need to go through the CRM but is unsure if this is possibility as he has never ran across this specific concern before.
01/20/2020	**********OUTBOUND DEALERSHIP CONTACT********** Eagle River Dcjr Inc. | 27046 | 7154794726 ********** CM contacted the dealership to discuss the case with SM Kurt or SA Matt as she received a voicemail from SA Matt asking for a callback. CM spoke with Receptionist ANN who advised SA Matt and SM Kurt were busy and asked if Matt can call CM back. CM advised that would be great and thanked her.
01/20/2020	**********OUTBOUND DEALERSHIP CONTACT********** Eagle River Dcjr Inc. | 27046 | 7154794726 ********** CM received a call from SA Matt asking if the SDC code has been removed yet. CM advised she is getting on it today, as she just came back into office, so she will keep him posted. SA Matt agreed and thanked CM.
01/20/2020	**********OUTBOUND CUSTOMER CONTACT**********[redacted] | DODGE ********** CM contacted customer to discuss the case. CM advised she is trying to get the SDC code changed today, but that head office is off today for holiday, may take a few days to hear back. Customer stated that is great, and he will wait to hear back. CM thanked him.
01/23/2020	**********OUTBOUND DEALERSHIP CONTACT********** Eagle River Dcjr Inc. | 27046 | 7154794726 ********** CM contacted the dealership to discuss the case with SM Kurt. SA Matt advised Kurt will call CM back. CM agreed and thanked him.
01/27/2020	**********OUTBOUND DEALERSHIP CONTACT********** Eagle River Dcjr Inc. | 27046 | 7154794726 ********** CM contacted the dealership to discuss the case with SM Kurt. SA Matt advised he is out in shop trying to fix one of the plow trucks. CM advised she will call back after lunch then.
01/27/2020	**********OUTBOUND DEALERSHIP CONTACT********** Eagle River Dcjr Inc. | 27046 | 7154794726 ********** CM contacted the dealership to discuss the case with SM Kurt. No one picked up.
01/28/2020	**********OUTBOUND DEALERSHIP CONTACT********** Eagle River Dcjr Inc. | 27046 | 7154794726 ********** CM contacted the dealership to discuss the case with SM Kurt. No one answered. CM sent an email to SM Kurt asking for a call.
01/28/2020	**********OUTBOUND DEALERSHIP CONTACT********** Eagle River Dcjr Inc. | 27046 | 7154794726 ********** CM contacted the dealership to discuss the case with SM Kurt. SM Kurt stated he spoke with someone while she was away while they were in shock codes and there is still a code for SDC and that SER was added. CM advised basically, the sales code has been changed, and they were given instruction to go ahead with the repair. She cannot change that. Kurt understood but played a scenario and we checked the service library, it shows up with his VIN but he is going to check if it shows when going to order parts to replace them. CM will follow up later this afternoon. Kurt agreed and thanked CM.
01/28/2020	**********OUTBOUND CUSTOMER CONTACT**********[redacted] | DODGE ********** CM contacted customer to discuss the case. CM advised we are working on double checking with the parts manager that it pulls when they put in his VIN. Customer stated he is worried about what if his wife has the vehicle somewhere and the shock blows out. When they go to order parts on STAR parts, it still shows SDC code as the shock equipped on the vehicle. Customer stated he already checked with his PM that this was the case, it doesn't say on there that the SER code is equipped on the vehicle. Which means to him, the only dealer that will know those shocks were replaced, is Eagle River but if they travel, they could be anywhere. CM advised she understands and she is following up with Kurt later today but she wanted to keep him updated. Customer thanked CM.
01/29/2020	**********OUTBOUND DEALERSHIP CONTACT********** Eagle River Dcjr Inc. | 27046 | 7154794726 ********** CM contacted the dealership to discuss the case with SM Kurt. CM couldn't get through on the dealer phone so she called Kurt's cell phone. SM Kurt advised when he pulls up the vehicle through their STAR parts system, it still is showing the old sales code SDC and not the SER. CM stated she will see what she can do but can't make any promises. Kurt understood.
01/31/2020	**********OUTBOUND DEALERSHIP CONTACT********** Eagle River Dcjr Inc. | 27046 | 7154794726 ********** CM contacted the dealership to discuss the case with SM Kurt. CM advised she tried to move up and try to get it changed in the system completely to the new sales code in case they have to order parts, but she is not able to get it done completely. CM was directed that the first thing dealership would look at is in VIP and it shows up there. SM Kurt advised Dan is not going to take this well and may ask to move up to supervisor and their supervisor and so on. CM advised she doesn't blame him and wishes she could do more to help them out further. SM Kurt advised no, the first thing they look at typically when they need parts ordered is STAR parts and that's the issue that it is not showing up. CM advised she is going to let Dan know but knows he isn't going to be happy. CM advised she will be entering the DM notes today for the repair. SM Kurt agreed and thanked CM.

Date	Comment
01/31/2020	**********OUTBOUND CUSTOMER CONTACT********** [redacted] | DODGE ********** CM contacted customer to discuss the case. CM advised customer we are not able to change the sales code in STAR parts in their ordering system because the repair was completed and typically we would close out the case now. CM advised she did her best, and customer stated CM has been amazing. Customer was not happy with the outcome and requested a supervisor call regarding this case. CM advised it would be a one business day callback, so Monday would be when her supervisor would call. Customer stated that is fine and thanked CM. CM will follow up on Tuesday. Customer agreed and thanked CM.
02/03/2020	First Attempt ****Supervisor Callback [redacted] ** Customer stated that Amanda was amazing through out the entire case, she was polite and professional, kept him up to date all the way. Customer is now concerned that STAR parts will not show the correct part. TL advised that we have reached out to see if anything can be done
02/04/2020	Follow up Supervisor Callback [redacted] **** TI advised that we have reached out and STAR parts is showing the correct shock with the corrected sales code. TL advised will email the screen shot that was sent to her
02/05/2020	**********OUTBOUND DEALERSHIP CONTACT********** Eagle River Dcjr Inc. | 27046 | 7154794726 ********** CM contacted the dealership to discuss the case with SM Kurt. There was no answer at the service department.
02/05/2020	**********OUTBOUND DEALERSHIP CONTACT********** Eagle River Dcjr Inc. | 27046 | 7154794726 ********** CM contacted the dealership to discuss the case with SM Kurt. SM Kurt advised he thinks it is all resolved and he closed customer's R.O. CM advised she will follow up with customer and will probably be closing the case. CM would like to offer him some oil changes for the trouble. SM Kurt agreed and thanked CM.
02/05/2020	**********OUTBOUND CUSTOMER CONTACT********** [redacted] DODGE ********** CM contacted customer to discuss the case. Customer was unavailable so CM left a voicemail asking for a callback.
02/05/2020	**********OUTBOUND CUSTOMER CONTACT********** [redacted] | DODGE ********** CM contacted customer to discuss the case. CM advised customer she would like to offer him a service contract for 3 years - 4 oil changes - 4 tire rotations for the trouble. Customer stated that would be great and thanked CM for all her help. Customer stated he did tell CM's supervisor about how great CM has been with this process. CM advised she will have the contract added and will give him a call once it has been added, then we will go ahead and close out the case. Customer agreed and thanked CM.
02/05/2020	RESEARCH: 3 Years - 4 Oil Changes - 4 Tire Rotations $230 ECPSR34N
02/06/2020	**********OUTBOUND CUSTOMER CONTACT********** [redacted] | DODGE ********** CM contacted customer to discuss the case. CM advised the contract for 3 yrs - 4 oil changes - 4 tire rotations has been added at this time and he can view it on VIP. CM advised she will be closing out the case now, he could get a survey and he can call CM anytime for any issue has has with the vehicle. Customer stated he is looking forward to the survey if he gets one. Customer stated it has been great, and everything is resolved at this time. Customer thanked CM for her hard work very much.
02/06/2020	CLOSED LOOP UPDATE - no additional follow up needed.

Email(s)

Date	12/18/2019	***Subject***	Case [redacted] odge Case Management [redacted]		
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/18/2019 16:50 PM

Good mornin[redacted]

My name is Amanda and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your case number is [redacted]

The Chrysler Case Management telephone number is: 1-844-827-2003

My direct extension: 3020990

My work hours are: 8:00am-4:30pm Eastern Standard Time Monday-Friday.

I will contact you after I look into this for you.

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

Thank you for choosing Dodge,

Amanda,

FCA Case Manager
[redacted]

Date	02/04/2020	***Subject***	[redacted]
From	dodgecustomercare@fcagroup.com	***To***	[redacted] PM

Good Afternoon [redacted]

Please find attached the STAR parts document that shows the correct shocks with the upgraded sales code

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 12/18/2019 11:50 AM
To: dannam001@gmail.com
Subject: Case [redacted]

Good morning [redacted]

My name is Amanda and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your case number is [redacted]

The Chrysler Case Management telephone number is: 1-844-827-2003

My direct extension: 3020990

My work hours are: 8:00am-4:30pm Eastern Standard Time Monday-Friday.

I will contact you after I look into this for you.

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

Thank you for choosing Dodge,

Amanda,

FCA Case Manager
[redacted]

Date	02/06/2020	***Subject***	[redacted]
From	dodgecustomercare@fcagroup.com	***To***	

Good afternoon [redacted]
I just wanted to thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer. PLEASE give me a call directly if you have any other issues at all, I mean it! Or you can shoot me an email directly on my FCA account at amanda.olson@external.fcagroup.com

It has been a pleasure working with you and I wish you all the best in the future.

Amanda | FCA Case Manager

[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/17/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/25/2019	**Origin**	Telephone	**Reason**	
Mileage	67,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City	RANTOUL	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address	[redacted]				
	RANTOUL		IL	[redacted]	USA
Dealer	68447	Shields Chrysler Dodge Jeep RAM		**Dealer Phone**	2178922155
Dealer Address	850 BROADMEADOW RD				
	RANTOUL		IL	61866 2126	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	G
Subject	driver rear sliding will not open				
Synopsis	No Response or no required action from customer				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/17/2019 04:04 PM	Open
12/17/2019 04:42 PM	Closed
12/17/2019 05:42 PM	Open
12/17/2019 05:47 PM	Suspended
12/25/2019 01:01 AM	Closed

Initial Description

customer calling rear sliding door does no open

Case Comments

Date	Comment
12/17/2019	Briefly summarize what the problem is. customer calling issue with driver passenger door has not been at the dealer customer looking for cost help agent inform customer will have get it diagnose and call customer back and we can review for possible assistant Briefly describe what the customer wants. cost assailant for driver door
12/17/2019	Customer called back in as he never received the email to update the ownership. I have emailed [redacted] and he is going to reply back to add him in compass and webcoin as the new owner.

Email(s)

Date	12/17/2019	**Subject**	Ownership update [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	12/17/2019 17:43 PM

[redacted]

Date	12/17/2019	**Subject**	Ownership update [ref [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	12/17/2019 17:44 PM

[redacted]

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	Model Year	2016	Brand	DODGE
Body	RTKX53	Vehicle	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	12/17/2019	CAIR Type	Regular	Status	Closed
Close Date	12/17/2019	Origin	Telephone	Reason	
Mileage	80,646 Miles	Market	U	Language	English
Contact Email		Contact Phone	[redacted]		
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer	[redacted]				
Customer Address					
					USA
Dealer	X7452	AVIS BUDGET CAR RENTAL-FtLauderda		Dealer Phone	9543590475
Dealer Address	6 SYLVAN WAY				
	PARSIPPANY		NJ	07054 3826	USA
Dealer Zone		Sales District		Service District	
Subject	Recall				
Synopsis					
Customer Anomaly					
Contact Reason	C81	Vehicle Open Recalls	Customer Anomaly		
Reason Code	After Sales - Information & Assistance requests - Recall Campaign - Recall Campaign - VIN check & Contents				

Case Status History

Create Date	Status
12/17/2019 09:22 PM	Open
12/17/2019 09:27 PM	Closed

Initial Description

why is there no recall on the sliding door. The sliding door no longer opens.

Case Comments

Date	Comment
12/17/2019	Cx: The left sliding door does not open. Why is there not a recall on it. My son saw online this is a common issue. The dlr said the repair cost is $900-$1100.00 to get it repaired. Agent advised the cx you will have to reach out to the NHTSA to voice your concern. The number is 888-327-4236. After so many people call and voice their concer about the same issue; eventually they will issue a customer satifactory or safety recall for the part of concern.

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	Model Year	2016	Brand	DODGE
Body	RTKX53	Vehicle	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	12/23/2019	CAIR Type	Regular	Status	Closed
Close Date	12/23/2019	Origin	Chat	Reason	
Mileage	35,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
Dealer	X7819	AVIS BUDGET CAR RENTAL-Kailua HI		Dealer Phone	8083273006
Dealer Address	6 SYLVAN WAY				
	PARSIPPANY		NJ	07054 3826	USA
Dealer Zone		Sales District		Service District	
Subject	Recall Information				
Synopsis					
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/23/2019 08:26 PM	Open
12/23/2019 08:31 PM	Open
12/23/2019 08:36 PM	Closed

Initial Description

Chat Started: Monday, December 23, 2019, 15:26:29 (-0500) Chat Origin: NAFTA Dodge Brand Chat Agent Areti (9s) Areti: Hi, my name is Areti with Dodge Customer Care, How may I help you? (1m 35s) Visitor: I am driving a 2016 Dodge Caravan, the left side sliding door was jammed locked closed we have been able to get it opened but have learned that this is a major issue with multiple years of Dodge Caravans and are wondering if there is not a current recall on the mechanism that is causing this, and what Dodge is willing to do to correct this problem it is a major safety problem for my [redacted] children if something were to happen and I cant get them out (3m 3s) Areti: Thank you for taking the time to bring this to our attention here at Dodge, [redacted] 'd like to look into this for you. Can you verify the address, phone number and email address on file? (3m 40s) Visitor [redacted] Forney TX [redacted] 4m 10s) Visitor: [redacted] 6m 34s) Areti: Thank you. I don't see any recalls on fil[redacted] but we can look into possible cost assistance if it's defective. To confirm a defect you would just need to schedule an appointment with your local authorized [redacted] service department. For a list of Dodge service departments in your area you can check out Dodge.com then Find a Dealer. (7m 13s) Visitor: OK thank you (7m 38s) Areti: If you have any other questions or concerns after your diagnosis don't hesitate to chat back or call us here at Dodge at 1-800-423-6343.

Live Chats

Date	
12/23/2019	Chat Started: Monday, December 23, 2019, 15:26:29 (-0500) Chat Origin: NAFTA Dodge Brand Chat Agent Areti (9s) Areti: Hi, my name is Areti with Dodge Customer Care, How may I help you? (1m 35s) Visitor: I am driving a 2016 Dodge Caravan, the left side sliding door was jammed locked closed we have been able to get it opened but have learned that this is a major issue with multiple years of Dodge Caravans and are wondering if there is not a current recall on the mechanism that is causing this, and what Dodge is willing to do to correct this problem it is a major safety problem for my [redacted] children if something were to happen and I cant get them out (3m 3s) Areti: Thank you for taking the time to bring this to our attention here at Dodge, [redacted] I'd like to look into this for you. Can you verify the address, phone number and email address on file? (3m 40s) Visitor [redacted] Forney TX [redacted] (4m 10s) Visitor [redacted] (6m 34s) Areti: Thank you. I don't see any recalls on file, [redacted] but we can look into possible cost assistance if it's defective. To confirm a defect you would just need to schedule an appointment with your local authorized Dodge service department. For a list of Dodge service departments in your area you can check out Dodge.com then Find a Dealer. (7m 13s) Visitor: OK thank you (7m 38s) Areti: If you have any other questions or concerns after your diagnosis don't hesitate to chat back or call us here at Dodge at 1-800-423-6343.
Date	
12/23/2019	

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2016	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	12/24/2019	CAIR Type	Regular	Status	Closed
Close Date	12/24/2019	Origin	Roadside Assistance	Reason	
Mileage	39,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	FCA
Caller City	GILBERT	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
					USA
Dealer				Dealer Phone	
Dealer Address					
Dealer Zone		Sales District		Service District	
Subject	ROADSIDE				
Synopsis	Roadside/Tow completed				
Customer Anomaly	Roadside				
	Battery Died - Jump Start Only				
Contact Reason	C88	Roadside Event	Customer Anomaly	136	Roadside - Battery Jump
Reason Code	After Sales - Information & Assistance requests - Roadside Assistance - No action needed - Closed				

Case Status History

Create Date	Status
12/24/2019 11:21 AM	Closed

Initial Description

Indicator lights came on ETC and MIL car door opened but rear door would not open with key. I did tighten the gas cap as the instruction manual indicated but it still doesn't start

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/30/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/30/2019	**Origin**	Telephone	**Reason**	
Mileage	69,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**			
Caller Address				**Source**	Customer
Caller City	CLAREMORE	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
					USA
Dealer	X7848	EAN HOLDINGS - PHILADELPHIA		**Dealer Phone**	2154923960
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	vehicle concerns				
Synopsis	referred to dealer				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/30/2019 03:38 PM	Open
12/30/2019 03:42 PM	Closed

Initial Description

sliding door doesn't open or close with key or manually

Case Comments

Date	Comment
12/30/2019	Cx Called in regards to power doors not working. even if you do it manually or with keys

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/31/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/28/2020	**Origin**	Telephone	**Reason**	
Mileage	33,000 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
					USA
Dealer	43666	NORTHTOWN CHRYSLER DODGE JEEP RAM		**Dealer Phone**	7166927000
Dealer Address	2020 NIAGARA FALLS BLVD				
	TONAWANDA		NY	14150 5545	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	L
Subject	VEHICLE CONCERN- REPEAT ISSUE, ELECTRICAL				
Synopsis	Vehicle repaired and returned to customer.				
Customer Anomaly	Drivability				
	No Start				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	103	Vehicle No Start
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/31/2019 05:10 PM	Open
01/16/2020 04:03 PM	Suspended
01/22/2020 03:16 PM	Open
01/28/2020 04:16 PM	Closed

Initial Description

customer called in regarding case She says after the repairs were done 3 days later the same issue occurred. She tried reaching back out to her CM but she was informed that the case was closed

Case Comments

Date	Comment
12/31/2019	Customer says vehicle has been at the dealer ship for about 3 weeks with the same concern she brought it in for. She says the biggest thing that scared her was not being able to get the doors unlocked to get her child, or thinking of it not statring when she has all of her children in there. Advised with the issue coming back we are able to have this assigned to a CM for the repeat vehicle concern
01/02/2020	In-Service Date: 12/22/2015 Original Owner: 2nd Owner Mileage: 33,000 Vehicle purchase loyalty: 1 Used Multiple Repairs/ Previous related repairs: RO 948648 (fuse replaced), MVP plans: No Recall: none Other: Repeat issue
01/02/2020	*****OUTBOUND DEALERSHIP CONTACT***** Northtown Chrysler Dodge Jeep Ram FIAT | 43666 | 7166927000 | CM spoke to SA Justin who advised that SA for customer is Alex but was with a customer and to call back a bit later.
01/02/2020	*****OUTBOUND DEALERSHIP CONTACT***** Northtown Chrysler Dodge Jeep Ram FIAT | 43666 | 7166927000 | CM spoke to SA Justin who advised that Alex is still busy and will have him call back to CM for follow up.
01/02/2020	*****OUTBOUND CUSTOMER CONTACT***** 2016 Chrysler CM attempted to speak to customer about repeat issue and received VM. Left message.
01/06/2020	*****OUTBOUND DEALERSHIP CONTACT***** Northtown Chrysler Dodge Jeep Ram FIAT | 43666 | 7166927000 | CM spoke to SA Jeff who advised that they are trying to figure out where the issue lies. Jeff advised that the signal for the bus connection for that system is dropping out and they are not sure why. SA Jeff advised there is a STAR case on it. CM advised that the STAR case was closed due to no response and Jeff advised that the tech was off for the holidays and will re-open it and have CM call back in a couple of days for update.
01/06/2020	*****OUTBOUND CUSTOMER CONTACT***** 2016 Chrysler CM spoke to customer and advised of the update and that she will be called again 1/8 for follow up.
01/08/2020	*****OUTBOUND DEALERSHIP CONTACT***** Northtown Chrysler Dodge Jeep Ram FIAT | 43666 | 7166927000 | CM spoke to SA Alex who advised that he is not assigned to this vehicle and it is Jeff that we need to speak with. SA Jeff who advised that Paul the TA came in and advised that an instrument cluster would be replaced at this time. Jeff advised that they are calling her extended warranty to see if they are going to cover the cluster. CM advised SA to call CM back if the SC is not able to cover and see what we can do for cost assistance.
01/08/2020	CM received VM from SA Jeff that he was able to get the cluster and 1 hr of diagnosis time covered and called customer and left message for her
01/08/2020	*****OUTBOUND DEALERSHIP CONTACT***** Northtown Chrysler Dodge Jeep Ram FIAT | 43666 | 7166927000 | CM spoke to SA Jeff who advised that he will confirm with the tech but he is sure there was 8 hours to find the issue on her vehicle. CM advised if he can get pricing together we can see if DM notes can be added for the diagnosis time.
01/08/2020	*****OUTBOUND CUSTOMER CONTACT***** 2016 Chrysler CM attempted to speak to customer about the update from the DLR and received VM. Left message.
01/10/2020	*****OUTBOUND DEALERSHIP CONTACT***** Northtown Chrysler Dodge Jeep Ram FIAT | 43666 | 7166927000 | CM attempted to speak to SA Jeff and he was not in today.

Date	Comment
01/14/2020	*****OUTBOUND DEALERSHIP CONTACT***** Northtown Chrysler Dodge Jeep Ram FIAT | 43666 | 7166927000 | CM spoke to SA Jeff who advised that the cluster that was covered by her SC has been installed but they also need a wiring harness that may not be covered by the SC. CM advised SA to get warranty pricing together if DM notes are going to be needed. SA advised that the harness is scheduled to come in tomorrow morning and if all goes well she will have the vehicle back by tomorrow.
01/14/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] 2016 Chrysler CM spoke to customer and advised of the update and that she will be called again by 1/16 for follow up and that we are trying to have the vehicle back to her by 1/15. CM advised customer of the two repairs needed and the vehicle will need to be test driven to confirm repairs.
01/16/2020	*****OUTBOUND DEALERSHIP CONTACT***** Northtown Chrysler Dodge Jeep Ram FIAT | 43666 | 7166927000 | CM spoke to SM Jessica who advised that the part came in, and was incorrect and a new one was ordered. Jessica advised that they anticipate eta is Wednesday next week as they want to detail the vehicle and a loaner was not needed for her as she asked the customer. Jessica advised to call back 1/22 and warranty pricing will be reviewed.
01/16/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] 2016 Chrysler CM spoke to customer and advised of update and that the anticipated ETA is for Wednesday. CM advised that they are replacing the harness and the pig tail connector and that she will also be called Wed for follow up.
01/22/2020	*****OUTBOUND DEALERSHIP CONTACT***** Northtown Chrysler Dodge Jeep Ram FIAT | 43666 | 7166927000 | CM spoke to SA Jeff who advised that the vehicle is repaired and ready for pick up. Jeff advised that the vehicle will be detailed and very latest customer will have vehicle back for tomorrow as SM Jessica would like to call her when it is ready.
01/22/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] 2016 Chrysler CM attempted to speak to customer and received VM. Left message
01/24/2020	*****OUTBOUND DEALERSHIP CONTACT***** Northtown Chrysler Dodge Jeep Ram FIAT | 43666 | 7166927000 | CM spoke to SA Brooke who advised that the vehicle was picked up yesterday
01/24/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] 2016 Chrysler CM attempted to speak to customer about repairs and received VM. Left message that final call will be made 1/28.
01/28/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] | 2016 Chrysler CM attempted to speak to customer about repairs and received VM. Left message that case will close.

Email(s)

Date	01/02/2020	***Subject***	VEHICLE CONCERN- REPEAT ISSUE, ELECTRICAL [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/02/2020 17:05 PM

My name is Patricia and I have been assigned as your Case Manager.
Here is some information that will be helpful for you to have:
Your case number is [redacted]
The Chrysler Case Management telephone number is: 1-844-827-2006
My direct extension: 3020202
My work hours are: 9:00-5:30 pm Eastern Standard Time Monday-Friday. I will contact you by telephone again on 1/6 to review your case with you.
Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!

Regards

Patricia | FCA Case Manager | North East BC

Phone: 1-844-827-2006 ext. 3020202 |
[redacted]

Date	01/10/2020	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted]

Hello [redacted]

I called Northtown to get a further update on whether the vehicle was ready but Jeff is not in today. Have you been contacted with any new updates or do you have the vehicle at this time?

Regards

Patricia | FCA Case Manager | North East BC

Phone: 1-844-827-2006 ext. 3020202 |
[redacted]

Date	01/10/2020	***Subject***	Re: VEHICLE CONCERN- REPEAT ISSUE, ELECTRICAL [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	01/10/2020 16:51 PM

Have not been contacted today. Wednesday I was told it will possibly be ready the 18th. So Im guessing I want hear anything until then.

On Fri, Jan 10, 2020, 11:18 AM US Customer Care <uscustomercare@fcagroup.com> wrote:

> Hello [redacted]
>
> I called Northtown to get a further update on whether the vehicle was
> ready but Jeff is not in today. Have you been contacted with any new
> updates or do you have the vehicle at this time?
>
>
> Regards
>
> Patricia | FCA Case Manager | North East BC
>
> Phone: 1-844-827-2006 ext. 3020202 |
>
>
> [redacted]
>

Date	01/10/2020	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted]

[redacted]

I know Alex was in and he may be able to call you today. He was busy when I called. I will still reach out to you no later than Tuesday once I hear back from someone at the dealership or Jeff calls me.

Regards

Patricia | FCA Case Manager | North East BC

Phone: 1-844-827-2006 ext. 3020202 |

[redacted]

Date	01/14/2020	***Subject***	Re: VEHICLE CONCERN- REPEAT ISSUE, ELECTRICAL [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	01/14/2020 13:10 PM

Hi Just wanted to put an update on the timeline for this issue. I have officially been without this vehicle for a total of 33 days today. The last time anyone spoke with me from the dealership was a voicemail left stating that "everything should be wrapped up by the 1/15" In which the message also states that "we should have your concerns addressed by this time" That statement alone invalidates the large picture of the potential for a real safety issue and lack of concern. An issue in which I will address when this is all said and done from a customer service representative that has also made this entire process so much worse.
Timeline
12/7- Car towed into shop- d/t all signals on dashboard alarming, windshield wipers going non stop, radio and lights flashing in vehicle. vehicle showing it was in reverse while it was in fact in drive. Best of all just completely shutting down mid drive and then all doors including rear hatch not opening.
------- found to have corroded wires
12/12-- Late evening car picked up-
12/18--- car back in shop doing the same thing it was brought in for except didn't shut down.
12/19- told its the Total intergrated power module and is being replaced
12/20- told the dashboard is still doing all the things it started with before it shut down last time
12/21 - received a call from Jeff stating that "the mechanic is basically working for free and that they need a commitment of diagnostic testing of at least 3 hours to continue working on the vehicle" I was told if I choose to not commit to that they will put the vehicle back together and its drive-able (I'm super happy that the safety of loved ones is not valued at this time that the statement drive able would even come out of their mouth) Of course I verbally agreed to continue on this process because I am not driving a vehicle knowing the problem is not fixed especially on a thruway with kids. I cant even believe it would have been allowable!
12/26 - have not heard anything so placed a phone call for an update -- I was told they will call me.
1/2-- still have not heard anything from dealership. placed another call--- then told that it will not be looked at again until Monday
1/8---- Received a voicemail from Jeff stating that they found the problem to be an Instrument Cluster and the part is ordered and it will be wrapped up and ready January 15th

I have not heard anything either way at this point. I have completely lost all faith that this vehicle is going to be safe for the kids I drive around in. You have absolutely been wonderful through this process and I appreciate that you have wonderful customer service skills and our conversations do not infuriate me. The past 33 days I have been lucky enough to be loaned a vehicle from father in law-- sadly its a truck and does not have the capacity to even hold my family nor kids. I have zero interest in talking to a so called customer service representative that feels the need to tell me how put out they are and how frustrated their mechanic is. This has been a complete nightmare/inconvenience for my family. Yes 12/22 they did offer me a rental vehicle by that time a car was already taken out and insured so too little to late.

[redacted]

On Fri, Jan 10, 2020 at 11:54 AM US Customer Care <
uscustomercare@fcagroup.com> wrote:

[redacted]
>
> I know Alex was in and he may be able to call you today. He was busy when
> I called. I will still reach out to you no later than Tuesday once I hear
> back from someone at the dealership or Jeff calls me.
>
> Regards
>
> Patricia | FCA Case Manager | North East BC
>
> Phone: 1-844-827-2006 ext. 3020202 |
>
[redacted]

Date	01/14/2020	***Subje***	[redacted]
From	uscustomercare@fcagroup.com	***To***	

[redacted]

I can certainly understand your frustrations and you are on my list to get some answers from the dealership. I did tell Jeff we would take care of the costs for the diagnosis which he was advised of last week as we want to make sure you are being taken care of and the vehicle issues have been addressed. I will reach out once I get an update for you. I have documented your concerns and will do my best to get details worked out for you.

Regards

Patricia | FCA Case Manager | North East BC

Phone: 1-844-827-2006 ext. 3020202 |
[redacted]

Date	01/28/2020	***Subject***	[redacted]
From	[redacted]mercare@fcagroup.com	***To***	[redacted]

Hell[redacted]

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is: [redacted]

The FCA Case Management Telephone Number is: 1-844-827-2006

My Direct Extension is: 3020202

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best

Patricia| FCA Case Manager

Phone: 1-844-827-2006 | Ext. 3020202
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/06/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/06/2020	**Origin**	Telephone	**Reason**	
Mileage	18,176 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**			
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
					USA
Dealer	26730	PALMEN AUTOMOTIVE GROUP OF RACINE,		**Dealer Phone**	2628866800
Dealer Address	8320 WASHINGTON AVE				
	RACINE		WI	53406 3733	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	I
Subject	Recall info				
Synopsis					
Customer Anomaly					
Contact Reason	C109	FCA Contacts Or Dealership	**Customer Anomaly**		
Reason Code	FCA World - Information & Assistance requests - Network - Contacts & various information - Network				

Case Status History

Create Date	Status
01/06/2020 03:27 PM	Open
01/06/2020 03:49 PM	Closed

Initial Description

recall info

Case Comments

Date	Comment
01/06/2020	Cst seeking recall information Agent verified that there is No open recalls BASIC WARRANTY 36 Months or 36,000 Miles June 17, 2019 Expired (Time) Part- lock right hand side sliding door. Part$176 labor $405 Total $591 Including military Service discount Cst is unable to email/reply with proof of documentation. Agent then advised to Send a letter with proof of documentation to FCA US LLC Customer Care PO Box 21-8004 Aubourn Hills. MI, 48321-8004 and/or fax to 877-768-5076

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/06/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/24/2020	**Origin**	Telephone	**Reason**	
Mileage	71,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	67879	WOLFCHASE CHRYSLER DODGE JEEP		**Dealer Phone**	9013733030
Dealer Address	8170 U S HIGHWAY 64				
	BARTLETT		TN	38133 4203	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	Q
Subject	Vehicle Concern				
Synopsis	Customer has completed repairs				
Customer Anomaly	Gears & Transmission				
	Automatic Gearbox				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	45	Automatic Gearbox issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/06/2020 08:19 PM	Open
01/24/2020 10:01 PM	Closed

Initial Description

Cst car needs a transmisson

Case Comments

Date	Comment
01/06/2020	Cst needs a transmission, driver rear door would not open est. cost is $3000-$5000 and the door is est $2000 and cst also stated in the summer time all weather strip on the vehicle falls down. the have only owned this vehicle for a year in a half..purchase in june of 2018 and is seeking assistance.
01/06/2020	Customer is 2nd owner, (not Fleet) sending to regular BC case management handling
01/07/2020	*****TL Review***** TL received email fr[redacted]king to confirm next steps in case file with notes not reflecting which DLR customer took too. Case file with Doc Verification team [redacted]reflects customer resides in TN. TL advised CM to contact customer and confirm if vehicle was taken to TN DLR and send case to correct BC for further review.
01/08/2020	CM performed OBC to customer to confirm vehicle location - Customer states she is in TN, no DLR appointment made. CM advised of nearest DLR, provided DLR information so that customer may set appt. Reassigning to proper specialist.
01/08/2020	OB call to dealer at 9013733030. Spoke to SA David who states he does not see an appointment for this customer.
01/08/2020	OB call to customer at [redacted] Left message for customer to call me back with dealer and appointment information so I can further assist.
01/09/2020	Inbound call from customer stating she dropped her vehicle off at the dealer last night. I explained I will have to get a diagnosis from the dealer before I can discuss the case any further. She understood and said the dealer called her 20 minutes ago and they had still not had a chance to look at it yet. Confirmed email address.
01/09/2020	OB call to dealer at 9013733030. Spoke to Renee who says SA Tim is in charge and he is currently on the phone.
01/09/2020	OB call to dealer at 9013733030. Only one SA on and they are with a customer. On hold for long time.
01/10/2020	OB call to dealer at 9013733030. Left message for SA Tim to call me with diagnosis.
01/13/2020	Tim True Wolfchase Chrysler dlr code 67879 Tim says ," needs solenode pack and range sensors and the pwr train warranty" Agent Advised*** no warranty , no recalls, nothing we can do
01/13/2020	OB call to dealer at 9013733030. Spoke to SA Tim. He states the customer has door seal coming off on passenger sliding door, The lock actuator needs to be replaced on the driver's door, the driver side visor needs to be repaired. The transmission does not look like it has ever been serviced as the fluid and filters are filthy. The transmission does not need to be replaced, it needs a solenoid and range sensor. The dealer does not accept DM Notes for this vehicle as there is no dealer loyalty.
01/13/2020	OB call to customer at [redacted] Spoke to wife and let her know the diagnosis from the dealer. Explained that the dealer won't accept any help from us so she needs to pay them when the repairs are complete and submit documents from the dealer as well as the documents that show the maintenance performed on the vehicle. At this time we cannot offer any cost assistance without the documentation requested. She understood.
01/17/2020	OB call to dealer at 9013733030. Spoke to SA Tim who states he has reached an agreement with the customer and she is happy. He is replacing the transmission solenoid.
01/22/2020	OB call to dealer at 9013733030. Spoke to SD Brian who states the vehicle was completed and was picked up by customer on Monday 1/20/20.
01/23/2020	OB call to customer a[redacted] Left message for follow up after repairs.

Email(s)

Date	01/09/2020	***Subject***	[redacted]
From	chryslercustomercare@fcagroup.com	***To***	[redacted] 01/09/2020 17:24 PM

Hello [redacted]

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

My name is Cindy and I am your advocate to ensure all questions and issues are addressed.

Here is some helpful information:

Your case number is [redacted]

My telephone number is 1-844-378-0573

My direct extension is 4060739.

My work hours are Monday through Friday 11:30am to 8:00pm Eastern Standard Time.

After I review the details of your case and get a diagnosis from the dealer, I will be calling you at your preferred number (425-780-9842).

Please dont hesitate to reach out to me if you have any questions or concerns.

Thank you for your patience and cooperation!

Cindy

[redacted]

Date	01/09/2020	***Subject***	[redacted]
From	chryslercustomercare@fcagroup.com	***To***	[redacted] 01/09/2020 17:24 PM

Hello [redacted]

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

My name is Cindy and I am your advocate to ensure all questions and issues are addressed.

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Your case number is [redacted]

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My direct extension is 4060739.

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After I review the details of your case and get a diagnosis from the dealer, I will be calling you at your preferred number (425-780-9842).

Please don't hesitate to reach out to me if you have any questions or concerns.

Thank you for your patience and cooperation!

Cindy

[redacted]

Date	01/11/2020	***Subject***	[redacted]
From	chryslercustomercare@fcagroup.com	***To***	[redacted] 1/2020 00:12 AM

Hello [redacted]

I am still attempting to get the information I need from the dealer. I should be able to get the remaining information on Monday. I will contact you after I obtain all the information and have completed the remainder of my research to let you know the next steps.

Thank you for your patience.

Cindy
Chrysler Customer Care Case Manager

---------- Original Message ----------
From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
Sent: 1/9/2020 12:24 PM
To: [redacted]
Sub[redacted]

Hell[redacted]

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

My name is Cindy and I am your advocate to ensure all questions and issues are addressed.

Here is some helpful information:

Your case number is [redacted]

My telephone number is 1-844-378-0573

My direct extension is 4060739.

My work hours are Monday through Friday 11:30am to 8:00pm Eastern Standard Time.

After I review the details of your case and get a diagnosis from the dealer, I will be calling you at your preferred number (425-780-9842).

Please don't hesitate to reach out to me if you have any questions or concerns.

Thank you for your patience and cooperation!

Cindy

Chrysler Customer Care Case Manager
[redacted]

Date	01/11/2020	***Subject***	[redacted]
From	chryslercustomercare@fcagroup.com	***To***	[redacted] 1/2020 00:12 AM

Hello [redacted]

I am still attempting to get the information I need from the dealer. I should be able to get the remaining information on Monday. I will contact you after I obtain all the information and have completed the remainder of my research to let you know the next steps.

Thank you for your patience.

Cindy
Chrysler Customer Care Case Manager

---------- Original Message ----------
From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
Sent: 1/9/2020 12:24 PM
To[redacted]
Su[redacted]

He[redacted]

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

My name is Cindy and I am your advocate to ensure all questions and issues are addressed.

Here is some helpful information:

Your case number is [redacted]

My telephone number is 1-844-378-0573

My direct extension is 4060739.

My work hours are Monday through Friday 11:30am to 8:00pm Eastern Standard Time.

After I review the details of your case and get a diagnosis from the dealer, I will be calling you at your preferred number (425-780-9842).

Please don't hesitate to reach out to me if you have any questions or concerns.

Thank you for your patience and cooperation!

Cindy

Chrysler Customer Care Case Manager
[redacted]

Date	01/23/2020	***Subject***	[redacted]
From	chryslercustomercare@fcagroup.com	***To***	[redacted] 01/23/2020 22:54 PM

Hello [redacted]

I have tried to contact you at your preferred number ([redacted] but did not get a response to my voice mail.

How is your vehicle? Can we close this case or do you require further assistance?

I we do not hear from you, I will need to close the case.

Thank you,
Cindy
Chrysler Customer Care Case Manager

---------- Original Message ----------
From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
Sent: 1/10/2020 7:12 PM
To: [redacted]
Sub[redacted]

Hel[redacted]

I am still attempting to get the information I need from the dealer. I should be able to get the remaining information on Monday. I will contact you after I obtain all the information and have completed the remainder of my research to let you know the next steps.

Thank you for your patience.

Cindy
Chrysler Customer Care Case Manager

---------- Original Message ----------
From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
Sent: 1/9/2020 12:24 PM
To: [redacted]
Su[redacted]

He[redacted]

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

My name is Cindy and I am your advocate to ensure all questions and issues are addressed.

Here is some helpful information:

Your case number is [redacted]

My telephone number is 1-844-378-0573

My direct extension is 4060739.

My work hours are Monday through Friday 11:30am to 8:00pm Eastern Standard Time.

After I review the details of your case and get a diagnosis from the dealer, I will be calling you at your preferred number (425-780-9842).

Please don't hesitate to reach out to me if you have any questions or concerns.

Thank you for your patience and cooperation!

Cindy

Chrysler Customer Care Case Manager
[redacted]

Date	01/23/2020	***Subject***	[redacted]	
From	chryslercustomercare@fcagroup.com	***To***		01/23/2020 22:54 PM

Hello [redacted],

I have tried to contact you at your preferred number ([redacted]) but did not get a response to my voice mail.

How is your vehicle? Can we close this case or do you require further assistance?

I we do not hear from you, I will need to close the case.

Thank you,
Cindy
Chrysler Customer Care Case Manager

---------- Original Message ----------
From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
Sent: 1/10/2020 7:12 PM
To: [redacted]
Subject: RE: Vehicle Concern [redacted]

Hello [redacted],

I am still attempting to get the information I need from the dealer. I should be able to get the remaining information on Monday. I will contact you after I obtain all the information and have completed the remainder of my research to let you know the next steps.

Thank you for your patience.

Cindy
Chrysler Customer Care Case Manager

---------- Original Message ----------
From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
Sent: 1/9/2020 12:24 PM
To: [redacted]
Subject: Vehicle Concern [redacted]]

Hello [redacted]

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

My name is Cindy and I am your advocate to ensure all questions and issues are addressed.

Here is some helpful information:

Your case number is [redacted]

My telephone number is 1-844-378-0573

My direct extension is 4060739.

My work hours are Monday through Friday 11:30am to 8:00pm Eastern Standard Time.

After I review the details of your case and get a diagnosis from the dealer, I will be calling you at your preferred number (425-780-9842).

Please don't hesitate to reach out to me if you have any questions or concerns.

Thank you for your patience and cooperation!

Cindy

Chrysler Customer Care Case Manager
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/07/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/07/2020	**Origin**	Telephone	**Reason**	
Mileage	50,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	66912	ROSEVILLE CHRYSLER JEEP DODGE,		**Dealer Phone**	6516333500
Dealer Address	2805 HIGHWAY 35W NORTH				
	ROSEVILLE		MN	55113 1133	USA
Dealer Zone	Denver	**Sales District**		**Service District**	M
Subject	recall				
Synopsis	provided vehicle information				
Customer Anomaly					
Contact Reason	C78	Contacts & Appointment For Recall	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Recall Campaign - Recall Campaign - Contacts & Appointment				

Case Status History

Create Date	Status
01/07/2020 07:14 PM	Open
01/07/2020 07:22 PM	Closed

Initial Description

recall inquiry

Case Comments

Date	Comment
01/07/2020	Customer is calling in because the door latch wont unlock lock on back door, customer just had one repaired on opposite side, so he wants to see if there is a recall on them Agent advised customer that he does not have any open recalls, and checked to see if he has any warranty. Agent advised customer he only has EMISSION COMP WARRANTY until march 2024 and does not have door latch warranty Agent also advised customer that at any time he can look at mopar,com for vehicle recalls

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/07/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/08/2020	**Origin**	Telephone	**Reason**	
Mileage	95,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	45664	PERFORMANCE CHRYSLER JEEP DODGE		**Dealer Phone**	9374349500
Dealer Address	95 LOOP RD				
	CENTERVILLE		OH	45459 2139	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	G
Subject	trim needs removed to repair lock				
Synopsis	Referred to MVP				
Customer Anomaly					
Contact Reason	C76	Technical Aspects Of Parts	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Parts - Parts - Technical aspects				

Case Status History

Create Date	Status
01/07/2020 07:56 PM	Open
01/07/2020 09:30 PM	Closed
01/08/2020 05:41 PM	Open
01/08/2020 05:46 PM	Closed

Initial Description

trim needs removed to repair lock

Case Comments

Date	Comment
01/07/2020	customer states that vehicle is at dealership having the passenger side sliding door lock repaired and dealer states that they need to remove the trim to repair the lock and that it is glued on. Dealer states that the odds of being glued back on properly are slim to none..Lock is covered under the lifetime service contract but the trim is not covered.The two pieces of trim that are not covered are 5020668AA at a warranty price of $117.83 and the second part number is5020666AA at a warranty cost is $118.98
01/08/2020	***CUSTOMER INQUIRY*** Customer is calling in seeking goodwill on the applique that needs to be removed for the DLR to fix the lock that is covered under her MVP contract. Customer states that it is going to cost her $230.00. Customer feels as though because the DLR has to remove the applique that is glued on, that it should be covered as well. Customer is looking for coverage on the applique. ***AGENT ADVISED*** Advised that we would not be able to provide coverage for the applique repair. Agent advised that she should contact MVP to inquire about coverage for applique. Agent attempted to transfer customer over but due to high wait times, agent provided customer with the contact number.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/08/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/16/2020	**Origin**	Telephone	**Reason**	
Mileage	63,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	43864	ARRIGO DODGE CHRYSLER JEEP RAM		**Dealer Phone**	5616831511
Dealer Address	6500 OKEECHOBEE BLVD				
	WEST PALM BEACH		FL	33411 2701	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	B
Subject	Vehicle concern				
Synopsis	Customer vehicle repaired and back with customer.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/08/2020 04:49 PM	Open
01/16/2020 08:45 PM	Closed

Initial Description

Sliding door

Case Comments

Date	Comment
01/08/2020	Concern: Passenger Sliding door - Requesting: Assistance with repair and loaner vehicle - DLR: 43864 - Appointment: 01/09 at 10:00 AM - Best contact numbe[redacted] - Loyalty: 1 New, 1 Used
01/09/2020	Level 2 intro email sent to customer
01/09/2020	Vehicle has arrived at dealership Arrigo Dodge Chrysler Jeep Ram and attended by dealer employee
01/09/2020	Vehicle has arrived at dealership Arrigo Dodge Chrysler Jeep Ram and attended by dealer employee
01/09/2020	Outbound call to dealer No answer, left voicemail for SA Calvin.
01/10/2020	Outbound call to dealer CM spoke to SA Calvin who advised the vehicle is still being diagnosed and to follow back up on Monday.
01/10/2020	Outbound call to customer CM advised diagnosis is still being worked on and CM will advised once it is diagnosed she will call customer back.
01/13/2020	Outbound call to dealer SA Calvin advised me the vehicle has some electrical concerns but they should have a diagnosis today- Email sent to SA so we could better correspond. SA also advised me customer has a 3rd party Platinum SC.
01/13/2020	Outbound call to customer CM advised customer Calvin said a diagnosis should be competed by EOB. CM also advised customer of his SC. Customer to call Calvin to get more information on that.
01/14/2020	Email sent to SA Calvin
01/16/2020	Outbound call to customer customer advised me they got their van back. Customer advised door has been fixed so far and was taken care of my his SC. Customer states however he had a seat concern- a plastic part broke and was not paying 400 for it. I advised GW has been given already back in July and at this time we could not cover it. Customer also asked about extending his basic warranty. CM provided MOPAR number so he could inquire and CM closing case.

Email(s)

Date	01/09/2020	**Subject**	[redacted]		
From	uscustomercare@fcagroup.com	**To**			01/09/2020 14:35 PM

Dear [redacted]

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

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

Your case number is [redacted].
The Chrysler Case Management telephone number: 1-844-378-0575
My direct extension: 4060113
My work hours are: 8:30am - 5:00pm Eastern Standard Time Monday-Friday.
I will contact you within one business day of your appointment by telephone to discuss your case.

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

Michelle
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/09/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/23/2020	**Origin**	Telephone	**Reason**	
Mileage	81,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	X7859	EAN HOLDINGS - ALBUQUERQUE		**Dealer Phone**	5057244590
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Good Will				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C10	MVP Contract Goodwill Information	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Information & Assistance requests - MVP - MVP - Authorization - Goodwill				

Case Status History

Create Date	Status
01/09/2020 07:01 PM	Open
01/09/2020 10:53 PM	Closed
01/09/2020 10:53 PM	Open
01/23/2020 05:57 PM	Closed

Initial Description

Cx called due to issues with the vehicle and is seeking goodwill with getting vehicle repaired.

Case Comments

Date	Comment
01/09/2020	Cx called in due to issues with her sliding door on the passenger side. Cx states that her her passenger door is broken due to the actuator and latch has been broken and have been broken for a few months now. Since cx had the vehicle she has been having issues with the sliding door and didn't know it was broken till she took it to the dlr to have it serviced. Cx is out of some warranty range and cx is looking for assistance to see if we can do something to help her out in this situation. Vehicle is currently at the dlr at Perkins Motor Company. Dlr did provide cx with a loaner vehicle. But dlr is stating in order for them to do the fix it is going to cost the cx $272.49 just to have this repaired. So cx is reaching out to us for help.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/14/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/14/2020	**Origin**	Telephone	**Reason**	
Mileage	68,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	67640	CORTLAND CHRYSLER-DODGE-JEEP INC		**Dealer Phone**	6077533352
Dealer Address	3878 WEST ROAD				
	CORTLAND		NY	13045 8857	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	T
Subject	Brake issues and dealer complaint				
Synopsis					
Customer Anomaly	Brakes				
	Vibrations/Whistling				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	1	Brakes Vibrating/Whistling
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/14/2020 12:58 AM	Open
01/14/2020 01:17 AM	Closed

Initial Description

Ongoing issues with issues

Case Comments

Date	Comment
01/14/2020	***Customer concern** [redacted]had it in 11 times in 2 years. Never going back to the dealership again. Assured that it has been fixed. But it wasnt and needs to start again with another dealer and is looking for assistance. 7/17 to 10/19. Had it in 11 times. 68000. West court. Complant courtland chysler dodge jeep. Spoke with the sales manager and said people drive differently. Been driving for 35 and first time this has happened with a vehicle. Theyll be okay for a little bit and out of no ware there is a crunching . Down a hill after they repair it sounds like a truck trying to stop. Try changing the style of break pads passenger sliding door in the back it wont unlock. Slider side latch. Lock doesnt disengage. Called her and its likely that they will break to the panel. So told the customer that she would need to pay if they broke it. ***Agent Advised*** Checked into it and it would be considered consequential damage but did put in feedback for our customer on the dealer. Also recommended the new dealer could see if there is another type of pads they can use for her. Also when the customer gets it diagnosed she will call back and reference the case to see where we can go from here

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/14/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/14/2020	**Origin**	Telephone	**Reason**	
Mileage	47,872 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]			**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	26778	SANSONE CHRYSLER JEEP DODGE		**Dealer Phone**	7328152600
Dealer Address	90-100 ROUTE 1				
	AVENEL		NJ	07001 1688	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	E
Subject	recall				
Synopsis	Description customer is having issues with the sliding door not opening. advised to get a diagnosis.				
Customer Anomaly					
Contact Reason	C200	Vehicle Not Part Of The Recall Campaign	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Recall Campaign - Recall Campaign - VIN Check - Recall Doesn't Apply				

Case Status History

Create Date	Status
01/14/2020 03:11 PM	Open
01/14/2020 04:10 PM	Closed

Initial Description

customer is having issues with the sliding door not opening. advised to get a diagnosis.

Case Comments

Date	Comment
01/14/2020	customer is having issues with the sliding door not opening. advised to get a diagnosis.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/14/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/14/2020	**Origin**	Telephone	**Reason**	
Mileage	44,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	X7965	BUDGET RAC ANCHORAGE		**Dealer Phone**	
Dealer Address	5011 SPENARDSUITE 101				
	ANCHORAGE		AK	99517 3320	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	door lock concern				
Synopsis	Agent advised that at this time the repair is out of pocket and to keep receipts.				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/14/2020 07:57 PM	Open
01/14/2020 08:09 PM	Closed

Initial Description

door lock concern

Case Comments

Date	Comment
01/14/2020	Cst called to see if any GW could be provided for the sliding door lock repair. Cst does not meet GW as per Ah 1267 and is outside of 3/36 agent declined GW. Cst is very upset since the door worked fine for over 1 year and now the independent dealership is not willing to pay for any repair. Cst stated that the door is making getting her son that is in a wheel chair in and out of the vehicle hard since it will not lock into place. Agent advised that at this time the repair is out of pocket and to keep receipts.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/17/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/17/2020	**Origin**	Telephone	**Reason**	
Mileage	69,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
					USA
Dealer	24097	TUTTLE-CLICK CHRYSLER JEEP DODGE		**Dealer Phone**	9494727400
Dealer Address	40 AUTO CENTER DRIVE				
	IRVINE		CA	92618 2802	USA
Dealer Zone	California	**Sales District**		**Service District**	M
Subject	doors will not close or lock				
Synopsis	no recalls but needs to take it to dealership to be diagnosed				
Customer Anomaly					
Contact Reason	C81	Vehicle Open Recalls	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Recall Campaign - Recall Campaign - VIN check & Contents				

Case Status History

Create Date	Status
01/17/2020 07:06 PM	Open
01/17/2020 07:07 PM	Closed

Initial Description

customer called in because he is having issues with one door not closing and the other not locking. he has looked online and seen this is a common issue and wants to know if there are any recalls for this issue

Case Comments

Date	Comment
01/17/2020	customer called in because he is having issues with one door not closing and the other not locking. he has looked online and seen this is a common issue and wants to know if there are any recalls for this issue. tld him there are no open recalls or any previous recalls. and that he will need to take it to the dealership to get it diagnosed

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2016	Brand	DODGE
Body	RTKH53	Vehicle	DODGE GRAND CARAVAN SE		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	01/17/2020	CAIR Type	Regular	Status	Closed
Close Date	01/17/2020	Origin	Telephone	Reason	
Mileage	9,171 Miles	Market	U	Language	English
Contact Email				Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
					UNITED STATES
Dealer	65888	COUNTRY CLUB CHRYSLER DODGE JEEP		Dealer Phone	3046247611
Dealer Address	ROUTE 19 SOUTH				
	CLARKSBURG		WV	26301	USA
Dealer Zone	Mid Atlantic	Sales District		Service District	J
Subject	Vehicle concern				
Synopsis					
Customer Anomaly	Interior				
	Panels/Moldings				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	82	Interior panels or moldings issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/17/2020 08:47 PM	Open
01/17/2020 08:53 PM	Closed

Initial Description

Customer state that the sliding doors on the vehicle will not open and that they are stuck

Case Comments

Date	Comment
01/17/2020	Sliding doors passenger doors were stuck in the customer could not get out. Driver side sliding doors got stuck, the door will not open from the inside of outside. took dlr to dlr for diagnosis, dlr stated it was just stuck and this was at stand ford Chrysler

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	

Open Date	01/18/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/06/2020	**Origin**	Telephone	**Reason**	
Mileage	45,254 Miles	**Market**	U	**Language**	English

Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	

Customer	[redacted]				
Customer Address					
					USA

Dealer	66692	FISHER CHRYSLER DODGE JEEP RAM		**Dealer Phone**	9283442650
Dealer Address	349 EAST 32ND STREET				
	YUMA		AZ	85364 8205	USA
Dealer Zone	West	**Sales District**		**Service District**	K

Subject	Cost Assistance				
Synopsis	Agent provided $226.73 in GW assistance towards the customer's door lock concern.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues

Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details

Case Status History

Create Date	Status
01/18/2020 12:25 AM	Open
02/06/2020 05:48 PM	Closed

Initial Description

`Customer called in stating that her driver's side passenger door is locked and is not able to open.

Case Comments

Date	Comment
01/18/2020	Customer called in stating that her driver's side passenger door is locked and is not able to open. Customer stated that she took the vehicle to her dealer for repair and was informed that she would be charged about $800. Customer stated that she informed by her servicing dealer that her pre-owned warranty does not cover the repair. Verified through VIP that the warranty is active. Basic Warranty expired less than 24 months ago and less than 24,000 miles. Servicing DLR: Fisher CDJR in Yuma, AZ she stated that she has been working with SM Ken.
01/20/2020	**ODVM** Agent left VM for SA Ken requesting a callback to discuss the customer's vehicle and their driver's side passenger door concern. Agent left contact information.
01/21/2020	Customer is at 45000 miles; has 2 USED FCA Vehicles; is NOT the Original Owner; NO Prior Issues; NO Maintenance History; HAS SC; NO Prior GW.
01/21/2020	**OCVM** Agent left VM requesting the customer contact us back regarding their case. Agent left contact information.
01/22/2020	**ODVM** Agent left VM for SA Ken requesting a callback to discuss the customer's vehicle and their driver's side passenger door concern. Agent left contact information.
01/22/2020	Customer is at 45000 miles; has 2 USED FCA Vehicles; is NOT the Original Owner; NO Maintenance History; HAS Prior Issues; HAS SC (Certified Pre-Owned); NO prior GW.
01/22/2020	**ODE** Agent sent SA Ken the following email: "Hey Ken, I tried reaching out to you about this today and Monday but didn't hear back from you [redacted] contacted us regarding an issue where her driver's side passenger door won't open and I was looking to see if I may be able to assist with the repairs and whether you could provide me itemized warranty pricing for this. Thank you very much and I look forward to hearing from you. Regards, Adam FCA Case Management"
01/23/2020	**OCE** Agent sent the customer the following message in an email: I will be out of the office tomorrow and Friday, January 23rd and 24th. If you have any questions or concerns feel free to either reply to this email or contact the West Case Management line to speak with an available agent for further assistance. I will be attempting to follow up with you early next week."
01/27/2020	**IDE** SA Ken sent the agent the following warranty pricing: "LABOR OP 23410113 1.5 HRS =$182.34 PART # 68030381AE $244.39 TOTAL REPAIR $426.73"
01/28/2020	**OCC** Agent contacted the customer and informed them that we are willing to assist with their passenger's side door lock concern and provide $226.73 towards this, which would leave them with a $200 co-pay. Customer accepted the agent's offer and inquired if they could just go in to get this taken care of. Agent advised this offer would be available until February 7th and that we would get all of the paperwork to SA Ken and he would be reaching out to make an appointment. Customer thanked the agent and disconnected.
01/30/2020	**ODE** Agent emailed SA Ken inquiring if they were able to schedule an appointment with the customer.
01/31/2020	**IDE** SA Ken sent the agent the following email: "Yes, coming in Friday morning."
01/31/2020	Vehicle has arrived at dealership Fisher Chrysler Dodge Jeep Ram and attended by dealer employee
01/31/2020	Vehicle has arrived at dealership Fisher Chrysler Dodge Jeep Ram and attended by dealer employee
01/31/2020	Vehicle has arrived at dealership Fisher Chrysler Dodge Jeep Ram and attended by dealer employee
01/31/2020	Vehicle has arrived at dealership Fisher Chrysler Dodge Jeep Ram and attended by dealer employee
01/31/2020	**ODVM** Agent left VM for SA Ken inquiring when the customer's vehicle may be completed. Agent left contact information.
02/01/2020	**IDC** SA Ken contacted the agent and informed them that they completed the customer's vehicle.

Date	Comment
02/04/2020	**OCC** Agent contacted the customer and confirmed their vehicle was completed and was working well. Agent informed the customer we would keep their case open until 2/5 so they can contact us with any questions or concerns they may have, but otherwise, we would be closing it then. Customer thanked the agent and disconnected.

Email(s)

Date	01/23/2020	***Subject***	[redacted]]
From	uscustomercare@fcagroup.com	***To***	[redacted] /23/2020 01:27 AM

Dear [redacted]

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

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

Your case number is [redacted]
The Chrysler West Case Management telephone number: 1-844-378-0597
My direct extension: 4060692
My work hours are: 10:30am - 7:00pm MST Monday through Friday

Additionally, I will be out of the office tomorrow and Friday, January 23rd and 24th. If you have any questions or concerns feel free to either reply to this email or contact the West Case Management line to speak with an available agent for further assistance. I will be attempting to follow up with you early next week.

Adam
FCA Case Management
[redacted]

Date	01/28/2020	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 01/28/2020 19:15 PM

Dear [redacted]

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

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

Your case number i[redacted]
The Chrysler West Case Management telephone number: 1-844-378-0597
My direct extension: 4060692
My work hours are: 10:30am - 7:00pm MST Monday through Friday

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

Adam
FCA Case Management
[redacted]

Date	01/28/2020	***Subject***	[redacted] ef]
From	uscustomercare@fcagroup.com	***To***	[redacted] ***/Time*** 01/28/2020 19:16 PM

Dear [redacted]

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

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

Your case number is [redacted]
The Chrysler West Case Management telephone number: 1-844-378-0597
My direct extension: 4060692
My work hours are: 10:30am - 7:00pm MST Monday through Friday

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

Adam
FCA Case Management
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/18/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/18/2020	**Origin**	Telephone	**Reason**	
Mileage	59,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
					USA
Dealer	X7835	EAN HOLDINGS - ALEXANDRIA		**Dealer Phone**	7038635423
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	electrical issues				
Synopsis					
Customer Anomaly	Interior				
	Seats				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	80	Vehicle seats issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/18/2020 03:47 PM	Open
01/18/2020 03:48 PM	Closed

Initial Description

Customer called regarding issue with vehicle, customer states that vehicle may be having electrical issues, and customer believes that it may be a recall. customer states that the walking mechanism stopped working for passage and drivers sliding door could be open while driving and now will not open at all. customer also states that cruise control is intermittent.

Case Comments

Date	Comment
01/18/2020	Customer called regarding issue with vehicle, customer states that vehicle may be having electrical issues, and customer believes that it may be a recall. customer states that the walking mechanism stopped working for passage and drivers sliding door could be open while driving and now will not open at all. customer also states that cruise control is intermittent. agent referred customer to DLR for diagnosis

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/20/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/20/2020	**Origin**	Telephone	**Reason**	
Mileage	50,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	JACKSONVILLE		IL	[redacted]	USA
Dealer	44495	GREEN DODGE		**Dealer Phone**	2175235685
Dealer Address	3801 WABASH AVE				
	SPRINGFIELD		IL	62711 6276	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	R
Subject	Drivers side door locks				
Synopsis	Referred the cst to the dlr.				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/20/2020 05:05 PM	Open
01/20/2020 10:08 PM	Closed

Initial Description

Customer states when the drivers side door is locked, it makes a buzzing noise.

Case Comments

Date	Comment
01/20/2020	Customer called in reporting that when he locks the driver side door, it makes a buzzing noise. The customer states he looked the issue up online and a lot of people seem to behaving the same issue. The customer inquired on whether there was a recall in place for the issue. Agent informed the customer that there were no recalls on his vehicle at all, and if he was having an issue a rip to the dealer should be made so that the vehicle could be examined. Agent advised the customer that we dont issue recalls at customer care, NHTSA does. Agent tried to provide customer with NHTSA number, but customer requested supervisor. Agent contacted resource line but was unable to speak with a Senior Adviser. Set up call back for supervisor.
01/20/2020	TL contacted the cst and informed him that this is not a known issue at this time and NHTSA has not issued a recall for this concern. TL recommended the cst go to the dlr, and if the dlr can cover the repair through their service contract, they should pay their $100 deductible.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	Model Year	2016	Brand	DODGE
Body	RTKH53	Vehicle	DODGE GRAND CARAVAN SE		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	01/20/2020	CAIR Type	Regular	Status	Closed
Close Date	01/20/2020	Origin	Telephone	Reason	
Mileage	50,000 Miles	Market	U	Language	English
Contact Email	[redacted]				
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer	[redacted]				
Customer Address					
	JACKSONVILLE		IL	[redacted]	USA
Dealer	44495	GREEN DODGE		Dealer Phone	2175235685
Dealer Address	3801 WABASH AVE				
	SPRINGFIELD		IL	62711 6276	USA
Dealer Zone	Midwest	Sales District		Service District	R
Subject	Vehicle concern				
Synopsis					
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/20/2020 05:29 PM	Open
01/20/2020 05:36 PM	Closed

Initial Description

Customer calling in and states that when he locks his doors the rear passenger side makes a buzzing sound.

Case Comments

Date	Comment
01/20/2020	Customer calling in and states that when he locks his doors the rear passenger side makes a buzzing sound. The customer states that this has been happening for about a month now and that he read this was an issue. The agent explained that if there is not a extended warranty on this then there will not be anything that we would be able to do. Agent looked up the warranties on the vehicle and explained there was not an extended warranty for the locks the customer was wondering if this would be covered under his service contract so agent did a warm transfer to MOPAR so he could see if this would be covered under the SC>

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/20/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/27/2020	**Origin**	Telephone	**Reason**	
Mileage	89,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	ATLANTA	GA	[redacted]	USA	
Dealer	60542	GWINNETT CHRYSLER DODGE JEEP RAM		**Dealer Phone**	7709727767
Dealer Address	5054 HIGHWAY 78				
	STONE MOUNTAIN	GA	30087 3409	USA	
Dealer Zone	Southeast	**Sales District**		**Service District**	H
Subject	Technical Concern				
Synopsis	1 email/3 calls no reply No recent RO or set appointment				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/20/2020 09:10 PM	Open
01/27/2020 03:25 PM	Closed

Initial Description

passenger door doesn't lock
6 cylinder misfire

Case Comments

Date	Comment
01/20/2020	Customer seeking assistance with: Customer stated that he is having a 6 cylinder mis-fire as well as the sliding doors not locking Customer expecting: Technical assistance/ loaner Agent advised the case will be escalated to a CM. Follow up will occur within 1-2 business days by COB customer time. Preferred phone numbe[redacted]ork Earliest call time: Any Latest call time: Any Updates via email: No Vehicle location: DLR Date and Time of appointment: 1/20 Confirmed appointment with: Customer in rental: Authorized by: Rental start date:
01/21/2020	Called the number on file[redacted]no VM set up.
01/21/2020	Called the number on file[redacted]no VM set up.
01/22/2020	Called the number on file[redacted]no VM set up.
01/23/2020	Called the number on file[redacted]no VM set up.
01/24/2020	CM called the customer 2x on the 21st. Called the 22nd and 23rd with no reply. DLR advised the vehicle is not there and no recent diagnosis done. Only RO on vehicle is from March 2018.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/21/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/20/2020	**Origin**	Telephone	**Reason**	
Mileage	80,992 Miles	**Market**	U	**Language**	English
Contact Email				**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
					USA
Dealer	45358	STEVENS CREEK CHRYSLER JEEP DODGE		**Dealer Phone**	4082481800
Dealer Address	4100 STEVENS CREEK BLVD				
	SAN JOSE		CA	95129 1335	USA
Dealer Zone	California	**Sales District**		**Service District**	F
Subject	Repair expediting requested. / communication with Dealer				
Synopsis	Check has been issued				
Customer Anomaly					
Contact Reason	C188	Dealership Facilities	**Customer Anomaly**		
Reason Code	Sales - Complaint - Network - Dealership - Dealer Facilities				

Case Status History

Create Date	Status
01/21/2020 01:31 PM	Open
02/20/2020 05:39 PM	Closed

Initial Description

*****INBOUND MOPAR REQUEST*******
Element Fleet Management

Service Assist--The vehicle went in to the shop on 1/9/2020 for a transmission service and a door lock actuator. We have been trying to get intouch with the dealer on numerous occasions, but they won't answer the phone or call us back . The repair order number is Is there a regional manager we can escalate this to? We are just trying to get the status of the reapirs and the rental expenses are mounting

Case Comments

Date	Comment
01/21/2020	****INBOUND MOPAR REQUEST******* * Service Assist--The vehicle went in to the shop on 1/9/2020 for a transmission service and a door lock actuator. We have been trying to get intouch with the dealer on numerous occasions, but they won't answer the phone or call us back . The repair order number is Is there a regional manager we can escalate this to? We are just trying to get the status of the reapirs and the rental expenses are mounting
01/22/2020	****OUTBOUND DEALER EMAIL ***** Good afternoon, Can you provide me an update on the diagnosis for this vehicle ? It is a fleet customer and they have reached out to us. Thank you
01/24/2020	*****OUTBOUND DEALER EMAIL **** Good morning Chris, Is there any updates for this vehicle ? Thank you
01/24/2020	*****INBOUND DEALER EMAIL **** Arash I am having Dave Rodriguez from Stevens Creek Chrysler update her. This is a dump truck with DEF contamination. Chris
01/27/2020	*****OUTBOUND DEALER EMAIL **** Good afternoon, Does Dave Rodriguez have an email address ? Or could I get an update on this vehicle ? Thank you
01/29/2020	*****OUTBOUND DEALER EMAIL ***** Good evening Chris Is it possible to pass on this email to Dave Rodriguez ? Or get an update on the repair status? Thank you
01/29/2020	******OUTBOUND DEALER CONTACT ***** STEVENS CREEK **** 45358 **** (408) 248-1800 CM called the dealership but was placed on hold for a while
01/31/2020	*****INBOUND DEALER EMAIL ***** Of course, I'll forward it to him and call him.
02/04/2020	. ******OUTBOUND DEALER CONTACT ***** STEVENS CREEK **** 45358 **** (408) 248-1800 CM called the dealership and talked to the SA Ada who confirmed the repairs were completed on 01/31/20. CM thanked the SA for the update.
02/04/2020	*****OUTBOUND CUSTOMER CONTACT *** I had received word that this vehicle was completed on 01/31/20. Can you let me know if the client was charged or if rental receipts needed to be submitted to me for reimbursement ? Thank you
02/06/2020	*****INBOUND CUSTOMER EMAIL **** Here is the rental invoice. We have asked the deal for the repair order, but given their history of lack of response we aren't too optimistic about getting it. Thanks,
02/06/2020	*****OUTBOUND DEALER EMAIL **** davidr@sunnyvalecdjr.com Good afternoon, Is it possible to get the final invoice / R.O. sent over to me as the customer is wanting to be reimbursed from Hertz car rental? Case 7 Please and thank you
02/10/2020	CM out of office, will review documentation and process

Date	Comment
02/12/2020	reviewing documentation will follow up Friday
02/14/2020	CM will process check requests on 02/17
02/18/2020	Review docs and issue check
02/20/2020	CM will be able to reimburse for 19 days of rental at $40 per day = $760.00 R.O. [redacted] dates was Sept 14th - Oct 3rd 2019) Customer gets billed later and was charged $1951.72 for 1 month, 7 days of rental.
02/20/2020	[redacted] requesting review of cost assistance for repairs that need to be completed on his vehicle. Customer has submitted request for goodwill for the housing thermostat repair and customer would like to be reimbursed for the rental portion Writer is suggesting the following as a goodwill gesture based on dealer input and for customer satisfaction. Customers proof of payment is: Hertz rental invoice, and final invoice from the dealership Date of Repair: 10/03/19 In-Service Date: 2/6/2016 Original Owner: Yes Mileage: 80992 Loyalty: [redacted] Multiple Repairs: R.O [redacted] housing thermostat repair Authorized Chrysler Dealership: Stevens Creek Chrysler 45358 Dealer Opinion: dealer loyalty, customer satisfaction Service Contract/Warranty: FLEET COMMERCIAL POWERTRAIN PLAN - VALID FOR ALL OWNERS Total =$760.00 (19 days of rental @ $40 / per day) Amount per day $ 40.00 Number of days 19 Tax 9% = $68.40 + $760 Total = $828.40 Specialist is seeking cost assistance for partial assistance for repair. Writer requests FCA contribution of Total for repair = $828.40

Email(s)

Date	01/22/2020	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***me***	01/22/2020 21:53 PM

Hi [redacted]

I have reached out to the service manager regarding this vehicle. I will follow up as soon as I hear back

Thank you

Neela

Neela I FCA Fleet Case Manager
800-999-3533 Ext. 3020944
[redacted]

Date	01/24/2020	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Time***	01/24/2020 14:20 PM

Good morning [redacted]

I have reached out to the dealership for an update on the diagnosis or if parts are needed. I will follow up next week if I do not hear back today

Thank you

Neela

Neela I FCA Fleet Case Manager
800-999-3533 Ext. 3020944
[redacted]

Date	01/27/2020	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***e/Time***	01/27/2020 18:37 PM

Hi [redacted]

I have reached out to the dealership for an update. I will be in touch later this week.

Thank you

Neela

Neela I FCA Fleet Case Manager
[redacted]

Date	01/29/2020	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***e/Time***	01/29/2020 23:05 PM

Good evening [redacted]

I am waiting for a response from the dealership. I will follow up later this week.

Thank you

Neela

Neela I FCA Fleet Case Manager
800-999-3533 Ext. 3020944
[redacted]

Date	01/31/2020	**Subject**	[redacted]	ref]	
From	uscustomercare@fcagroup.com	**To**	[redacted]	**ate/Time**	01/31/2020 15:25 PM

Good morning [redacted]

I have an email in with the dealership and can follow up next week with you

Thank you

Neela

Neela I FCA Fleet Case Manager
800-999-3533 Ext. 3020944
[redacted]

Date	02/06/2020	**Subject**	[redacted]	f]	
From	uscustomercare@fcagroup.com	**To**	[redacted]	**te/Time**	02/06/2020 17:51 PM

Hi [redacted]

I am working on getting the final invoice from the dealership. One of my colleague's may need to follow up next week if I don't hear back today or tomorrow.

Thank you

Neela

Neela I FCA Fleet Case Manager
800-999-3533 Ext. 3020944
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2017	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/22/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/13/2020	**Origin**	Telephone	**Reason**	
Mileage	27,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	ROGERS	AR	[redacted]		USA
Dealer	26750	MCLARTY DANIEL CHRYSLER DODGE JEEP		**Dealer Phone**	4792739022
Dealer Address	2201 SE MOBERLY LN.				
	BENTONVILLE	AR	72712 3751		USA
Dealer Zone	Southwest	**Sales District**		**Service District**	M
Subject	seeking assistance				
Synopsis	one time goodwill approved				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/22/2020 10:13 PM	Open
02/13/2020 11:25 PM	Closed

Initial Description

customer called informing took the vehicle to the dlr for an oil change and also informed the rear passenger door making noise and is seeking assistance since the vehicle is out of warranty

Case Comments

Date	Comment
01/22/2020	********** [redacted] ********** customer called informing took the vehicle to the dlr for an oil change and also informed the rear passenger door making noise and is seeking assistance since the vehicle is out of warranty advisor informed the customer their are no guarantees assistance will be approved and vehicle is not at the dlr and also will need to call the dlr to get further details as well and speak SA Zachary
01/23/2020	**********OUTBOUND DLR CALL********** called dlr to speak with SA Zachary and was then transferred to VM and LVM to return call back
01/28/2020	*Inbound [redacted] Customer called in seeking to speak with CM. Agent transferred customer to CM fo assistance.
01/28/2020	********** INBOUND CUSTOMER CALL********** customer called wanting to know if will be assisted with the repairs advisor informed the customer once all of the details are given and SA Zachary returns call will decide if able to assist and customer informed will call back tomorrow with more information and will also inform the SA to call
01/30/2020	**********OUTBOUND DLR CALL********** called dlr to speak with SA Zachary and LVM to return call
01/31/2020	**Inbound from SA Zack at DLR** Calling to speak to CM. Requesting CB. Best contact [redacted]
01/31/2020	**********OUTBOUND DLR CALL********** called dlr to speak with SA Zachary and LVM to return call
02/04/2020	**********OUTBOUND DLR CALL********** called dlr to speak with SA Zackary and LVM to return call
02/06/2020	**********OUTBOUND CUSTOMER CALL********** called customer returning call and was informed SA called on Friday and but not sure if message was left and advisor informed the customer the message was noted in the account and the CM was out of the office at the time and did return call and also LVM customer informed will go directly tomorrow and will call advisor with the SA Zachary around 330 or so
02/07/2020	**********OUTBOUND DLR CALL********** called dlr to speak with SA Zachary and was out of the office for the day
02/11/2020	**********OUTBOUND DLR CALL********** called dlr to speak with SA Terran returning call and was informed SA Zachary no longer in the office and was informed repairs for the passenger rear door latch assembly needs to be replaced total cost $577.61 and approved total amount of $477.61 and customer will pay copay $100 authorization for one time goodwill and sent an email to SA Terrenodell@mclartydaniel.com copy of authorization
02/11/2020	**********OUTBOUND CUSTOMER CALL********** called customer and unable to be reached and VM is not set up yet will try again
02/13/2020	**********OUTBOUND CUSTOMER CALL********** called customer informing will be covering as a one time goodwill for the repairs and customer will pay a copay of $100 and customer understood and was very satisfied and will go to the dlr tomorrow

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/23/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/23/2020	**Origin**	Chat	**Reason**	
Mileage	0 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	X7867	EAN HOLDINGS - FORT LAUDERDALE		**Dealer Phone**	9184016084
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Vehicle concern slide door				
Synopsis	Vehicle concern slide door				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/23/2020 03:17 AM	New
01/23/2020 03:42 AM	Open
01/23/2020 03:43 AM	Closed

Initial Description

Chat Started: Wednesday, January 22, 2020, 22:17:14 (-0500) Chat Origin: NAFTA Chrysler Brand Chat Agent Sarah (6s) Sarah: Hi, my name is Sarah with Chrysler Customer Care, How may I help you? (1m 58s) Visitor: I have 2016 Chrysler Town and country van. Left side sliding door has started making a very loud annoying buzzer noise when you unlock the vehicle. Door stills opens and closes and locks and unlocks. Just loud buzzer noise on unlock. (2m 52s) Visitor: When I searched the internet, it seems lots of other people had the same issue with their 2016 Chrysler Town and country van. (3m 11s) Visitor: What can be done? (3m 12s) Sarah: Hello [redacted] I'm sorry to hear that you are having this concern with the sliding door on the left side. What I would need to do is get you over to a Chrysler Agent for further assistance, as you have reached the Mopar Owners Support Department. Would you like me to transfer you over? (3m 25s) Visitor: Yes (3m 43s) Sarah: Thank you, one moment please. Chat Transferred From Sarah To Vivian (3m 59s) Vivian: Hi, my name is Vivian with Chrysler Customer Care, How may I help you? (6m 9s) Vivian: Hello [redacted] (6m 27s) Vivian: May you provide me with the last 8 characters of your vehicles identification number (VIN) (8m 5s) Vivian: Hello [redacted] are you there? (10m 12s) Visitor: Yes I am here, but I don't have my VIN # with me. I am out of town. (10m 22s) Vivian: What is your phone number on the vehicle file? (10m 47s) Visitor: [redacted] (12m 14s) Vivian: I can not file the vehicle from the phone number you provided. (13m 1s) Visitor: Can I provide some other information to help (13m 29s) Vivian: Is the vehicle under your name? (13m 54s) Visitor [redacted] 15m 2s) Vivian: May I verify the address (15m 31s) Visitor: [redacted] Milton, FL [redacted] 17m 36s) Vivian: Thank you. What is the mileage on the vehicle? (17m 52s) Visitor: 85,000 (19m 43s) Vivian: Vehicle does not have opening recall. (20m 3s) Vivian: basic warranty expired (21m 25s) Visitor: So my only solution is to take to mechanic to have it repaired? (21m 31s) Vivian: You would be vehicle owner out of pocket expense for the repair, then you can keep receipt for future reimbursement consideration, if there is recall on this matter. (22m 9s) Vivian: You should bring the vehicle to the local dealer to diagnose the vehicle door issue and get it fix. (22m 10s) Visitor: Do you have any idea what is causing the problem? (22m 46s) Vivian: only our dealer is trained by the manufacture to work on our vehicle. (23m 5s) Vivian: dealer = dealer technician

Live Chats

Date

Date	
01/23/2020	Chat Started: Wednesday, January 22, 2020, 22:17:14 (-0500) Chat Origin: NAFTA Chrysler Brand Chat Agent Sarah (6s) Sarah: Hi, my name is Sarah with Chrysler Customer Care, How may I help you? (1m 58s) Visitor: I have 2016 Chrysler Town and country van. Left side sliding door has started making a very loud annoying buzzer noise when you unlock the vehicle. Door stills opens and closes and locks and unlocks. Just loud buzzer noise on unlock. (2m 52s) Visitor: When I searched the internet, it seems lots of other people had the same issue with their 2016 Chrysler Town and country van. (3m 11s) Visitor: What can be done? (3m 12s) Sarah: Hello [redacted] I'm sorry to hear that you are having this concern with the sliding door on the left side. What I would need to do is get you over to a Chrysler Agent for further assistance, as you have reached the Mopar Owners Support Department. Would you like me to transfer you over? (3m 25s) Visitor: Yes (3m 43s) Sarah: Thank you, one moment please. Chat Transferred From Sarah To Vivian (3m 59s) Vivian: Hi, my name is Vivian with Chrysler Customer Care, How may I help you? (6m 0s) Vivian: Hello [redacted] (6m 27s) Vivian: May you provide me with the last 8 characters of your vehicles identification number (VIN) (8m 5s) Vivian: Hello [redacted] are you there? (10m 12s) Visitor: Yes I am here, but I don't have my VIN # with me. I am out of town. (10m 22s) Vivian: What is your phone number on the vehicle file? (10m 47s) Visitor: [redacted] (12m 14s) Vivian: I can not file the vehicle from the phone number you provided. (13m 1s) Visitor: Can I provide some other information to help (13m 29s) Vivian: Is the vehicle under your name? (13m 54s) Visito[redacted] (15m 2s) Vivian: May I verify the address (15m 31s) Visito[redacted]Milton, FL[redacted] (17m 36s) Vivian: Thank you. What is the mileage on the vehicle? (17m 52s) Visitor: 85,000 (19m 43s) Vivian: Vehicle does not have opening recall. (20m 3s) Vivian: basic warranty expired (21m 25s) Visitor: So my only solution is to take to mechanic to have it repaired? (21m 31s) Vivian: You would be vehicle owner out of pocket expense for the repair, then you can keep receipt for future reimbursement consideration, if there is recall on this matter. (22m 9s) Vivian: You should bring the vehicle to the local dealer to diagnose the vehicle door issue and get it fix. (22m 10s) Visitor: Do you have any idea what is causing the problem? (22m 46s) Vivian: only our dealer is trained by the manufacture to work on our vehicle. (23m 5s) Vivian: dealer = dealer technician

Date	
01/23/2020	

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	Model Year	2016	Brand	DODGE
Body	RTKM53	Vehicle	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	01/24/2020	CAIR Type	Regular	Status	Closed
Close Date	01/24/2020	Origin	Telephone	Reason	
Mileage	125,000 Miles	Market	U	Language	English
Contact Email	[redacted]				
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer	[redacted]				
Customer Address					
	KAYENTA		AZ	[redacted]	USA
Dealer	60085	ZEIGLER CHRYSLER DODGE JEEP OF GRA		Dealer Phone	6165327000
Dealer Address	4200 PARKWAY PL SW				
	GRANDVILLE		MI	49418 2384	USA
Dealer Zone	Great Lakes	Sales District		Service District	P
Subject	Vehicle concern				
Synopsis	Case closed				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/24/2020 06:26 PM	Open
01/24/2020 06:31 PM	Closed

Initial Description

Customer is calling in wanting to know what to do with their vehicle sliding doors not working properly

Case Comments

Date	Comment
01/24/2020	Customer is calling in wanting to know what to do with their vehicle sliding doors not working properly. Agent informed customer to take vehicle to the dealer to have them diagnose the vehicle.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/27/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/27/2020	**Origin**	Telephone	**Reason**	
Mileage	110,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]			**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	LINDEN		MI	[redacted]	USA
Dealer	60664	LaFontaine Chrysler Dodge Jeep RAM		**Dealer Phone**	8107143300
Dealer Address	16555 SILVER PKWY				
	FENTON		MI	48430 3420	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	O
Subject	Recall and Repair GW				
Synopsis	need the DLR Diagnosis for GW review				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/27/2020 04:09 PM	Open
01/27/2020 06:53 PM	Closed

Initial Description

Customer states the Power sliding door is not working He want recall check or GW.

Case Comments

Date	Comment
01/27/2020	Customer states the Power sliding door is not working He want recall check or GW. He states only called the DLR and over phone they provided the estimate of repair $1000 ****AGENT ADVISED*** - As per vehicle lookup, Recall (0) is open and incomplete. He is aware it is OOW Agent advised unable to Review with out DLR Diagnosis . he do not have an APT he will call back after Diagnosis BASIC WARRANTY 36 Months or 36,000 Miles 0 February 27, 2019 Expired (Time) 24 /24 under by time LS 553

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/27/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/29/2020	**Origin**	Brand Site	**Reason**	assistance
Mileage	60,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City	Dallas	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	DALLAS	GA	[redacted]	SA	
Dealer	99999	Dealer99999		**Dealer Phone**	
Dealer Address					
Dealer Zone		**Sales District**		**Service District**	

Subject	Not pleased
Synopsis	Referred to dealer for diagnosis and escalation
Customer Anomaly	Electronics
	Power Door Locks

Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning

Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details

Case Status History

Create Date	Status
01/27/2020 07:21 PM	New
01/29/2020 02:25 AM	Open
01/29/2020 10:57 PM	Closed

Initial Description

Last weekend we took our van in to be looked at there was an issue with the slide lock on the side door and the van ran rough when parked we purchased this vehicle new from this same dealer. They then told us our warranty wouldn\342 t cover anything that they found if it was electrical and I would be responsible for a diagnostic and for anything they find not under power train I thought my warranty up to 60000 covered all and I was told my vehicle wouldn\342 t need a tune up until 100k I thought I would receive better service since I have two vehicles with them I was wrong I will do the work myself of find someone else to handle my repair needs.

Email(s)

Date	01/27/2020	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	01/27/2020 19:45 PM

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

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

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

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference numbe[redacted]

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit [redacted]

Date	01/29/2020	**Subject**	[redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]		/29/2020 02:38 AM

Hello [redacted]

Thank you for contacting Dodge Customer Care.

We are disappointed to learn of the problems you are experiencing with your 2016 Dodge Grand Caravan and I would like to assure you that I will do everything I can to assist you.

In regards to your warranty inquiry, the Basic Warranty was for 3 years or 36,000 miles, whichever comes first. According to our records you have exceeded this warranty by time and mileage.

We realize that vehicle service expenses cannot always be predicted and as such, they are often disappointing to the vehicle owner. We would be happy to review for possible repair assistance, however, to do so your vehicle would need to be at an authorized dealership for diagnosis or attempted repair. If it is not at the dealer currently, it will be necessary for you to arrange an appointment and then advise us of the name of the dealership, the date and the time of the appointment.

If you would like assistance with scheduling the appointment, please provide me with your preferred dealerships name, a date and time that works with your schedule, and I will be more than happy to contact them for you.

Thank you again for your email Steven. Please do not hesitate to contact us if you need any further assistance by calling us at 1-800-4A-DODGE (1-800-423-6343).

Best wishes,

Belinda
Dodge Customer Care
[redacted]

Date	01/30/2020	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	

Dear [redacted]
Thank you for contacting FCA Customer Care.
Our records indicate that case number [redacted] closed.
If you require further assistance please contact us and we would be happy to assist.
Thank you and have a great day.
FCA Customer Care

[redacted]

Date	01/30/2020	***Subject***	Re: Case Acknowledgement [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	01/30/2020 21:10 PM

My paperwork says 60,000 miles 72 months We brought it back in under 60k

Sent from my iPhone

> On Jan 28, 2020, at 9:38 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
>
>
> Hell[redacted]
>
> Thank you for contacting Dodge Customer Care.
>
> We are disappointed to learn of the problems you are experiencing with your 2016 Dodge Grand Caravan and I would like to assure you that I will do everything I can to assist you.
>
> In regards to your warranty inquiry, the Basic Warranty was for 3 years or 36,000 miles, whichever comes first. According to our records you have exceeded this warranty by time and mileage.
>
> We realize that vehicle service expenses cannot always be predicted and as such, they are often disappointing to the vehicle owner. We would be happy to review for possible repair assistance, however, to do so your vehicle would need to be at an authorized dealership for diagnosis or attempted repair. If it is not at the dealer currently, it will be necessary for you to arrange an appointment and then advise us of the name of the dealership, the date and the time of the appointment.
>
> If you would like assistance with scheduling the appointment, please provide me with your preferred dealerships name, a date and time that works with your schedule, and I will be more than happy to contact them for you.
>
> Thank you again for your email [redacted] Please do not hesitate to contact us if you need any further assistance by calling us at 1-800-4A-DODGE (1-800-423-6343).
>
> Best wishes,
>
> Belinda
> Dodge Customer Care
>
>
>
>
>[redacted]

Date	01/30/2020	***Subject***	Regarding your Case[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted]

Dear[redacted]
Thank you for contacting FCA Customer Care.
Our records indicate that case number[redacted] closed.
If you require further assistance please contact us and we would be happy to assist.
Thank you and have a great day.
FCA Customer Care
[redacted]

Date	01/30/2020	***Subject***	Re: Case Acknowledgement[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	01/30/2020 21:12 PM

We paid an additional 1600 when buying the new van to extend this warranty

Sent from my iPhone

> On Jan 28, 2020, at 9:38 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
>
>
> Hello [redacted],
>
> Thank you for contacting Dodge Customer Care.
>
> We are disappointed to learn of the problems you are experiencing with your 2016 Dodge Grand Caravan and I would like to assure you that I will do everything I can to assist you.
>
> In regards to your warranty inquiry, the Basic Warranty was for 3 years or 36,000 miles, whichever comes first. According to our records you have exceeded this warranty by time and mileage.
>
> We realize that vehicle service expenses cannot always be predicted and as such, they are often disappointing to the vehicle owner. We would be happy to review for possible repair assistance, however, to do so your vehicle would need to be at an authorized dealership for diagnosis or attempted repair. If it is not at the dealer currently, it will be necessary for you to arrange an appointment and then advise us of the name of the dealership, the date and the time of the appointment.
>
> If you would like assistance with scheduling the appointment, please provide me with your preferred dealerships name, a date and time that works with your schedule, and I will be more than happy to contact them for you.
>
> Thank you again for your emai[redacted]. Please do not hesitate to contact us if you need any further assistance by calling us at 1-800-4A-DODGE (1-800-423-6343).
>
> Best wishes,
>
> Belinda
> Dodge Customer Care
>
>
>
>
>[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2017	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/27/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/27/2020	**Origin**	Telephone	**Reason**	
Mileage	31,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	AURORA		CO	[redacted]	USA
Dealer	X7533	EAN HOLDINGS - DAYTON		**Dealer Phone**	9378900114
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	door locks				
Synopsis					
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/27/2020 08:24 PM	Open
01/27/2020 08:25 PM	Closed

Initial Description

cst states his doors won't lock and wants to know how he can get it fixed

Case Comments

Date	Comment
01/27/2020	cst states his doors won't lock and wants to know how he can get it fixed. agent advised he should contact his local dlr to have the vehicle brought in for a diagnosis.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/28/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/18/2020	**Origin**	Telephone	**Reason**	
Mileage	49,972 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address	[redacted]			**Source**	Customer
Caller City	APPLETON	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address	[redacted]				
	APPLETON	WI	[redacted]	USA	
Dealer	60417	BERGSTROM CHRYSLER-JEEP-DODGE-RAM		**Dealer Phone**	9207666500
Dealer Address	2929 LAWE ST				
	KAUKAUNA	WI	54130 9556	USA	
Dealer Zone	Midwest	**Sales District**		**Service District**	J
Subject	Door lock				
Synopsis	Vehicle repaired and returned to customer. DLR provided GW to customer. No further contact from customer. File closed.				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/28/2020 03:47 PM	Open
02/18/2020 07:32 PM	Closed

Initial Description

Customer called in and stated that the door lock on the kids door does not lock and the lock died. She had it diagnosed and dealer said it would cost $420. Dealer had to order the part and she is calling to see if we would assist with the cost for this as they are the only owner and have good loyalty

Case Comments

Date	Comment
01/28/2020	Customer called in and stated that the door lock on the kids door does not lock and the lock died. She had it diagnosed and dealer said it would cost $420. Dealer had to order the part and she is calling to see if we would assist with the cost for this as they are the only owner and have good loyalty
01/28/2020	*****VEHICLE QUALIFIER*** [redacted] 2016 DODGE GRAND CARAVAN SE, Case # [redacted] Warnings: No open recalls In-Service Date: 8/11/2016 Original Owner: Yes Owners: (1) Mileage: 49,972 Vehicle purchase loyalty: (1) new, (2) used Multiple Repairs/Previous related repairs: No MVP plans: None Other: n/a Issue/complaint: Customer called in and stated that the door lock on the kids door does not lock and the lock died. She had it diagnosed and dealer said it would cost $420. Dealer had to order the part and she is calling to see if we would assist with the cost
01/29/2020	*****OUTBOUND DEALERSHIP CONTACT***** Bergstrom Chrysler-Jeep-Dodge-Ram, 60417, email [redacted] - 2016 DODGE GRAND CARAVAN SE, Case # [redacted] FCA email sent to SM Chad as follows: This case was escalated to Case Management as customer seeking assistance with door lock repair on vehicle. The notes indicate the vehicle was diagnosed and part ordered. What is the diagnosis? What is the exact mileage? Is the concern a result of misuse/abuse/lack of maintenance? Could the customer have caused/prevented concern? Is the concern related to age and mileage? N/A Is vehicle maintained? What is the general condition of the vehicle? What is the estimated cost of the repair? When could it be completed? Do you feel this customer should receive assistance? Would you be willing to provide assistance? (Co-pay, D-17-18, discount) If upon review, will your dealership accept DM goodwill notes from Case Management and if yes, could I get warranty pricing: Total labor, total parts & Warranty total?
01/29/2020	*****INBOUND DEALERSHIP CONTACT***** Bergstrom Chrysler-Jeep-Dodge-Ram, 60417, ema[redacted] 2016 DODGE GRAND CARAVAN SE, Case[redacted] CA email received from SM Chad as follows: What is the diagnosis? needs a new handle due to there child pulling it off What is the exact mileage? 49972 Is the concern a result of misuse/abuse/lack of maintenance? yes their child pulled it off Could the customer have caused/prevented concern? Yes Is the concern related to age and mileage? No Is vehicle maintained? yes What is the general condition of the vehicle? good What is the estimated cost of the repair? $420.00 When could it be completed? asap Do you feel this customer should receive assistance? not up to us this vehicle has not been here since 2017 other than 1/23/20 for diag which I dont believe they have paid for . Would you be willing to provide assistance? (Co-pay, D-17-18, discount) No If upon review, will your dealership accept DM goodwill notes from Case Management and if yes, could I get warranty pricing: Total labor, total parts & Warranty total? Yes
01/29/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] 2016 DODGE [redacted] [redacted] okay to send contact information to. Customer advised the lock went out on the vehicle and was told by the dealership her vehicle has a bad lock. Customer advised she cannot see where concern could be an outside influence and therefore no assistance with repair. Customer was advised CS will look into the situation further.

Date	Comment
01/29/2020	*****OUTBOUND DEALERSHIP CONTACT***** Bergstrom Chrysler-Jeep-Dodge-Ram, 60417, cell# [redacted] 2016 DODGE GRAND CARAVAN SE, Case [redacted] CS attempted to contact Dealer, SM Chad however, not available. CS left customers name and case number and request for a return call at 1-844-827-2003 ext. 3020198.
01/29/2020	*****INBOUND DEALERSHIP CONTACT***** Bergstrom Chrysler-Jeep-Dodge-Ram, 60417, cell# [redacted] 2016 DODGE GRAND CARAVAN SE, Case [redacted] CA email received from SM Chad advising warranty pricing for door lock as follows: Part number 502679ac $ 156.46 Lop 08301013 1.3 =$146.37 diag .5 $56.30 Total $ 359.13
01/29/2020	*****OUTBOUND CUSTOMER CONTACT*** [redacted] 2016 DODGE Customer was advised there was a miscommunication regarding her vehicle in that its not an outside influence. Customer was advised Case Management able to assist with repair with her responsible for $100.00 and accepted. Customer was advised to contact the dealership to give authorization for the repair and that she accepted offer of $100.00 copay. Customer was advised CS will follow up with her after repairs are completed. Customer thanked.
01/29/2020	*****OUTBOUND DEALERSHIP CONTACT***** Bergstrom Chrysler-Jeep-Dodge-Ram, 60417, [redacted] - 2016 DODGE GRAND CARAVAN SE, Case # [redacted] FCA email sent to SM Chad as follows: The customer accepted offer of $100.00 copay. I advised her to contact your dealership to give authorization for the repair. Please let me know when you want me to put the DM notes into the system.
01/31/2020	*****OUTBOUND DEALERSHIP CONTACT***** Bergstrom Chrysler-Jeep-Dodge-Ram, 60417, [redacted] - 2016 DODGE GRAND CARAVAN SE, Case [redacted] FCA email sent to SM Chad as follows: Is there an update regarding the door repair on this vehicle?
02/03/2020	Vehicle has arrived at dealership Bergstrom Chrysler-Jeep-Dodge-Ram and attended by dealer employee
02/03/2020	Vehicle has arrived at dealership Bergstrom Chrysler-Jeep-Dodge-Ram and attended by dealer employee
02/03/2020	*****INBOUND DEALERSHIP CONTACT***** Bergstrom Chrysler-Jeep-Dodge-Ram, 60417, email [redacted] 2016 DODGE GRAND CARAVAN SE, Case [redacted] FCA email received from SM Chad advising vehicle is there today getting fixed
02/03/2020	*****OUTBOUND DEALERSHIP CONTACT***** Bergstrom Chrysler-Jeep-Dodge-Ram, 60417, email [redacted] - 2016 DODGE GRAND CARAVAN SE, Case [redacted] CA email sent to SM Chad as follows: Thank you for the update. Please let me know when you want me to put the DM goodwill notes into the system for Case # [redacted] Please let me know if there are any changes in warranty pricing for door lock as follows: $156.46 total parts (Part number 502679ac) $202.67 total labor $359.13 warranty total - $100.00 customer copay
02/05/2020	*****OUTBOUND DEALERSHIP CONTACT***** Bergstrom Chrysler-Jeep-Dodge-Ram, 60417, ema [redacted] - 2016 DODGE GRAND CARAVAN SE, Case [redacted] CA email sent to SM Chad as follows: Do you have an update for this vehicle?
02/06/2020	*****INBOUND DEALERSHIP CONTACT***** Bergstrom Chrysler-Jeep-Dodge-Ram, 60417, email [redacted] 2016 DODGE GRAND CARAVAN SE, Case [redacted] CA email received from SM Chad advising vehicle is repaired.
02/06/2020	*****OUTBOUND DEALERSHIP CONTACT***** Bergstrom Chrysler-Jeep-Dodge-Ram, 60417, email [redacted] - 2016 DODGE GRAND CARAVAN SE, Case [redacted] FCA email sent to SM Chad as follows: Thank you for the update. Is there any change in the following warranty pricing, shall I put the DM goodwill notes into the system for Case # [redacted] $156.46 total parts (Part number 502679ac) $202.67 total labor $359.13 warranty total - $100.00 customer copay
02/06/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] 2016 DODGE CS attempted to contact customer, however, customer was not available and unable to leave VM due to mailbox full.
02/06/20[redacted]	*****OUTBOUND DEALERSHIP CONTACT***** Bergstrom Chrysler-Jeep-Dodge-Ram, 60417, phone [redacted] - 2016 DODGE GRAND CARAVAN SE, Case [redacted] SM Chad advised no need to put in DM notes, customer is within DLR GW and going to provide DLR GW to customer.
02/10/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] 2016 DODGE CS attempted to contact customer, however, customer was not available. CS left VM similar to the following: Hello Nicole this is Maxine with Dodge Case Management calling in regard to case # [redacted] n calling because Bergstrom Chrysler-Jeep-Dodge-Ram dealership of Kaukauna has told me your vehicle has been repaired and returned to you and I wanted to find out if everything is okay. If everything is to your satisfaction, there is no need for you to call me back. If I dont hear back from you within two business days you file will close with the assumption everything is fine. If you do need to contact me, please contact me at 1-844-827-2003 ext. 3020198. I will be sending you an email regarding the closure of your case which will contain your case number and my contact information. You may also get a potential survey which will be for customer satisfaction purposes to see how we are doing and what improvements we can make.
02/12/2020	The customer called to speak with the CM. The CM was currently on a call. Customer is requesting a call back.
02/12/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] 2016 DODGE CS attempted to contact customer, however, customer was not available. CS left VM for a return call at 1-844-827-2003 extension 3020198.
02/14/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] 2016 DODGE CS attempted to contact customer, however, customer was not available. CS left VM for a return call at 1-844-827-2003 extension 3020198.

Email(s)

Date	01/29/2020	***Subject***	[redacted]	
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	01/29/2020 18:44 PM

Hello [redacted]

My name is Maxine and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your case number is [redacted]
The Chrysler Case Management telephone number is: 1-844-827-2003
My extension is: 3020198
My work hours are: 8:30am - 5:00pm Eastern Standard Time Monday-Friday.

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

Sincerely,

Maxine
Senior Case Management Specialist
Phone: 1-844-827-2003|Ext. 3020198
[redacted]

Date	02/10/2020	***Subject***	[redacted]	
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	02/10/2020 19:21 PM

Hello [redacted]

Re: C[redacted]

I followed up with Bergstrom Chrysler-Jeep-Dodge-Ram in Kaukauna and was told your vehicle has been repaired and returned to you. I wanted to check to see if everything is okay. If everything is to your satisfaction, there is no need for you to contact me back. However, I will leave your case open for 2 more days prior to closing it. If you do need to contact me, please contact me at 1-844-827-2003, extension 3020198.

Thank you.

Maxine
Senior Case Management Specialist
Phone: 1-844-827-2003| Ext. 3020198
[redacted]

Date	02/10/2020	***Subject***	[redacted]	ref]	
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	***e***	02/10/2020 19:22 PM

Hello [redacted]

I am sending you this email regarding the closure of Cas[redacted]with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your reference number is: [redacted]
The FCA Case Management Telephone Number is: 1-844-827-2003
My Direct Extension is: 3020198

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may open a new case with you. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best.

Maxine
Senior Case Management Specialist
Phone: 1-844-827-2003| Ext. 3020198
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/30/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/11/2020	**Origin**	Brand Site	**Reason**	assistance
Mileage	55,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address	[redacted]			**Source**	Customer
Caller City	Wilder	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	WILDER		KY	[redacted]	USA
Dealer	68745	JEFF WYLER CHRYSLER JEEP DODGE		**Dealer Phone**	8594417800
Dealer Address	100 ALEXANDRIA PIKE				
	FT THOMAS		KY	41075 2052	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	G
Subject	Sliding door won't unlock				
Synopsis	vehicle had been repaired, closing case				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/30/2020 02:07 PM	New
01/30/2020 10:39 PM	Open
01/31/2020 05:35 PM	Suspended
02/07/2020 03:00 PM	Open
02/07/2020 06:28 PM	Suspended
02/14/2020 10:16 AM	Open
02/15/2020 12:06 AM	Suspended
02/21/2020 11:15 AM	Open
02/21/2020 06:15 PM	Suspended
02/28/2020 10:31 PM	Open
03/11/2020 09:12 PM	Closed

Initial Description

I am writing about a very serious problem with my 2016 Dodge Grand Caravan. The sliding door on the driver\342 s side will not open, causing a potentially hazardous problem. I have grandchildren that I pick up and drop off at preschool and other activities and I cannot get them out of that side of the vehicle. Should there be an emergency arise, I will not be able to get the child that sits on that side out quickly. This is very concerning.\nI looked up the problem and have noticed many others mentioned the same or[redacted]Could be an actuator issue or also that the lock jams for no apparent reason inside the door. I have not been notified about a recall on this, nor have I seen one, but this is apparently a recurring problem, and, again, could be very dangerous.\nI contacted our local Dodge dealership in Ft. Thomas, KY and cannot get the car in for repairs for more than a month. This is a ridiculously long amount of time to go around with this door not opening. Again, it could present a hazardous situation for me and my grandchildren.\nI am very unhappy about this and felt like it warranted a complaint. This is my fifth Dodge mini-van (first one was a Voyager) and I have basically been happy with these vehicles overall. However, this problem has me very concerned. \nI am also sending this complaint via email.\n

Case Comments

Date	Comment
01/30/2020	Customer has stated that the drivers side sliding door will not open. Customer is concerned for the safety of her passengers who are small children. Customer states she cannot get an appointment at her dealer for over a month. Per AH1325 Dealer cannot schedule vehicle in customer's timing - Reassign case
01/31/2020	In-Service Date: 5/21/2016 Original Owner: N Mileage: 55,000 Vehicle purchase loyalty: 2 used Multiple Repairs/ Previous related repairs: N MVP plans: N Recalls: N Other:
01/31/2020	*****OUTBOUND CUSTOMER CONTACT****[redacted]Case manager attempted to contact customer, however, customer was not available. Left message for a return call at extension 3020203.
01/31/2020	*****INBOUND CUSTOMER CONTACT***[redacted] She had called in after receiving my message. She stated the drivers sliding door will not open. She stated had booked an appointment for February 28th. She stated they may be able to get her in sooner than that. Advised her to call me if they do change the date. Advised her that I will follow up with the dealer when the vehicle is there.
02/07/2020	Appointment booked the 28th
02/15/2020	app booked the 28th
02/21/2020	app booked the 28th
02/28/2020	*****OUTBOUND DEALERSHIP CONTACT***** Jeff Wyler Chrysler Jeep Dodge | 68745 | 859-441-7800 Called the dealership, no one had picked up in service.

Date	Comment
03/02/2020	*****OUTBOUND DEALERSHIP CONTACT***** Jeff Wyler Chrysler Jeep Dodge | 68745 | 859-441-7800 Called and had spoken with Dionna SA and asked if the customer had brought the vehicle in. She stated it is there. They had found the linkage inside the door was broken. She stated when they removed the panel on the door it had gotten cracked and they are replacing that. They are waiting for the linkage and the panel to come in.
03/02/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] Called and had left a message for the customer advising the dealer is waiting for the linkage and the panel to come in. Advised her that I will call Wednesday.
03/04/2020	*****OUTBOUND DEALERSHIP CONTACT***** Jeff Wyler Chrysler Jeep Dodge | 68745 | 859-441-7800 Case manager attempted to contact dealer Service Advisor Dionna, however, SA was not available. Had left a message for a return call at extension 3020203. Wanted to know if the parts had come in.
03/05/2020	*****OUTBOUND DEALERSHIP CONTACT***** Jeff Wyler Chrysler Jeep Dodge | 68745 | 859-441-7800 Called the dealership had spoken with Matt in parts and had asked if the parts had arrived for the customers vehicle. He stated they have and the tech has the parts.
03/05/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] Called and left a message for the customer advising her that parts had arrived and the tech is working on her vehicle now. Advised her that I will call her Monday.
03/06/2020	*****OUTBOUND DEALERSHIP CONTACT***** Jeff Wyler Chrysler Jeep Dodge | 68745 | 859-441-7800 Called and had spoken with Dionna SA and had asked her what the issue is with the door, I had gotten a call from the customer. She stated they had replaced the linkage and the door was opening and closing. The customer had went to pick the vehicle up and the door was working. She stated that she had the tech take another look at the vehicle and the latch will have to be replaced. I had asked her if she can provide me with the warranty pricing for the repair, parts and labor. Parts: $235.89 Labor: $244.78 Total: $480.67 She stated the customer is responsible for the4 1st repair, she had approved it already. Sent email to SM for verification of cost and to ask if they would accept DM notes
03/06/2020	agent transferred customer over to cm
03/06/2020	*****INBOUND CUSTOMER CONTACT***** [redacted] I had advised the customer that I had just gotten off the phone with the dealer. Advised her I had wanted to speak with them before I had called her. I advised her that I had gotten the pricing for the latch re[air, but she is responsible for the 1st repair. Advised her that I had just emailed the SM and am waiting for a response. Advised her I will call her when I have heard back from him.
03/06/2020	Received a message from Dionna stating that the SM does accept DM notes.
03/06/2020	*****OUTBOUND DEALERSHIP CONTACT***** Jeff Wyler Chrysler Jeep Dodge | 68745 | 859-441-7800 Called Dionna back and had advised her that I am going to put the DM notes into the file in the amount of $480.67. I had also advised her that when I had spoken with the customer I advised her she is responsible for the 1st repair. Also received an email form SM verifying pricing and they do accept DM notes.
03/06/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] Called and had left a message advising her that I am going to put notes into the file to cover the latch repair. I also advised her that she will have to contact the dealer to give the OK to have that repair completed.
03/10/2020	*****OUTBOUND DEALERSHIP CONTACT***** Jeff Wyler Chrysler Jeep Dodge | 68745 | 859-441-7800 Case manager attempted to contact dealer Service Advisor Dionna, however, SMA was not available. Had left a message for a return call at extension 3020203. Wanted to get an update on vehicle repair.
03/10/2020	Received a message from Dionna SA stating the vehicle had been repaired and picked up.
03/11/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] Called and left a message advising the customer that I had received her email stating the sliding door is now working the way it should. Advised her that I will be closing her case and will be sending a final email and asked her to call if there are any further issues.

Email(s)

Date	01/30/2020	***Subject***	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/30/2020 14:07 PM

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

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

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

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

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

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit

[redacted]

Date	01/30/2020	***Subject***	RE: 2016 Dodge Grand Caravan [re[redacted]		
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/30/2020 22:51 PM

Hello [redacted]

Thank you for contacting Dodge Customer Care.

I can understand the dissatisfaction that you feel, given the unresolved sliding door issue on your vehicle and the fact that you cannot have it serviced at your dealership for over a month. I want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.

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

Escalating your situation to a Case Manager will provide the dealership and yourself with an individual who will review your concerns, then assist you and the dealership in exhausting all available resources to have your concerns addressed and resolved.

Thank you again for your email. Please contact us at 1-800-423-6343 if you require additional assistance.

Best wishes,

Mary-Lyn
Dodge Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 1/30/2020 9:07 AM
To [redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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

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

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Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

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

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit

[redacted]

Date	01/31/2020	***Subject***	[redacted]	
From	dodgecustomercare@fcagroup.com	***To***		01/31/2020 16:40 PM

My name is Roxanne and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number is [redacted]
The FCA Case Management telephone number is: 1-844-827-1999
My direct extension for leaving a Voice Mail is: 3020203
FCA Case Managements hours are: 8:00 am 8:00 pm EST, Monday through Friday
My work hours are: 11:30 am 8:00 pm EST, Monday through Friday.

I would like to speak to you about your 2016 Grand Caravan. Can you call me at the number provided?

Roxanne
FCA Case Management
844-827-1999 ext. 3020203

---------- Original Message ----------
From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
Sent: 1/30/2020 5:51 PM
To: [redacted]
Subject: RE: 2016 Dodge Grand Caravan [redacted]

Hello [redacted]
Thank you for contacting Dodge Customer Care.

I can understand the dissatisfaction that you feel, given the unresolved sliding door issue on your vehicle and the fact that you cannot have it serviced at your dealership for over a month. I want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.

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

Escalating your situation to a Case Manager will provide the dealership and yourself with an individual who will review your concerns, then assist you and the dealership in exhausting all available resources to have your concerns addressed and resolved.

Thank you again for your email. Please contact us at 1-800-423-6343 if you require additional assistance.

Best wishes,

Mary-Lyn
Dodge Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 1/30/2020 9:07 AM
To: [redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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

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

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

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

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

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit [redacted]

Date	02/20/2020	***Subject***	Re: Contact information [redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	02/20/2020 14:19 PM

Hello Roxanne,

I just wanted to touch base with you on my vehicle. It has still not been repaired and I am still awaiting the appointment for 8 days from now. I have been driving my grandchildren around in a car with a stuck sliding door, which is I obviously can't get them out of. Again, I am very unhappy about this as (a) it could present a hazard if I would need to get the children out that side quickly; and (b) should the other door jam, the children's safety would be highly compromised. I have placed a hammer in the vehicle for emergency use, would I need to quickly get them out.

Does this problem arise often? The van is only four years old.

Thank you,

[redacted]

On Fri, Jan 31, 2020 at 11:40 AM Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:

> *My name is Roxanne and I have been assigned as your Case Manager. Here
> is some information that will be helpful for you to have:*
> *Your case number is[redacted]
> *The FCA Case Management telephone number is: 1-844-827-1999*
> *My direct extension for leaving a Voice Mail is: 3020203*
> *FCA Case Managements hours are: 8:00 am 8:00 pm EST, Monday through
> Friday*
> *My work hours are: 11:30 am 8:00 pm EST, Monday through Friday.*
>
> *I would like to speak to you about your 2016 Grand Caravan. Can you call
> me at the number provided?*
>
>
> Roxanne
> FCA Case Management
> 844-827-1999 ext. 3020203
>
>
> ---------- Original Message ----------
> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
> Sent: 1/30/2020 5:51 PM
> To:[redacted]
> Subject: RE: 2016 Dodge Grand Caravan [[redacted]
>
> Hello[redacted];
>
> Thank you for contacting Dodge Customer Care.
>
> I can understand the dissatisfaction that you feel, given the unresolved
> sliding door issue on your vehicle and the fact that you cannot have it
> serviced at your dealership for over a month. I want to guarantee that we
> take the appropriate steps to ensure your concerns are addressed, and
> ultimately resolved as best as possible.
>
> Your email has been reviewed and, due to the nature of your concern, I
> have forwarded your case to our Case Management department for their
> attention and response.
>
> Escalating your situation to a Case Manager will provide the dealership
> and yourself with an individual who will review your concerns, then assist
> you and the dealership in exhausting all available resources to have your
> concerns addressed and resolved.
>
> Thank you again for your email. Please contact us at 1-800-423-6343 if you
> require additional assistance.
>
> Best wishes,
>
> Mary-Lyn
> Dodge Customer Care
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 1/30/2020 9:07 AM
>[redacted]
> Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****
>
> Your inquiry has been received by the Dodge Customer Care. We appreciate
> your contact with us and look forward to getting back with you as soon as
> possible.
>
> To ensure a prompt response, please add to your Safe Senders list, Address
> Book or Contact List. Please also monitor your Junk Mail or Spam Folder for
> our response.

>
> Should this matter be urgent, or if you desire a quicker response, please
> contact us by phone to discuss your issue with one of our Dodge Advisors.
>
> Dodge Brand: 800-423-6343
>
> FCA Brand : 800-247-9753
>
>
>
> For any future communication related to this email, please refer to
> reference number [redacted]
>
> Sincerely,
>
> The Dodge Brand
>
>
> To view the Dodge Privacy Policy, visit
> [redacted]
>

Date	02/28/2020	***Subject***	Re: Contact information [redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	02/28/2020 14:41 PM

Hello Roxanne,

FYI - My van is being serviced today. I left you a voice message. I would like to check into getting a discount on services for this repair. Is the car under a warranty for this? It is a 2016 with 55,000 miles.

Please call me at [redacted]

Thank you,

[redacted]

On Thu, Feb 20, 2020 at 9:19 AM [redacted] wrote:

> Hello Roxanne,
>
> I just wanted to touch base with you on my vehicle. It has still not been
> repaired and I am still awaiting the appointment for 8 days from now.
> I have been driving my grandchildren around in a car with a stuck sliding
> door, which is I obviously can't get them out of. Again, I am
> very unhappy about this as (a) it could present a hazard if I would need
> to get the children out that side quickly; and (b) should the other
> door jam, the children's safety would be highly compromised. I have
> placed a hammer in the vehicle for emergency use, would I need
> to quickly get them out.
>
> Does this problem arise often? The van is only four years old.
>
> Thank you,
>
> [redacted]
>
> On Fri, Jan 31, 2020 at 11:40 AM Dodge Customer Care <
> dodgecustomercare@fcagroup.com> wrote:
>
>> *My name is Roxanne and I have been assigned as your Case Manager. Here
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>> *My work hours are: 11:30 am 8:00 pm EST, Monday through Friday.*
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>> *I would like to speak to you about your 2016 Grand Caravan. Can you
>> call me at the number provided?*
>>
>>
>> Roxanne
>> FCA Case Management
>> 844-827-1999 ext. 3020203
>>
>>
>> ---------- Original Message ----------
>> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
>> Sent: 1/30/2020 5:51 PM
>> To: [redacted]
>> Subject: RE: 2016 Dodge Grand Caravan [re[redacted]f]
>>
>> Hello [redacted]
>>
>> Thank you for contacting Dodge Customer Care.
>>
>> I can understand the dissatisfaction that you feel, given the unresolved
>> sliding door issue on your vehicle and the fact that you cannot have it
>> serviced at your dealership for over a month. I want to guarantee that we
>> take the appropriate steps to ensure your concerns are addressed, and
>> ultimately resolved as best as possible.
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>> Your email has been reviewed and, due to the nature of your concern, I
>> have forwarded your case to our Case Management department for their
>> attention and response.
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>> Escalating your situation to a Case Manager will provide the dealership
>> and yourself with an individual who will review your concerns, then assist
>> you and the dealership in exhausting all available resources to have your
>> concerns addressed and resolved.
>>
>> Thank you again for your email. Please contact us at 1-800-423-6343 if
>> you require additional assistance.
>>
>> Best wishes,
>>
>> Mary-Lyn
>> Dodge Customer Care
>>

>>
>> ---------- Original Message ----------
>> From: US Customer Care [uscustomercare@fcagroup.com]
>> Sent: 1/30/2020 9:07 AM
>> To: [redacted]
>> Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****
>>
>> Your inquiry has been received by the Dodge Customer Care. We appreciate
>> your contact with us and look forward to getting back with you as soon as
>> possible.
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>> To ensure a prompt response, please add to your Safe Senders list,
>> Address Book or Contact List. Please also monitor your Junk Mail or Spam
>> Folder for our response.
>>
>> Should this matter be urgent, or if you desire a quicker response, please
>> contact us by phone to discuss your issue with one of our Dodge Advisors.
>>
>> Dodge Brand: 800-423-6343
>>
>> FCA Brand : 800-247-9753
>>
>>
>>
>> For any future communication related to this email, please refer to
>> reference number [redacted]
>>
>> Sincerely,
>>
>> The Dodge Brand
>>
>>
>> To view the Dodge Privacy Policy, visit
>[redacted]
>>

Date	03/05/2020	***Subject***	Re: Contact information [redacted]		
From [redacted]		***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	03/05/2020 13:48 PM

Good morning Roxanne,

Just an update on my vehicle repair: I called the dealership yesterday (Wednesday) and was informed that the technician broke something in addition to the door that they cracked when taking it off to repair the jammed lock. The estimated date for the van to be repaired has been moved back to Thursday, or tomorrow, Friday.
Until then, the dealership has loaned me a vehicle to use.

Thank you,

[redacted]

On Thu, Feb 20, 2020 at 9:19 AM [redacted] > wrote:

> Hello Roxanne,
>
> I just wanted to touch base with you on my vehicle. It has still not been
> repaired and I am still awaiting the appointment for 8 days from now.
> I have been driving my grandchildren around in a car with a stuck sliding
> door, which is I obviously can't get them out of. Again, I am
> very unhappy about this as (a) it could present a hazard if I would need
> to get the children out that side quickly; and (b) should the other
> door jam, the children's safety would be highly compromised. I have
> placed a hammer in the vehicle for emergency use, would I need
> to quickly get them out.
>
> Does this problem arise often? The van is only four years old.
>
> Thank you,
>
> [redacted]
>
> On Fri, Jan 31, 2020 at 11:40 AM Dodge Customer Care <
> dodgecustomercare@fcagroup.com> wrote:
>
>> *My name is Roxanne and I have been assigned as your Case Manager. Here
>> is some information that will be helpful for you to have:*
>> *Your case number is [redacted] *
>> *The FCA Case Management telephone number is: 1-844-827-1999*
>> *My direct extension for leaving a Voice Mail is: 3020203*
>> *FCA Case Managements hours are: 8:00 am 8:00 pm EST, Monday through
>> Friday*
>> *My work hours are: 11:30 am 8:00 pm EST, Monday through Friday.*
>>
>> *I would like to speak to you about your 2016 Grand Caravan. Can you
>> call me at the number provided?*
>>
>>
>> Roxanne
>> FCA Case Management
>> 844-827-1999 ext. 3020203
>>
>>
>> ---------- Original Message ----------
>> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
>> Sent: 1/30/2020 5:51 PM
>> To: [redacted]
>> Subject: RE: 2016 Dodge Grand Caravan [redacted]]
>>
>> Hello [redacted];
>>
>> Thank you for contacting Dodge Customer Care.
>>
>> I can understand the dissatisfaction that you feel, given the unresolved
>> sliding door issue on your vehicle and the fact that you cannot have it
>> serviced at your dealership for over a month. I want to guarantee that we
>> take the appropriate steps to ensure your concerns are addressed, and
>> ultimately resolved as best as possible.
>>
>> Your email has been reviewed and, due to the nature of your concern, I
>> have forwarded your case to our Case Management department for their
>> attention and response.
>>
>> Escalating your situation to a Case Manager will provide the dealership
>> and yourself with an individual who will review your concerns, then assist
>> you and the dealership in exhausting all available resources to have your
>> concerns addressed and resolved.
>>
>> Thank you again for your email. Please contact us at 1-800-423-6343 if
>> you require additional assistance.
>>
>> Best wishes,
>>
>> Mary-Lyn

>> Dodge Customer Care
>>
>>
>> ---------- Original Message ----------
>> From: US Customer Care [uscustomercare@fcagroup.com]
>> Sent: 1/30/2020 9:07 AM
>> To: [redacted]
>> Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****
>>
>> Your inquiry has been received by the Dodge Customer Care. We appreciate
>> your contact with us and look forward to getting back with you as soon as
>> possible.
>>
>> To ensure a prompt response, please add to your Safe Senders list,
>> Address Book or Contact List. Please also monitor your Junk Mail or Spam
>> Folder for our response.
>>
>> Should this matter be urgent, or if you desire a quicker response, please
>> contact us by phone to discuss your issue with one of our Dodge Advisors.
>>
>> Dodge Brand: 800-423-6343
>>
>> FCA Brand : 800-247-9753
>>
>>
>>
>> For any future communication related to this email, please refer to
>> reference number [redacted]
>>
>> Sincerely,
>>
>> The Dodge Brand
>>
>>
>> To view the Dodge Privacy Policy, visit
>> [redacted]
>>

Date	03/06/2020	***Subject***	Re: Contact information [[redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	03/06/2020 11:54 AM

Good morning Roxanne,

Thank you for calling yesterday. There has been a third set back with the van repair. After your call to me at 4:00 (relaying the van parts were in and dealership working on repairs), I was called by the dealership and told the van was repaired and ready for pick up. I finished what I was doing at home and
hurried to the dealership before they closed. When my payment was processed, I inspected the repairs on van before leaving and found that the* sliding* *door *
*was still stuck and would not open! * I had the cashier check it out also as verification. I immediately requested a refund.
The dealership apologized and said they would again be working on the van today (Friday).

(1) It took six weeks to get the van in for an appointment (which was unacceptable since the stuck sliding door presented a potential hazard to my family)
and now it has been with the dealership for repair for an entire week
(2) Two parts were broken in the door by the technician during the process
(3) I was called about the van being ready for pick up, but it had not been repaired
(4) There were a variety of costs on summary report that made no sense

I am very unhappy with this situation. First off, the lock should not have malfunctioned. Secondly, the length of time to get an appointment is unsatisfactory; Third the costs (which at this point has only been for an oil change and tire rotation for which I had a Mopar coupon of $39.99) amounted to approximately $500; and Last, the van is still not repaired after all this time!

I will be talking to the dealership today about how to make this right. I will also give you a call about the entire ordeal.
My husband is very upset about and may also be calling.

Thank you in advance,

[redacted]

On Thu, Mar 5, 2020 at 8:48 AM Pam Kremer <kremerp56@gmail.com> wrote:

> Good morning Roxanne,
>
> Just an update on my vehicle repair: I called the dealership yesterday
> (Wednesday) and was informed that the technician broke something in addition
> to the door that they cracked when taking it off to repair the jammed
> lock. The estimated date for the van to be repaired has been moved back to
> Thursday, or tomorrow, Friday.
> Until then, the dealership has loaned me a vehicle to use.
>
> Thank you,
>
> [redacted]
>
> On Thu, Feb 20, 2020 at 9:19 AM [redacted] wrote:
>
>> Hello Roxanne,
>>
>> I just wanted to touch base with you on my vehicle. It has still not
>> been repaired and I am still awaiting the appointment for 8 days from now.
>> I have been driving my grandchildren around in a car with a stuck sliding
>> door, which is I obviously can't get them out of. Again, I am
>> very unhappy about this as (a) it could present a hazard if I would need
>> to get the children out that side quickly; and (b) should the other
>> door jam, the children's safety would be highly compromised. I have
>> placed a hammer in the vehicle for emergency use, would I need
>> to quickly get them out.
>>
>> Does this problem arise often? The van is only four years old.
>>
>> Thank you,
>>
>> [redacted]
>>
>> On Fri, Jan 31, 2020 at 11:40 AM Dodge Customer Care <
>> dodgecustomercare@fcagroup.com> wrote:
>>
>>> *My name is Roxanne and I have been assigned as your Case Manager. Here
>>> is some information that will be helpful for you to have:*
>>> *Your case number is [redacted] *
>>> *The FCA Case Management telephone number is: 1-844-827-1999*
>>> *My direct extension for leaving a Voice Mail is: 3020203*
>>> *FCA Case Managements hours are: 8:00 am 8:00 pm EST, Monday through
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>>> *My work hours are: 11:30 am 8:00 pm EST, Monday through Friday.*
>>>
>>> *I would like to speak to you about your 2016 Grand Caravan. Can you
>>> call me at the number provided?*
>>>
>>>
>>> Roxanne
>>> FCA Case Management
>>> 844-827-1999 ext. 3020203
>>>
>>>
>>> ---------- Original Message ----------
>>> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
>>> Sent: 1/30/2020 5:51 PM
>>> To: [redacted]
>>> Subject: RE: 2016 Dodge Grand Caravan [[redacted]
>>>]
>>>
>>> Hello [redacted]
>>>
>>> Thank you for contacting Dodge Customer Care.
>>>
>>> I can understand the dissatisfaction that you feel, given the unresolved
>>> sliding door issue on your vehicle and the fact that you cannot have it
>>> serviced at your dealership for over a month. I want to guarantee that we
>>> take the appropriate steps to ensure your concerns are addressed, and
>>> ultimately resolved as best as possible.
>>>
>>> Your email has been reviewed and, due to the nature of your concern, I
>>> have forwarded your case to our Case Management department for their
>>> attention and response.
>>>
>>> Escalating your situation to a Case Manager will provide the dealership
>>> and yourself with an individual who will review your concerns, then assist
>>> you and the dealership in exhausting all available resources to have your
>>> concerns addressed and resolved.
>>>
>>> Thank you again for your email. Please contact us at 1-800-423-6343 if
>>> you require additional assistance.
>>>
>>> Best wishes,
>>>
>>> Mary-Lyn
>>> Dodge Customer Care
>>>
>>>
>>> ---------- Original Message ----------
>>> From: US Customer Care [uscustomercare@fcagroup.com]
>>> Sent: 1/30/2020 9:07 AM
>>> To: [redacted]
>>> Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****
>>>
>>> Your inquiry has been received by the Dodge Customer Care. We appreciate
>>> your contact with us and look forward to getting back with you as soon as
>>> possible.
>>>
>>> To ensure a prompt response, please add to your Safe Senders list,
>>> Address Book or Contact List. Please also monitor your Junk Mail or Spam
>>> Folder for our response.
>>>
>>> Should this matter be urgent, or if you desire a quicker response,
>>> please contact us by phone to discuss your issue with one of our Dodge
>>> Advisors.
>>>
>>> Dodge Brand: 800-423-6343
>>>
>>> FCA Brand : 800-247-9753
>>>
>>>
>>>
>>> For any future communication related to this email, please refer to
>>> reference numb[redacted]
>>>
>>> Sincerely,
>>>
>>> The Dodge Brand
>>>
>>>
>>> To view the Dodge Privacy Policy, visit
>>>[redacted]
>>>

Date	03/11/2020	***Subject***	Re: Contact information [[redacted]

From	[redacted]	To	dodgecustomercare@fcagroup.com	Sent Date/Time	03/11/2020 12:54 PM

Hello Roxanne,

FYI - I picked up my van from the dealership yesterday. The sliding door seems to be working fine. :)

Thank you for all your help with this. It was of great assistance in getting this problem resolved.

Regards,

[redacted]

On Fri, Mar 6, 2020 at 6:53 AM [redacted] wrote:

> Good morning Roxanne,
>
> Thank you for calling yesterday. There has been a third set back with the
> van repair. After your call to me at 4:00 (relaying the van parts were in
> and dealership working on repairs), I was called by the dealership and
> told the van was repaired and ready for pick up. I finished what I was
> doing at home and
> hurried to the dealership before they closed. When my payment was
> processed, I inspected the repairs on van before leaving and found that the*
> sliding* *door *
> *was still stuck and would not open! * I had the cashier check it out
> also as verification. I immediately requested a refund.
> The dealership apologized and said they would again be working on the van
> today (Friday).
>
> (1) It took six weeks to get the van in for an appointment (which was
> unacceptable since the stuck sliding door presented a potential hazard to
> my family)
> and now it has been with the dealership for repair for an entire week
> (2) Two parts were broken in the door by the technician during the process
> (3) I was called about the van being ready for pick up, but it had not
> been repaired
> (4) There were a variety of costs on summary report that made no sense
>
> I am very unhappy with this situation. First off, the lock should not
> have malfunctioned. Secondly, the length of time to get an appointment is
> unsatisfactory; Third the costs (which at this point has only been for an
> oil change and tire rotation for which I had a Mopar coupon of
> $39.99) amounted to approximately $500; and Last, the van is still not
> repaired after all this time!
>
> I will be talking to the dealership today about how to make this right. I
> will also give you a call about the entire ordeal.
> My husband is very upset about and may also be calling.
>
> Thank you in advance,
>
> [redacted]
>
> On Thu, Mar 5, 2020 at 8:48 AM [redacted] wrote:
>
>> Good morning Roxanne,
>>
>> Just an update on my vehicle repair: I called the dealership yesterday
>> (Wednesday) and was informed that the technician broke something in addition
>> to the door that they cracked when taking it off to repair the jammed
>> lock. The estimated date for the van to be repaired has been moved back to
>> Thursday, or tomorrow, Friday.
>> Until then, the dealership has loaned me a vehicle to use.
>>
>> Thank you,
>>
[redacted]
>>
>> On Thu, Feb 20, 2020 at 9:19 AM [redacted] wrote:
>>
>>> Hello Roxanne,
>>>
>>> I just wanted to touch base with you on my vehicle. It has still not
>>> been repaired and I am still awaiting the appointment for 8 days from now.
>>> I have been driving my grandchildren around in a car with a stuck
>>> sliding door, which is I obviously can't get them out of. Again, I am
>>> very unhappy about this as (a) it could present a hazard if I would need
>>> to get the children out that side quickly; and (b) should the other
>>> door jam, the children's safety would be highly compromised. I have
>>> placed a hammer in the vehicle for emergency use, would I need
>>> to quickly get them out.
>>>
>>> Does this problem arise often? The van is only four years old.
>>>

>>> Thank you,
>>>
>> [redacted]
[redacted]
>>>
>>> On Fri, Jan 31, 2020 at 11:40 AM Dodge Customer Care <
>>> dodgecustomercare@fcagroup.com> wrote:
>>>
>>>> *My name is Roxanne and I have been assigned as your Case Manager.
>>>> Here is some information that will be helpful for you to have:*
>>>> *Your case number is[redacted]*
>>>> *The FCA Case Management telephone number is: 1-844-827-1999*
>>>> *My direct extension for leaving a Voice Mail is: 3020203*
>>>> *FCA Case Managements hours are: 8:00 am 8:00 pm EST, Monday through
>>>> Friday*
>>>> *My work hours are: 11:30 am 8:00 pm EST, Monday through Friday.*
>>>>
>>>> *I would like to speak to you about your 2016 Grand Caravan. Can you
>>>> call me at the number provided?*
>>>>
>>>>
>>>> Roxanne
>>>> FCA Case Management
>>>> 844-827-1999 ext. 3020203
>>>>
>>>>
>>>> ---------- Original Message ----------
>>>> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
>>>> Sent: 1/30/2020 5:51 PM
>>>> To: [redacted]
>>>> Subject: RE: 2016 Dodge Grand Caravan [
>>>> [redacted]
>>>>
>>>> Hello [redacted]
>>>>
>>>> Thank you for contacting Dodge Customer Care.
>>>>
>>>> I can understand the dissatisfaction that you feel, given the
>>>> unresolved sliding door issue on your vehicle and the fact that you cannot
>>>> have it serviced at your dealership for over a month. I want to guarantee
>>>> that we take the appropriate steps to ensure your concerns are addressed,
>>>> and ultimately resolved as best as possible.
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>>>> Your email has been reviewed and, due to the nature of your concern, I
>>>> have forwarded your case to our Case Management department for their
>>>> attention and response.
>>>>
>>>> Escalating your situation to a Case Manager will provide the dealership
>>>> and yourself with an individual who will review your concerns, then assist
>>>> you and the dealership in exhausting all available resources to have your
>>>> concerns addressed and resolved.
>>>>
>>>> Thank you again for your email. Please contact us at 1-800-423-6343 if
>>>> you require additional assistance.
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>>>> Best wishes,
>>>>
>>>> Mary-Lyn
>>>> Dodge Customer Care
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>>>> From: US Customer Care [uscustomercare@fcagroup.com]
>>>> Sent: 1/30/2020 9:07 AM
>>>> [redacted]
>>>> Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****
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>>>> appreciate your contact with us and look forward to getting back with you
>>>> as soon as possible.
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>>>> To ensure a prompt response, please add to your Safe Senders list,
>>>> Address Book or Contact List. Please also monitor your Junk Mail or Spam
>>>> Folder for our response.
>>>>
>>>> Should this matter be urgent, or if you desire a quicker response,
>>>> please contact us by phone to discuss your issue with one of our Dodge
>>>> Advisors.
>>>>
>>>> Dodge Brand: 800-423-6343
>>>>
>>>> FCA Brand : 800-247-9753
>>>>
>>>>
>>>>
>>>> For any future communication related to this email, please refer to
>>>> reference number[redacted]

>>>>
>>>> Sincerely,
>>>>
>>>> The Dodge Brand
>>>>
>>>>
>>>> To view the Dodge Privacy Policy, visit
>>>> [redacted]
>>>>

Date	03/11/2020	***Subject***	[redacted]	
From	dodgecustomercare@fcagroup.com	***To***		03/11/2020 21:12 PM

Hello [redacted]

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is: [redacted]

The FCA Case Management Telephone Number is: 1-844-827-1999

My Direct Extension is: 3020203

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best

Roxanne
FCA Case Management
844-827-1999 ext. 3020203

---------- Original Message ----------
From: [redacted]
Sent: 3/11/2020 8:54 AM
To: dodgecustomercare@fcagroup.com
Subject: Re: Contact information [redacted]

Hello Roxanne,

FYI - I picked up my van from the dealership yesterday. The sliding door seems to be working fine. :)

Thank you for all your help with this. It was of great assistance in getting this problem resolved.

Regards,

[redacted]

On Fri, Mar 6, 2020 at 6:53 AM [redacted] > wrote:

> Good morning Roxanne,
>
> Thank you for calling yesterday. There has been a third set back with the
> van repair. After your call to me at 4:00 (relaying the van parts were in
> and dealership working on repairs), I was called by the dealership and
> told the van was repaired and ready for pick up. I finished what I was
> doing at home and
> hurried to the dealership before they closed. When my payment was
> processed, I inspected the repairs on van before leaving and found that the*
> sliding* *door *
> *was still stuck and would not open! * I had the cashier check it out
> also as verification. I immediately requested a refund.
> The dealership apologized and said they would again be working on the van
> today (Friday).
>
> (1) It took six weeks to get the van in for an appointment (which was
> unacceptable since the stuck sliding door presented a potential hazard to
> my family)
> and now it has been with the dealership for repair for an entire week
> (2) Two parts were broken in the door by the technician during the process
> (3) I was called about the van being ready for pick up, but it had not
> been repaired
> (4) There were a variety of costs on summary report that made no sense
>
> I am very unhappy with this situation. First off, the lock should not
> have malfunctioned. Secondly, the length of time to get an appointment is
> unsatisfactory; Third the costs (which at this point has only been for an
> oil change and tire rotation for which I had a Mopar coupon of
> $39.99) amounted to approximately $500; and Last, the van is still not
> repaired after all this time!
>
> I will be talking to the dealership today about how to make this right. I
> will also give you a call about the entire ordeal.

> My husband is very upset about and may also be calling.
>
> Thank you in advance,
>
> [redacted]
>
> On Thu, Mar 5, 2020 at 8:48 AM [redacted] wrote:
>
>> Good morning Roxanne,
>>
>> Just an update on my vehicle repair: I called the dealership yesterday
>> (Wednesday) and was informed that the technician broke something in addition
>> to the door that they cracked when taking it off to repair the jammed
>> lock. The estimated date for the van to be repaired has been moved back to
>> Thursday, or tomorrow, Friday.
>> Until then, the dealership has loaned me a vehicle to use.
>>
>> Thank you,
>>
>> [redacted]
>>
>> On Thu, Feb 20, 2020 at 9:19 AM [redacted] wrote:
>>
>>> Hello Roxanne,
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>>> I just wanted to touch base with you on my vehicle. It has still not
>>> been repaired and I am still awaiting the appointment for 8 days from now.
>>> I have been driving my grandchildren around in a car with a stuck
>>> sliding door, which is I obviously can't get them out of. Again, I am
>>> very unhappy about this as (a) it could present a hazard if I would need
>>> to get the children out that side quickly; and (b) should the other
>>> door jam, the children's safety would be highly compromised. I have
>>> placed a hammer in the vehicle for emergency use, would I need
>>> to quickly get them out.
>>>
>>> Does this problem arise often? The van is only four years old.
>>>
>>> Thank you,
>>>
>>> [redacted]
>>>
>>> On Fri, Jan 31, 2020 at 11:40 AM Dodge Customer Care <
>>> dodgecustomercare@fcagroup.com> wrote:
>>>
>>>> *My name is Roxanne and I have been assigned as your Case Manager.
>>>> Here is some information that will be helpful for you to have:*
>>>> *Your case number is [redacted]
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>>>> *My direct extension for leaving a Voice Mail is: 3020203*
>>>> *FCA Case Managements hours are: 8:00 am 8:00 pm EST, Monday through
>>>> Friday*
>>>> *My work hours are: 11:30 am 8:00 pm EST, Monday through Friday.*
>>>>
>>>> *I would like to speak to you about your 2016 Grand Caravan. Can you
>>>> call me at the number provided?*
>>>>
>>>>
>>>> Roxanne
>>>> FCA Case Management
>>>> 844-827-1999 ext. 3020203
>>>>
>>>>
>>>> ---------- Original Message ----------
>>>> From: Dodge Customer Care [dodgecustomercare@fcagroup.com]
>>>> Sent: 1/30/2020 5:51 PM
>>>> To: [redacted]
>>>> Subject: RE: 2016 Dodge Grand Caravan [
>>>> ref:_[redacted]f]
>>>>
>>>> Hello[redacted];
>>>>
>>>> Thank you for contacting Dodge Customer Care.
>>>>
>>>> I can understand the dissatisfaction that you feel, given the
>>>> unresolved sliding door issue on your vehicle and the fact that you cannot
>>>> have it serviced at your dealership for over a month. I want to guarantee
>>>> that we take the appropriate steps to ensure your concerns are addressed,
>>>> and ultimately resolved as best as possible.
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>>>> Your email has been reviewed and, due to the nature of your concern, I
>>>> have forwarded your case to our Case Management department for their
>>>> attention and response.
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>>>> Escalating your situation to a Case Manager will provide the dealership

>>>> and yourself with an individual who will review your concerns, then assist
>>>> you and the dealership in exhausting all available resources to have your
>>>> concerns addressed and resolved.
>>>>
>>>> Thank you again for your email. Please contact us at 1-800-423-6343 if
>>>> you require additional assistance.
>>>>
>>>> Best wishes,
>>>>
>>>> Mary-Lyn
>>>> Dodge Customer Care
>>>>
>>>>
>>>> ---------- Original Message ----------
>>>> From: US Customer Care [uscustomercare@fcagroup.com]
>>>> Sent: 1/30/2020 9:07 AM
>>>> [redacted]
>>>> Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****
>>>>
>>>> Your inquiry has been received by the Dodge Customer Care. We
>>>> appreciate your contact with us and look forward to getting back with you
>>>> as soon as possible.
>>>>
>>>> To ensure a prompt response, please add to your Safe Senders list,
>>>> Address Book or Contact List. Please also monitor your Junk Mail or Spam
>>>> Folder for our response.
>>>>
>>>> Should this matter be urgent, or if you desire a quicker response,
>>>> please contact us by phone to discuss your issue with one of our Dodge
>>>> Advisors.
>>>>
>>>> Dodge Brand: 800-423-6343
>>>>
>>>> FCA Brand : 800-247-9753
>>>>
>>>>
>>>>
>>>> For any future communication related to this email, please refer to
>>>> reference number [redacted].
>>>>
>>>> Sincerely,
>>>>
>>>> The Dodge Brand
>>>>
>>>>
>>>> To view the Dodge Privacy Policy, visit
>>>>
>>>>[redacted]
[redacted]
[redacted]
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/03/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/20/2020	**Origin**	Telephone	**Reason**	
Mileage	95,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address	[redacted]			**Source**	Customer
Caller City	HANNA	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	HANNA		IN	[redacted]	USA
Dealer	60695	MICHIGAN CITY CHRYSLER DODGE JEEP		**Dealer Phone**	2198728600
Dealer Address	501 E. US Highway 20				
	Michigan City		IN	46360 7367	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	C
Subject	doors not locking				
Synopsis	close				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/03/2020 06:35 PM	Open
02/20/2020 12:06 AM	Closed

Initial Description

reference case [redacted]

Case Comments

Date	Comment
02/03/2020	wanting to reopen case from last year about sliding doors not working. advised case closed. cst states DLR never got back to her regarding parts. cst states CAC & DLR agreed repairs would be covered under warranty. advised case 57918473 comments indicate gw decline. cst states $1800 worth of repairs. cst states she had a case from last summer.. no record of this. cst out of warranty, no service contracts, original owner, LS. contacted DLR spoke with SA Samantha who states cst is in need of new lifters & rockers, leaking oil hose, & a new latch needed for doors nothing regarding engine itself- last year she was told to come in but never came in. they called cst but cst never returned calls but admitted to SA she was busy and may have missed call. cst denies this & states she was never called. cst told them that CAC approved these repairs last year but they never did , they ordered parts but cst never came in for repairs. SA states last ROs - June 20, 2018 was last time cst came in regarding doors. Dec 208 was for transmission fluid. now cst is back at DLR looking for gw & for all repairs to be done. estimated cost$ 1975.76 DLR provided coupon bringing it too $1796.19. advised cst that i have reviewed her information & spoken with the DLR and (TL consultation) & it is found this is still a gw decline. vehicle does not merit for gw. cst demanding supervisor - warm transferred to RL Maria
02/03/2020	*Resource Escalation Line* Resource advisor took over the call. Customer seeking cost assistance for the transmission coolant and the sliding door actuator. The vehicle is currently at Michigan City Chrysler. The SA is Samantha. Resource advisor submitting the case up to CM for review due to customer being the original owner and has a history of owning five Chrysler vehicles. Customer contact number: [redacted]
02/04/2020	Customer needs assistance with covering the doors which is another $900 customer was approved for doors last year but waited so long that the approval was declined now she is seeking it again agent advised her paying out of pocket and seek reimbursement. Her vehicle is ready now with the work on her engine being done her lifters, rocker s and other engine work her Samantha at Michigan City 219-872-8600 Customer numbe[redacted]
02/06/2020	**Inbound CST Call - Agent transferred to CM
02/06/2020	*****INBOUND CUSTOMER CONTACT**** [redacted] DODGE [redacted] ustomer contacted in regarding her recent repair. The customer explained it was a $2500 repair because she needed 24 rocker arms and 3 cam shafts and some other work completed on her vehicle. The customer is looking for assistance. CM advised that we can not assist in the door repair. Customer is going to send in receipt and RO
02/06/2020	********** In-Service Date: 3/23/2016 Original Owner: yes Mileage: 95,000 Vehicle purchase loyalty: 2 new 3 used Multiple Repairs/ Previous related repairs: MVP plans: no Open Recalls: no Other: 60 Months or 60,000 Miles March 23, 2021 Expired (Odometer) **********
02/13/2020	- Email received from DLR providing documents. Awaiting DLR funnel.

Date	Comment
02/17/2020	- What is the diagnosis? replace all lifters and rockers and possibly a camshaft. Also her oil cooler/filter housing was leaking during engine repair. So we also fixed that. Is the concern a result of misuse/abuse/lack of maintenance? yes it was to lack of maintenance. Could the customer have caused/prevented concern? The concern could have been prevented if she came in when her check engine light was on. He also said he could tell she drove on the ticking noise for sometime but not sure for how long. Is the concern related to age and mileage? no Is vehicle maintained? Yes What is the general condition of the vehicle? Good Have there been any previous related repairs? records shows her ticking problem that a tech found was back in December of 2018. That's probably why we had to replace every lifter and rocker and 3 camshafts. It said we could not diagnosis the ticking issue in 2018 because of customer time constraints. Have there been a previous out-of-pocket repairs? no *If unable to duplicate concern, *Have you had an opportunity to do a test drive with the customer? *Has STAR been contacted? (If yes, obtain STAR case #) What is the estimated cost of the repair? $2552.61 Do you feel this customer should receive assistance? No as this could have been prevented Has this customer been provided assistance previously? No Would you be willing to provide assistance? No
02/20/2020	*****INBOUND CUSTOMER CONTACT***** [redacted] DODGE [redacted] CM contacted the customer and declined reimbursement as the dealership advised it could have been prevented if she brought the vehicle in when the ticking noise started and got it fixed. Customer is upset.

Email(s)

Date	02/05/2020	***Subject***	Dodge Case [redacted]		
From	chryslercustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	02/05/2020 01:00 AM

My name is Brittny and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

· Your Case Number i[redacted]
· The FCA Case Management telephone number is: 1-844-827-2003
· My direct extension: 3020721
·In-complete recall on your vehicle: N/A

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

[redacted]

Date	[redacted]	***Subject***	Re: Dodge Case [redacted]		
From	[redacted]	***To***	chryslercustomercare@fcagroup.com	***Sent Date/Time***	02/06/2020 21:24 PM

On Tuesday, February 4, 2020, 7:00:26 PM CST, Chrysler Customer Care <chryslercustomercare@fcagroup.com> wrote:

My name is Brittny and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

· Your Case Number [redacted]
· The FCA Case Management telephone number is: 1-844-827-2003
· My direct extension: 3020721
·In-complete recall on your vehicle: N/A

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

[redacted]

Date	02/10/2020	***Subject***	[redacted]		
From	chryslercustomercare@fcagroup.com	***To***	[redacted]		0/2020 22:51 PM

H[redacted]

So sorry for the delay, i was out on Friday. I see that you have tried to send the receipt/RO but it did not attach. Did you send it in as an attachment?

Thank you!
Brittny

[redacted]

Date	02/10/2020	***Subject***	Re: Dodge Case [redacted]		
From	[redacted]	***To***	chryslercustomercare@fcagroup.com	***Sent Date/Time***	02/10/2020 22:57 PM

Yes I did. Not sure what happened it showed it sent as an attachment. I will try again.
On Monday, February 10, 2020, 4:51:55 PM CST, Chrysler Customer Care <chryslercustomercare@fcagroup.com> wrote:

Hi [redacted]

So sorry for the delay, i was out on Friday. I see that you have tried to send the receipt/RO but it did not attach. Did you send it in as an attachment?

Thank you!
Brittny

[redacted]

Date	02/12/2020	***Subject***	[redacted]		
From	chryslercustomercare@fcagroup.com	***To***	[redacted]		2020 18:30 PM

[redacted]

No worries, sometimes it is just this program that we use that doesn't receive the attachments.

I am going to send you an email from my work email address, could you please try there? So sorry for the inconvenience.

Brittny

[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/05/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/03/2020	**Origin**	Telephone	**Reason**	
Mileage	61,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	FLORENCE		SC	[redacted]	USA
Dealer	26019	EFIRD CHRY-JEEP-DODGE INC		**Dealer Phone**	8436691881
Dealer Address	1711 WEST LUCAS STREET				
	FLORENCE		SC	29501 1227	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	L
Subject	rear door				
Synopsis	Repairs completed and comfirmed.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/05/2020 06:09 PM	Open
02/05/2020 06:21 PM	Closed
02/10/2020 07:06 PM	Open
03/03/2020 03:17 PM	Closed

Initial Description

Door would not open on the driver

Case Comments

Date	Comment
02/05/2020	[redacted]state he been having issue with the rear door on the driver side door. He states 2 yrs ago he had the actuator replace on the passenger side door. He is looking for cost assistance with the repair from FCA. He states the dlr inform him would need him to pay 400 for diagnoses and wanted to know if FCA could assistance advised him, diagnostic fee are customer pay and advised once he has an appoint book or diagnose he could call back for assistance with the repair. Brandon did met GW for FCA to be able to assistance him. Next agent if customer called back please document the name of dlr and the appoint time he schedule to take the vehicle to the dlr. Agent escalating the case for cost assistance. He is within 2/24 and has two house hold product.
02/10/2020	Warranty/SC: No basic, No PT, CERTIFIED PRE-OWNED LIMITED WARRANTY. Current Mileage: 61,000. ISD:April 20, 2016 Original owner: No. Household vehicles: 2FCA Veh. Reason for Case Escalation: GWA. Repeat issue: Yes. Star tickets open: No Recalls: No. RRTs: No. Relevant Previous Cases: Yes. Prior Goodwill/DM notes: Yes. R/O History: Rpt[redacted] Vehicle location: DLR. Vehicle Concern:Driver's side rear door.
02/11/2020	***OUTBOUND CALL TO DLR #26019***#8436691881 CM called dlr and spoke with Madison who stated ticket is closed. SA Patience veh needs a door latch assembly. Cst cost $1,038.00(parts, labor, and tax.).
02/11/2020	***OUTBOUND CALL TO CST***[redacted] CM called cst and LVM with my info for a call back from cst to discuss the case.
02/12/2020	***OUTBOUND CALL TO DLR #26019***#8436691881 CM called dlr and put on hold and left there 20 mins, CM dropped the call and sent an email to SA Patience and SM Kristina to find out what caused the issue and to get warranty pricing and make sure if I assist that they will charge the cst WP.
02/12/2020	***OUTBOUND CALL TO DLR #26019***#8436691881 CM called dlr and ask Larry to get me to the SM and was put on hold, I dropped the call after holding for 10 mins.
02/12/2020	***OUTBOUND CALL TO DLR #26019***#8436691881 CM called dlr and Patience stated SM Kristina sent me an email, I told her I'm looking at my email right now and there's no response from SM. She stated that she will email me in a few with warranty Pricing. CM agreed.
02/12/2020	*****VOICEMAIL FROM CST ***** CST, [redacted] returned my call and LM with[redacted]or spouse[redacted]
02/12/2020	***OUTBOUND CALL TO CST**[redacted]M called cst and notified her that I'm waiting for some i nfo from the dlr in order to see if and how much we can assist with. Cst understood and hoped that we could help in some way. CM advised that if at all possible we would help. CM stated he will call her back after he gets the info from the dlr and determines the GWA.
02/13/2020	***OUTBOUND CALL TO DLR #26019***#8436691881 CM called dlr and LM with Mike with my info for a call back with warranty pricing for the repairs.
02/13/2020	****VOICEMAIL FROM DLR #26019***** SA Patience gave me Wrranty Pricing: Labor $158.72 Parts $480.20 tax $ 38.42 Total $677.34
02/13/2020	***OUTBOUND CALL TO CST**[redacted] CM called cst and LVM with my info and notified cst that the dlr will be charging a little less than stated previously and we will be assisting with $400.00 GW. Do you accept this offer?
02/13/2020	****VOICEMAIL FROM CST**** Returned my call asked for a call back.

Date	Comment
02/13/2020	***OUTBOUND CALL TO CST** [redacted]2 CM called cst and notified cst that the GWA is $400.00 and that the dlr is going to charge them less than previous amountof $1038.00. Cst asked to speak with her husband and get the ok. CM stated that he is here until 4:30pm and she call me back. Cst agreed.
02/14/2020	***EMAIL FROM DLR #26019**** SA PATIENCE sent an email to let me know that she left a voicemail with the warranty pricing yesterday.
02/14/2020	****EMAIL SENT TO DLR #26019***** Email sent to SM and SA stating that I had made a GWO to the cst and i am waiting for a response. I asked if possible can they call the cst and ask and let me know, but that I will be calling the cst to ask for a response today.
02/14/2020	****OUTBOUND CALL TO CST****# CM called cst to find out the response to the GWO. LVM with my info for a call back from the cst with a response on the offer.
02/14/2020	****INBOUND CALL FROM CST*** HAD TO DISCONNECT CALL HAVING ISSUE WITH pHONE, TOLD CST WILL CALL BACK.
02/14/2020	*******OUTBOUND CALL TO CST *****[redacted] CM called cst and tried to connect the cst with the dlr, but SA not in until Monday. Cst and I are going to connect on Monday and try to get a more concise estimate from the dlr and then get an answer as to whether the cst accepts the GWO.
02/18/2020	***OUTBOUND CALL TO DLR #26019***#8436691881 CM called dlr and spoke with Mike who stated SA is at lunch.
02/18/2020	***OUTBOUND CALL TO DLR #26019***#8436691881 CM called dlr and spoke with Patience she stated she is waiting on my response for GWA.
02/18/2020	*******OUTBOUND CALL TO CST *****[redacted] CM called cst and LVM with my info for a call back from the cst with decision.
02/18/2020	***OUTBOUND CALL TO DLR #26019***#8436691881 CM called dlr and spoke with Patience door latch quoted cst $1038.00. SA Patience states that since we are assisting with $400 DM Notes that the WP would be valid and the cst would owe $277.34.
02/18/2020	****INBOUND CALL FROM THE CST***** Cst returned my call and CM advised that the SA stated that she would be paying around $700.00 and her cost would be about $300.00, FCA covering $400. Cst accepted the GWO and connected the cst with the dlr to make an appt for the repairs. SA verified that the part is in stock. Cst and SA set appt for Thurs. 2/20 @9am.
02/20/2020	****OUTBOUND CALL TO DLR #26019****# CM called dlr and Kristina stated the veh is repaired, but not picked up yet.
02/21/2020	*******OUTBOUND CALL TO CST *****#[redacted] CM called cst and cst stated that the part was ok for about an hour and then it broke down again. Dlr ordered part again, stating the part must have came damaged. Cst waiting for part to arrive. Part should be in today.
02/24/2020	****OUTBOUND CALL TO DLR #26019****#8436691881 CM called dlr and spoke with Larry who stated that Patience will be back at 12:05p.
02/24/2020	****OUTBOUND CALL TO DLR #26019****#8436691881 CM called dlr and spoke with Mike who stated she is not back from lunch yet.
02/24/2020	****OUTBOUND CALL TO DLR #26019****#8436691881 CM called dlr and spoke with Patience stated that there was a problem with the cst and she believes they are not bringing the veh back.
02/24/2020	*******OUTBOUND CALL TO CST ****[redacted] CM called cst and LVM with my info for a call back from the cst with an update on the veh.
02/25/2020	*******OUTBOUND CALL TO CST ****[redacted] CM called cst and LVM with my info for a call back from the cst with an update on the veh.
02/25/2020	****INBOUND CALL FROM CST*** CST returned my call and cst stated she took the veh in today and all is ok so far. CM advised that he will call the cst back on 2/28/2020 to confirm all is still ok and then close the case, cst agreed.
02/28/2020	****OUTBOUND CALL TO CST *****[redacted] CM called cst and LVM with my info for a call back from the cst with an update on the veh.
03/03/2020	****OUTBOUND CALL TO CST *****[redacted] CM called cst and LVM with my info for a call back from the cst with an update on the veh.
03/03/2020	****VOICEMAIL FROM CST**** CST states that the door is working fine and thanked the CM.
03/03/2020	****OUTBOUND CALL TO CST *****[redacted] CM called cst and cst states that the veh is fine. CM advised that this case will be closed today, cst agreed.

Email(s)

Date	02/11/2020	***Subject***	Level 2 Initial Contact [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	02/11/2020 14:52 PM

Dear [redacted]

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

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

Your case number is [redacted]
The Chrysler Southeast Case Management telephone number: 1-844-378-0573.
My direct extension: 4060729.
My work hours are: 8:00am - 4:30pm Eastern Standard Time Monday-Friday.
I tried to contact you by telephone to discuss your case, but to no avail. Please call or respond to this email.

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

SPECIALIST Ramon

[redacted]

Date	02/11/2020	***Subject***	Level 2 Initial Contact [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	02/11/2020 14:52 PM

De[redacted]

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

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

Your case number i[redacted]
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My direct extension: 4060729.
My work hours are: 8:00am - 4:30pm Eastern Standard Time Monday-Friday.
I tried to contact you by telephone to discuss your case, but to no avail. Please call or respond to this email.

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

SPECIALIST Ramon

[redacted]

Date	02/12/2020	***Subject***	[redacted]
From	[redacted]agroup.com	***To***	[redacted] 2/2020 20:41 PM

De[redacted]

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

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

Your case number is[redacted]
The Chrysler Southeast Case Management telephone number: 1-844-378-0573.
My direct extension: 4060729.
My work hours are: 8:00am - 4:30pm Eastern Standard Time Monday-Friday.
I tried to contact you by telephone to discuss your case, but to no avail. Please call or respond to this email.

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

SPECIALIST Ramon

[redacted]

Date	02/13/2020	***Subject***	[redacted]]
From	uscustomercare@fcagroup.com	***To***	[redacted] 2/13/2020 14:31 PM

Hello [redacted]

This is Ramon, I called, but to no avail. I'm sending this email to let you know the offer being made. First, the dealer will be charging you less than originally stated. Second, I am making an offer to assist with $400.00. Please let me know if you accept this offer, through email or by phone, so that I can notify the dealer.

Thank you for your patience and co-operation.

Specialist Ramon

[redacted]

Date	02/13/2020	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 13/2020 14:31 PM

Hello [redacted]

This is Ramon, I called, but to no avail. I'm sending this email to let you know the offer being made. First, the dealer will be charging you less than originally stated. Second, I am making an offer to assist with $400.00. Please let me know if you accept this offer, through email or by phone, so that I can notify the dealer.

Thank you for your patience and co-operation.

Specialist Ramon
DODGE.COM

[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/07/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/07/2020	**Origin**	Telephone	**Reason**	
Mileage	22,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	TAMARAC		FL	[redacted]	USA
Dealer	45426	ARRIGO DODGE CHRYSLER JEEP RAM		**Dealer Phone**	9548616200
Dealer Address	5901 MADISON AVE				
	TAMARAC		FL	33321 6412	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	B
Subject	Vehicle Concern				
Synopsis	referred to dlr				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/07/2020 07:53 PM	Open
02/07/2020 08:06 PM	Closed

Initial Description

Driver side sliding door is jammed/stuck

Case Comments

Date	Comment
02/07/2020	CST called because vehicle's sliding driver side door is stuck closed. CST was offered to get a diagnoses but CST declined and researched that many vehicles like this have had many issues and CST believes it should be a recall. CSt stated that they are seeking goodwill assistance for the repairs. Agent informed that vehicle first needs to get a diagnoses and then CST can call back and request goodwill assistance

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/07/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/10/2020	**Origin**	Brand Site	**Reason**	assistance
Mileage	69,170 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City	KISSIMMEE	**Caller Country**	USA	**Caller Postal Code**	34744
Customer	[redacted]				
Customer Address					
	KISSIMMEE		FL	[redacted]	USA
Dealer	X7854	EAN HOLDINGS - ORLANDO		**Dealer Phone**	4073253783
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	2016 Town & Country				
Synopsis	Customer feedback, feels sliding door issue should be a recall. Advised if future recall is added customer will be notified.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/07/2020 09:28 PM	New
02/10/2020 05:17 PM	Open
02/10/2020 06:30 PM	Closed

Initial Description

[redacted] complain about sliding doors:\npurchased car used 10/2017\n11/14/18 Replaced rt sliding door wire/track\n02/06/20 both sliding door \n actuators replaced\n lt door permanently locked & \n rt door would not lock !\nAccording to internet these issues are not new with this\nvehicle. Greatly disappointed.\n\nshould be recalled !!!

Email(s)

Date	02/07/2020	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	02/07/2020 21:28 PM

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

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

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

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

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

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit [redacted]

Date	02/10/2020	**Subject**	[redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]		02/10/2020 18:27 PM

Hello [redacted]

Thank you for contacting Chrysler Customer Care.

We are disappointed to learn of your concern with the sliding doors regarding your 2016 Chrysler Town & Country and I would like to assure you that I will do everything I can to assist you.

According to our records, your vehicle is not affected by any recalls at this time.

I understand that you feel that this concern is a manufacturing defect on your vehicle, and we take all of our customers concerns seriously.

Through our ongoing internal investigations, if we do find that this is a manufacturing defect, we will notify you by mail for you to have the issue resolved.

Please keep all of your receipts for the work completed on your vehicle so as if this does happen you will be able to submit for reimbursement consideration at that time.

Please know that your feedback and opinion are both very important to us. We have documented your concerns and have made them available to be reviewed internally.

Thank you again for your email Sandra. At this time, we will be closing this case. Please do not hesitate to contact us if you need any further assistance by calling us at 1-800-247-9753.

Best wishes,

Belinda
Chrysler Customer Care
[redacted]f

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/08/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/11/2020	**Origin**	Brand Site	**Reason**	assistance
Mileage	73,985 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address	[redacted]			**Source**	Customer
Caller City	Newburgh	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	NEWBURGH		IN	[redacted]	USA
Dealer		MARK TOWNSEND		**Dealer Phone**	8124305753
Dealer Address	110 FUQUAY RD				
	CHANDLER		IN	476109693104	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	Q
Subject	Serious Mechanical Issues				
Synopsis					
Customer Anomaly	Engine				
	Cylinder Head				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	23	Engine cylinder head / block issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/08/2020 04:39 PM	New
02/11/2020 03:52 AM	Open
02/11/2020 04:00 AM	Closed

Initial Description

My wife and I purchased our 2016 Chrysler T&C with approx. 20,000 miles on it in 2017. We have since put approximately 50,000 miles on it and recently experienced serous mechanical issues. We had a check engine light come on that turned out to be from two cylinders having little to no compression resulting in the head being replaced on both sides of the engine, costing us $3,700. Approximately 3 weeks after this major repair the locking actuator on one of the power sliding doors stopped working, requiring a $600 dollar repair. My wife and I take very good care of our vehicles. We service them per OEM specifications and they are garage kept. We were very excited to purchase this van considering all the family friendly amenities but we now have a very negative view of FCA's products. My own vehicle has approx. 130,000 miles on it and I plan to replace it in the next couple years. I was seriously considering FCA in the form of a Durango or Jeep product but now I have serious reservations. I doubt I have any recourse with FCA regarding this matter but I wanted to make our displeasure know. At this time I don't know how we could recommend FCA products or anyone else or ever consider buying another one. Thank you.

Email(s)

Date	02/08/2020	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	02/08/2020 16:39 PM

Your inquiry has been received by the Chrysler Customer Care. [redacted]ct with us and look forward to getting back with you as soon as possible.

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

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

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference numbe[redacted]

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit

[redacted]

Date	02/11/2020	Subject	[redacted]
From	chryslercustomercare@fcagroup.com	To	[redacted] 57 AM

Hello [redacted]

Thank you for contacting Chrysler Customer Care.

In regards to your 2016 Chrysler Town & Country, we fully appreciate your concern, particularly in view of the expense and inconvenience involved, however, the vehicle has exceeded the mileage limitations of the warranties we offered on the vehicle at the time it was placed into service. Although we are unable to provide a more favorable reply, we appreciate the opportunity to review your concern.

Please do not hesitate to contact us if you have any new information to provide or need any further assistance by calling us at 1-800-247-9753..

Thank you again for your email.

Best wishes,

Mary-Lyn
Chrysler Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 2/8/2020 11:39 AM
T[redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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

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

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

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

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

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit

[redacted]

Date	02/11/2020	Subject	Regarding your Case [redacted]
From	uscustomercare@fcagroup.com	To	[redacted]

Dea[redacted]
Thank you for contacting FCA Customer Care.
Our records indicate that case numbe[redacted] is closed.
If you require further assistance please contact us and we would be happy to assist.
Thank you and have a great day.
FCA Customer Care

[redacted]

Date	02/11/2020	Subject	Re: 2016 Chrysler Town & Country [redacted]		
From	[redacted]	To	chryslercustomercare@fcagroup.com	Sent Date/Time	02/11/2020 11:11 AM

That response is exactly why I will no longer be considering FCA products in the future. The warranty for those models was 100,000 miles in 2015. It was dropped to 60,000 miles in 2016. My issues happened at 72,000 miles. Sounds to me like FCA was tired of paying for warranty repairs.

On Mon, Feb 10, 2020 at 9:58 PM Chrysler Customer Care <chryslercustomercare@fcagroup.com> wrote:

> Hello [redacted]
>
> Thank you for contacting Chrysler Customer Care.
>
> In regards to your 2016 Chrysler Town & Country, we fully appreciate your
> concern, particularly in view of the expense and inconvenience involved,
> however, the vehicle has exceeded the mileage limitations of
> the warranties we offered on the vehicle at the time it was placed into
> service. Although we are unable to provide a more favorable reply, we
> appreciate the opportunity to review your concern.
>
> Please do not hesitate to contact us if you have any new information to
> provide or need any further assistance by calling us at 1-800-247-9753..
>
> Thank you again for your email.
>
> Best wishes,
>
> Mary-Lyn
> Chrysler Customer Care
>
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 2/8/2020 11:39 AM
> To [redacted]
> Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****
>
> Your inquiry has been received by the Chrysler Customer Care. We
> appreciate your contact with us and look forward to getting back with you
> as soon as possible.
>
> To ensure a prompt response, please add to your Safe Senders list, Address
> Book or Contact List. Please also monitor your Junk Mail or Spam Folder for
> our response.
>
> Should this matter be urgent, or if you desire a quicker response, please
> contact us by phone to discuss your issue with one of our Chrysler Advisors.
>
> Chrysler Brand: 800-247-9753
>
> FCA Brand : 800-247-9753
>
>
>
> For any future communication related to this email, please refer to
> reference number [redacted]
>
> Sincerely,
>
> The Chrysler Brand
>
>
> To view the Chrysler Privacy Policy, visit
>
> [redacted]
>
[redacted]
>

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/12/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/24/2020	**Origin**	Telephone	**Reason**	
Mileage	44,256 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	CHESAPEAKE		VA	[redacted]	USA
Dealer	44198	GREENBRIER DODGE OF CHESAPEAKE INC		**Dealer Phone**	7574202800
Dealer Address	1717 S MILITARY HWY				
	CHESAPEAKE		VA	23320 2611	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	L
Subject	Vehicle Concern				
Synopsis	Vehicle repaired and returned. Customer satisfied.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/12/2020 03:53 PM	Open
02/24/2020 08:01 PM	Closed

Initial Description

Sliding door will not open

Case Comments

Date	Comment
02/12/2020	Customer is calling in seeking cost assistance for the repair of the sliding door on her vehicle. Customer states that she has taken into DLR GREENBRIER DODGE OF CHESAPEAKE INC because the sliding door will not open automatically or manually, it is just stuck. SA Sarah Hamilton advised the customer that the door will have to be ripped out in order to install a new one. Customer feels as this should be covered by FCA because it is a safety concern. Customer has [redacted]hildren and they are not able to get in and out of the back of the vehicle. The locking mechanism needs to be replaced as well as the door panels. Customer was given an estimate for repairs, Parts $670.21 and Labor $390. Agent reviewed and customer is the original owner, basic expired less than 24 months ago and Customer has high LS. Agent advised that case will be escalated for review and will be contacted within 1-2 business days by a specialist.
02/13/2020	**********BC 35 REVIEW********** In-Service Date: 2/15/2016 Original Owner: Yes Mileage: 44,256 Vehicle purchase Loyalty: 3 new, 2 used Multiple Repairs/ Previous related repairs: No MVP plans: No Basic expires: Expired February 15, 2019 Powertrain expires: 12 Months or 15,744 Miles LS: 544 CC: 0 Open Recalls: 0 **********
02/13/2020	***OUTBOUND DLR CALL 44198-Greenbrier Dodge of Chesapeake Inc | 757-420-2800 CM spoke to SA Emily who advises ticket is with SA Sarah. Sarah currently with a Customer, and will call CM back momentarily.
02/13/2020	***OUTBOUND CUSTOMER CALL [redacted]CM contacted Customer to provide introduction. Customer states the driver's side rear sliding door is stuck closed, and cannot be opened automatically or manually. Customer advises the lock is stuck in the locked position. Customer advises she has a Third Party Service Contract, so the door assembly is covered. However, because the door is stuck in the Locked potion, the DLR will have to break the door off to repair it, and Customer's warranty will not cover what the DLR is going to have to break. Customer has the vehicle currently while the DLR is waiting for parts as her Third Party Service Contract only covers 2 days of rental and the vehicle is still technically driveable. CM advises we will follow up with the DLR to see what can be done.
02/13/2020	***OUTBOUND DLR CALL 44198-Greenbrier Dodge of Chesapeake Inc | 757-420-2800 CM spoke to SA Sarah who advises that the door is stuck and will need to be pried off to repair. DM Notes can't be accepted as the vehicle has to be under Basic for Consumer Goodwill consideration.
02/14/2020	***OUTBOUND CUSTOMER CALL [redacted]CM contacted Customer to advise we will have to review for reimbursement of door repair parts that are not covered as approval cannot be done at the dealership level. No answer. CM left VM seeking a call back.
02/15/2020	cst called to speak with CM...agent advised CM will be in Monday Feb 17/20...pls call cst
02/18/2020	***OUTBOUND CUSTOMER CALL [redacted]M contacted Customer to advise we cannot provide approval at the dealership level, and would ask Customer to submit a copy of the repair order and proof of payment for CM to review. Customer thanked CM.
02/20/2020	***OUTBOUND DLR CALL 44198-Greenbrier Dodge of Chesapeake Inc | 757-420-2800 CM spoke to SA Sarah who advises vehicle should be done today and DLR was able to complete the repair without breaking the door. SA will be reaching out to Customer to advise.
02/24/2020	***OUTBOUND CUSTOMER CALL [redacted] CM contacted Customer to test for repair satisfaction. Customer is happy that DLR did not have to break the door to complete repairs, and advises that she has the vehicle back and concerns are resolved. CM advised of case closure. Customer agrees.

Email(s)

Date	02/13/2020	Subject	Dodge Case Management | Cas[redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	02/13/2020 17:35 PM

Hel[redacted]

My name is Amy and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your case number is [redacted]

The Chrysler Case Management telephone number is: 1-866-932-3873

My direct extension: 304-0166

Regards,

Amy

FCA Case Management
[redacted]

Date	02/18/2020	Subject	RE: Dodge Case Management | Case[redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	02/18/2020 15:56 PM

Hello [redacted]

Please attach a copy of the repair order and proof of payment to this email for us to review.

Best Wishes,
Amy

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 2/13/2020 12:35 PM
To[redacted]
Subject: Dodge Case Management | Case[redacted]

Hell[redacted]

My name is Amy and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your case number is [redacted]

The Chrysler Case Management telephone number is: 1-866-932-3873

My direct extension: 304-0166

Regards,

Amy

FCA Case Management
[redacted]

Date	02/24/2020	Subject	RE: Dodge Case Management | Case[redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	02/24/2020 20:00 PM

Hello [redacted],

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is [redacted]

The FCA Case Management telephone number is: 1-866-932-3873

My direct extension is: 3040166

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and we hope we were able to resolve your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a Case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best
Amy

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 2/18/2020 10:56 AM
To [redacted]
Subject: RE: Dodge Case Management | Case [redacted]

Hello [redacted]

Please attach a copy of the repair order and proof of payment to this email for us to review.

Best Wishes,
Amy

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 2/13/2020 12:35 PM
To [redacted]
Subject: Dodge Case Management | [redacted]]

Hello [redacted]

My name is Amy and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your case number is [redacted]

The Chrysler Case Management telephone number is: 1-866-932-3873

My direct extension: 304-0166

Regards,

Amy

FCA Case Management
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/17/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/04/2020	**Origin**	Telephone	**Reason**	
Mileage	59,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	MANITOWOC		WI	[redacted]	USA
Dealer	60581	LARRY H. MILLER CHRYSLER JEEP		**Dealer Phone**	6235375000
Dealer Address	13165 N. AUTOSHOW AVE.				
	SURPRISE		AZ	85388 5089	USA
Dealer Zone	West	**Sales District**		**Service District**	M
Subject	Door				
Synopsis	vehicle is repaired				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/17/2020 04:59 PM	Open
03/04/2020 11:08 PM	Closed

Initial Description

Customer states door makes noises and opens and closes activating panic alarm. DLR cant find a solution

Case Comments

Date	Comment
02/17/2020	Customer states that he's been having issues with his door. The door closes and makes noise as if its attempting to close even after its closed. Customer also states that the door causes the vehicles panic alarm to go off. Vehicle last in DLR Larry Miller 13165 n auto show ave surprise Arizona on 02/12/2020 . Customer state the DLR couldn't find an issue so they reprogrammed the door and updated software. Customer loyalty score 0587
02/18/2020	*****VEHICLE QUALIFIER** [redacted] 2016 CHRYSLER TOWN & COUNTRY TOURING, Case # [redacted] rnings: No open recalls In-Service Date: June 30, 2016 Original Owner: Yes Owners: (1) Mileage: 59,000 Vehicle purchase loyalty: (3) new, (2) used Multiple Repairs/Previous related repairs: No MVP plans: None Other: n/a Issue/complaint: Customer states that he's been having issues with his door. The door closes and makes noise as if its attempting to close even after its closed. Customer also states that the door causes the vehicles panic alarm to go off.
02/18/2020	*****OUTBOUND CUSTOMER CONTACT**** [redacted] 016 CHRYSLER CS attempted to contact customer, however, customer was not available. CS left VM for a return call at 1-844-827-2003 extension 3020198.
02/18/2020	*****INBOUND CUSTOMER CONTACT**** [redacted] 2016 CHRYSLER Customer called to return call from CM Maxine, customer confirmed he is currently in Suprise AZ and working with LARRY H MILLER CHRYSLER JEEP DLR 60581. Customer stated this dealer did a relearn on the vehicle as well and told him they may need to replace parts if the concern returns. Writer advised since he is currently working with this dealer the case would shift to the CM working with that dealer who could then follow up with himself and the dealer regarding further concerns.
02/19/2020	cs reached out to customer and spoke with him in regards to his vehicle. customer stated that he is still currently having issues with the door on his vehicle. cs explained that as a cs she has the ability to engage in the technical resources to assist with getting the vehicle repaired. customer understood and stated that he will be setting up an appointment to take his vehicle back in.
02/21/2020	cs reached out to the customer, but he was unavailable, left vm requesting a call back.
02/22/2020	Cst called requesting to speak to cm. CM was not at the office, agent messaged cm to reach out to cst.
02/24/2020	customer stated that he dropped the vehicle off at the dealer and he is working with sa duane.
02/24/2020	cs sent sa duane an email in regards to this customer.
02/25/2020	customer called for an update. no update at this time. still awaiting warranty pricing.
02/25/2020	customer called stated the vehicle is ready . wants to know the next steps
02/26/2020	customer called in and cs explained that due to the repairs already being complete, customer would have to pay for repairs then submit for possible reimbursement. cs sent customer a document request email so he can send in requested information.
02/26/2020	DLR called in requesting to know if we were waiting for anything from them. The agent informed the DLR of the prior notes to which the DLR stated he would just await a call back to see if it would be possible to provide direct coverage of any form.
02/27/2020	cs reached out to sa duane, but he was unavailable. left vm requesting a call back.
03/02/2020	cs reached out to sa duane, but he was unavailable. left vm requesting a call back.
03/02/2020	cs reached out to the customer, but he was unavailable, left vm requesting a call back.
03/04/2020	customer stated that he picked up the vehicle and paid a $100 copay and is not having any issues with the vehicle. cs will be closing the case at this time.

Email(s)

Date	02/19/2020	**Subject**	[redacted] ref]
From	uscustomercare@fcagroup.com	**To**	[redacted] **te/Time** 02/19/2020 21:51 PM

Hello, my name is Ty'Eisha and I have been assigned as your Case Manager.
This email is confirmation that your cas[redacted] was successfully escalated to me.
My office hours are from 10 AM to 6:30 PM EST Monday - Friday.
My contact information is 844-378-0597 Ext. 4060552.
[redacted]

Date	02/26/2020	**Subject**	Case Acknowledgement [ref:[redacted]]
From	uscustomercare@fcagroup.com	**To**	[redacted] **Sent Date/Time** 02/26/2020 16:19 PM

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

You may reply to this email with a copy of the receipt and proof of payment to submit for reimbursement.
Your case number is [redacted]

Thank you

Fiat Chrysler Automobiles Customer Care Specialist

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

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/18/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/28/2020	**Origin**	Telephone	**Reason**	
Mileage	50,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	OVIEDO		FL	[redacted]	USA
Dealer	45091	Greenway Chrysler Jeep Dodge Ram		**Dealer Phone**	4073069400
Dealer Address	9051 EAST COLONIAL DRIVE				
	ORLANDO		FL	32817 4176	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	E
Subject	BBB				
Synopsis	BBB was contacted by FCA who agreed to reimburse owner for door actuator repair minus $500 copay check was approved on 2/28/20.				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/18/2020 06:06 PM	Open
02/21/2020 03:44 PM	Closed
02/25/2020 12:18 PM	Open
02/28/2020 01:58 PM	Closed

Initial Description

issue with locking doors.

Case Comments

Date	Comment
02/21/2020	Customer sent BBB letter to FCA requesting assistance with door lock issue warranty just expired by time not miles. Advised owner to have dealer inspect vehicle at Orlando Dodge willing to assist based on diagnoses. Provided direct phone number and email to further assist owner.
02/25/2020	Green Way FCA dealer inspected the vehicle door problem the actuators and applique need to be replaced sliding doors are not working. Total cost parts and labor is $1900 writer agreed to reimburse as goodwill minus a $500 copay with dealer paid receipt. Owner will fax in paid receipt when work is done.
02/27/2020	Customer emailed dealer paid receipt for door actuator and applique repairs seeking reimbursement. Writer agreed to cover repairs parts and labor minus a $500 copay as goodwill. Total paid was $1982.02 reimbursement is for $1482.02 check submitted for that amount. The BBB was contacted on 2/27/20 and advised of the reimbursement to resolve complaint.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2017	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/18/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/24/2020	**Origin**	Telephone	**Reason**	
Mileage	23,000 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	SAN DIEGO		CA		USA
Dealer	26914	SAN DIEGO CHRYSLER DODGE JEEP RAM		**Dealer Phone**	6192244151
Dealer Address	777 CAMINO DEL RIO SOUTH				
	SAN DIEGO		CA	92108 3513	USA
Dealer Zone	California	**Sales District**		**Service District**	N
Subject	Customer is dis-satisfied with service from dealer.				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/18/2020 10:09 PM	Open
02/24/2020 01:14 PM	Closed

Initial Description

Customer took vehicle into dealer (for 2nd time) this AM (6:45 AM). Vehicle is still sitting there at 2:00 PM with no one havine taken a look at it.

Case Comments

Date	Comment
02/18/2020	Customer wants to Register a Complaint Against Dealer. Customer says he took vehicle into dealership to have sliding door rollers on driver side repaired. The door was loose and rollers were replaced. Customer stated vehicle was at dealers for over 4 days for this repair. When customer picked up vehicle, and drove it home, customer said driver-side door could/would not open. It was stuck. And the door sensor light kept going on and off. Customer says they took vehicle back to dealership at 6:45 this AM, and now at 2:00PM, dealership is just acknowledging vehicle.Customer says the dealership does not return call and most off the SA's and SM are very rude. Dealership is San Diego CDJR on file.
02/19/2020	*****TL Review***** TL confirmed case comments show customer has a DLR complaint. TL sending case file back to level 1 as case has been misdirected to level 2.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/20/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/20/2020	**Origin**	Telephone	**Reason**	
Mileage	44,270 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
	KINGSLAND		GA		USA
Dealer	44721	BENNETT CHRY-PLYM-DODGE-JEEP LLC		**Dealer Phone**	9127297100
Dealer Address	1491 HWY 40 E				
	KINGSLAND		GA	31548 6507	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	F
Subject	Vehicle Concern				
Synopsis	Vehicle has not been to the dealership and customer wants to work directly with dealer.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/20/2020 01:13 PM	Open
02/20/2020 08:16 PM	Closed

Initial Description

Cx called in stating that her door won't unlock

Case Comments

Date	Comment
02/20/2020	Agent utilized Compass and NHTSA to inform Cx of 0 open recalls associated with VIN. Cx called in stating that the door is not opening and it's won't unlock. Cx states this happened several days ago and stopped, until it's happened again, alleging that this has trapped her children in the vehicle. Cx states that she's looked online and alleges further that this is a known issue. Cx plans on taking vehicle to DLR 44721 but it was waiting for further assistance and advice from CM. Cx is seeking technical and possible cost assistance. Agent also emailed Cx Case # as requested as well as NHTSA.gov to as added reassurance that there are 0 open recalls associated with her VIN.
02/20/2020	***OUTBOUND** USTOMER CM called the customer and she did not answer. CM left a detailed message.
02/20/2020	***OUTBOUND** CUSTOMER CM called the customer and she stated the vehicle's passenger sliding door does want to open/unlock. She was worried there may have been a recall on the vehicle due to the forums she was researching online. CM advised there are no open recalls on the vehicle and there has not been any in the past. CM referred the customer to NHTSA website. CM let the customer know we would be happy to advocate for her and the dealership when the vehicle is taken in and she stated she will just work directly with the dealership. She says she has a good relationship with the dealer and they always fixes her vehicle. CM thanked the customer and let her know we will be closing the case at this time.

Email(s)

Date	02/20/2020	**Subject**	Case Acknowledgement [		
From	uscustomercare=fcagroup.com@fcagroup.com	**To**		**Sent Date/Time**	02/20/2020 13:24 PM

Good Morning

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

In regards to your initial request: Your case number is [Case #
To view if you have any open recalls, please visit: nhtsa.gov.

Regards,

Ashia

FCA L1 Agent

Chrysler Customer Care

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2016	Brand	DODGE
Body	RTKM53	Vehicle	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	02/20/2020	CAIR Type	Regular	Status	Closed
Close Date	02/20/2020	Origin	Telephone	Reason	
Mileage	50,000 Miles	Market	U	Language	English
Contact Email		Contact Phone			
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	OVIEDO		FL		USA
Dealer	X7246	EAN HOLDINGS - INDY		Dealer Phone	
Dealer Address	600 CORPORATE PARK DR.				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		Sales District		Service District	
Subject	BBB				
Synopsis	Duplicate BBB Letter sent to FCA see previous file complaint was answered there.				
Customer Anomaly	Body				
	Trunk				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	7	Trunk Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/20/2020 07:00 PM	Open
02/20/2020 07:37 PM	Closed

Initial Description

second row doors do not open.

Case Comments

Date	Comment
02/20/2020	Duplicate BBB letter sent to FCA see previous file complaint was answered.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/24/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/24/2020	**Origin**	Telephone	**Reason**	
Mileage	54,267 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	ST.LOUIS		MO		USA
Dealer	66989	SHUMAN MOTOR SALES INC		**Dealer Phone**	2486692010
Dealer Address	1111 SOUTH COMMERCE				
	WALLED LAKE		MI	48390 3007	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	B
Subject	right hand door won't open				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/24/2020 08:56 PM	Open
02/24/2020 09:03 PM	Closed

Initial Description

right hand door won't open

Case Comments

Date	Comment
02/24/2020	Customer states right hand side door does not open manually or via button. He has a 3rd party service contract. Suggest verifying with them before making an appt to fix.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/26/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/06/2020	**Origin**	Telephone	**Reason**	
Mileage	50,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	AURORA		IL	[redacted]	USA
Dealer	68010	RIVER FRONT CHRYSLER JEEP DODGE		**Dealer Phone**	6309071700
Dealer Address	200 HANSEN BOULEVARD				
	NORTH AURORA		IL	60542 8920	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	B
Subject	Passenger side door				
Synopsis	close				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/26/2020 09:49 PM	Open
03/06/2020 10:05 PM	Closed

Initial Description

cx is calling in regarding rear passenger door sticking

Case Comments

Date	Comment
02/26/2020	cx is calling in regarding rear passenger door not opening. agent contact dlr to set appointment to get a diagnose within 14 days, appointment set for March 5 at 8:00 am, cx will like cost assistance with repair.
02/27/2020	Type of Vehicle: 2016 Chrysler Town & Country Vehicle concern: rear passenger door doesnt open, wants cost assistance In-Service Date: 2/14/2016 Original Owner: n-2nd (purchased 12/14/2016) Mileage: 50,000 Vehicle Purchase Loyalty: Used: 2 Multiple Repairs/ Previous related repairs: Recalls: 0 Other: *****Repair History********** RO[redacted] 3/17/2017 Flash Software 1 [Software Flash for PCM] Multi-point inspection (according to maintenance interval) General Concern #1/OP 0100 [Customer states driver side seat belt can not lock into buckle] / 22875 18-19-06-NK FLASHED PCM FROM:68273488AB TO: 68273488AD 181906NK Multi-point inspection (according to maintenanceinterval) PERFORM FREE MULTI POINT INSPECTION !!!!! 22875 ORDERD DRIVE SIDE SEAT BELT BUCKLE ORDERED PARTS; CUSTOMER WILL BE NOTIFIED OF ARRIVAL. RO:[redacted]/22/2017 MAINTENANCE [FRONT Driver seat BELTASSEMBLY is inop at times (SOP IN STOCK)] INOP 23189 VERIFIED SEAT BELT DOES NOT BUCKLE.REMOVED AND REPALCED SEAT BELT BUCKLE. ALLOKAY AT THIS TIME. BUCKLES AS NORMAL Seatbelt, buckle half - Replace Front-Left with Pre-Tensioner (1 - Semi-Skilled) BELT, AUTOMATIC SEAT-REPLACE (B) RO[redacted]/23/2018 Multi-point inspection (according to maintenance interval) General Concern #1 [Customer StatesCOOLANT SMELL AND FLUID LEAKING] LEAK Multi-point inspection (according to maintenanceinterval) MOPAR EXPRESS LANE INSPECTION 34411 REMOVED AND REPLACED THE LEAKINGRADIATOR Radiator - Pressure Test and Replace 3.2-3.6 Literengine (1 - Semi-Skilled) RADIATOR] RO[redacted]/24/2019 z-(DMS Appt. Feed) Line 1 [CUST STATES PASSENGER REAR DOOR WILL NOTOPEN] .MOPAR EXPRESS LANE INSPECTION 46487 DIAGNOSED PASSENGER SLIDING DOORACTUATOR FAILED INTERNALLY , CUSTOMERDECLINED REPAIRS AT THIS TIME $891.03 z-(DMS Appt. Feed) Line 1[CUST STATES PASSENGER REAR DOOR WILL NOT OPEN] WI ADVISOR BLOCKER 1 .MOPAR EXPRESS LANE INSPECTION
02/27/2020	*****outbound customer contact**** [redacted] CM called customer in regards to vehicle concerns / left VM
02/28/2020	cst called in to speak with cm who was unavailable. agent sent cm a message requesting call back.
03/02/2020	Customer is calling in seeking to speak to CM. Agent advised that CM is not available at the moment but has been alerted to return call
03/02/2020	*****outbound customer contact*** [redacted] CM called customer in regards to vehicle concerns / customer states that it's the door actuator that failed internally / CM advised will contact the dlr on Thursday to see what the diagnosis is and to see if we are able to assist her / customer states that would be awesome if we can assist in getting her vehicle fixed Preferred contact: phone
03/05/2020	Customer is calling in to speak with the cm regarding the case agent informed customer they would look over the case and see if their cm is available and if they are not then agent would send an internal message informing cm to give customer a call back as soon as possible.
03/05/2020	*****inbound dlr contact***** Randy RIVER FRONT CHRYSLER JEEP DODGE * 6309071700 CM received call from SM Randy who advised CM what the diagnosis was from the last time and provided pricing / CM advised she will call the customer and see what she can do to assist
03/05/2020	*****outbound customer contact**** [redacted] CM called customer and advised that she will cover the labor is customer covers the part / customer agreed and thanked CM for her assistance / CM advised will follow up tomorrow to see if vehicle is fixed
03/05/2020	*****inbound dlr contact***** Randy RIVER FRONT CHRYSLER JEEP DODGE * 6309071700 CM called SM Randy & advised him that she is covering the parts and customer will cover the part

Date	Comment
03/05/2020	*****DEALER FUNNEL***** What is the diagnosis? Sliding door actuator Do they accept DM notes? Y Is the concern a result of misuse/abuse/lack of maintenance? N Could the customer have caused/prevented concern? N Is the concern related to the age and/or mileage? N Has the vehicle been properly maintained? Y Is maintenance completed at the dealership? Not at dlr Have there been any previous related repairs? n Have there been any previous out-of-pocket repairs? n What is the warranty pricing for parts and labor separate? / Parts: $160.23 Labor: $403.40 When could repairs be completed? today Do you feel this customer should receive assistance and why? Has this customer been provided assistance previously? Would you be willing to provide assistance? y **********
03/05/2020	Goodwill Authorization As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows: Parts = 160.40 (warranty price) Labor = 403.40 Total = 563.80 Co-pay = Parts Justification: # # # # # # # # # # DIRECT-TO-DEALER # # # # # # # # # # # # # # Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care. ##
03/06/2020	*****outbound dlr contact***** Randy RIVER FRONT CHRYSLER JEEP DODGE * 6309071700 CM spoke to SA Nathan who advised that the customers vehicle is fixed as there are no open RO's in the system for it
03/06/2020	*****outbound customer contact***** [redacted] CM called customer to see if vehicle is fixed / customer states that the vehicle is fixed and is very happy / CM advised that she was happy to help her and will be closing her case now but if anything else happens to call back / customer said ok
03/06/2020	*****outbound customer contact***** [redacted] CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer's concerns as documented in the reason codes have been addressed with the customer.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/28/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/28/2020	**Origin**	Chat	**Reason**	
Mileage	0 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	LAS CRUCES		NM		USA
Dealer	45455	LARRY H. MILLER CHRYSLER JEEP		**Dealer Phone**	5053662900
Dealer Address	8528 LOMAS BLVD NE				
	ALBUQUERQUE		NM	87110 7905	USA
Dealer Zone	West	**Sales District**		**Service District**	I
Subject	Others				
Synopsis					
Customer Anomaly	Uconnect / Infotainment				
	Navigation				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	69	Vehicle navigation issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/28/2020 02:40 AM	Open
02/28/2020 03:03 AM	Open
02/28/2020 03:03 AM	Closed

Initial Description

Chat Started: Thursday, February 27, 2020, 21:40:45 (-0500) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Brandi (5s) Brandi: Hi, my name is Brandi with FCA Customer Care, How may I help you? (1m 51s) Visitor: my 2016 T&C navigation system is acting up. Sometimes on the name Garmin comes up and no nav screen. Search for locations seldom works. What are my options? (2m 43s) Brandi: Hello [redacted] I am sorry to hear that! I can certainly look into this for you. May I have your VIN? (3m 32s) Vis[redacted] (4m 50s) Brandi: Thank you! First May you please verify your address complete with Zip Code. Also may you verify your Email and phone number? Also may I have the current mileage? (6m 42s) Visitor: [redacted] Las Cruces, NM, [redacted] 69,536 mileage (9m 49s) Brandi: Thank you, Just a few minutes please while I look into this for you. (16m 38s) Brandi: Thank you for waiting [redacted] First I would like to try a reset for the navigation. Step one find an open area like an empty parking lot Step two- drive in 4-5 counter clockwise tight circles no more than 10 miles an hour. Step three- Then drive straight for a minute or so then open the drivers door If this does not work I recommend reaching out to your local dealership for them to take a look. (18m 50s) Visitor: I will do this in the morning. If this does not work is there any chance I can remove the unit and send it for repair? Thank you for your time this evening. (19m 34s) Brandi: I apologize you most likely have to take the vehicle into the dealer for them to look. You can ask them if there is a way to just send the unit. (20m 2s) Visitor: Good night

Live Chats

Date

Date	
02/28/2020	Chat Started: Thursday, February 27, 2020, 21:40:45 (-0500) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Brandi (5s) Brandi: Hi, my name is Brandi with FCA Customer Care, How may I help you? (1m 51s) Visitor: my 2016 T&C navigation system is acting up. Sometimes on the name Garmin comes up and no nav screen. Search for locations seldom works. What are my options? (2m 43s) Brandi: Hello [redacted] I am sorry to hear that! I can certainly look into this for you. May I have your VIN? (3m 32s) Visitor: [redacted] (4m 50s) Brandi: Thank you! First May you please verify your address complete with Zip Code, Also may you verify your Email and phone number? Also may I have the current mileage? (6m 42s) Visitor: [redacted] Las Cruces, NM, [redacted], 69,536 mileage (9m 49s) Brandi: Thank you, Just a few minutes please while I look into this for you. (16m 38s) Brandi: Thank you for waiting [redacted] First I would like to try a reset for the navigation. Step one find an open area like an empty parking lot Step two- drive in 4-5 counter clockwise tight circles no more than 10 miles an hour. Step three- Then drive straight for a minute or so then open the drivers door If this does not work I recommend reaching out to your local dealership for them to take a look. (18m 50s) Visitor: I will do this in the morning. If this does not work is there any chance I can remove the unit and send it for repair? Thank you for your time this evening. (19m 34s) Brandi: I apologize you most likely have to take the vehicle into the dealer for them to look. You can ask them if there is a way to just send the unit. (20m 2s) Visitor: Good night

Date	
02/28/2020	

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/28/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/28/2020	**Origin**	Telephone	**Reason**	
Mileage	47,671 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	N FORT MYERS		FL	[redacted]	USA
Dealer	27102	Cape Coral Chrysler Dodge Jeep Ram		**Dealer Phone**	2395000000
Dealer Address	2200 NE PINE ISLAND ROAD				
	CAPE CORAL		FL	33909 1768	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	D
Subject	Vehicle concern				
Synopsis	no diag sent to dlr				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/28/2020 01:45 PM	Open
02/28/2020 01:55 PM	Closed

Initial Description

Vehicle concern

Case Comments

Date	Comment
02/28/2020	BASIC WARRANTY 36 Months or 36,000 Miles 0 July 20, 2019 Expired (Time) POWERTRAIN WARRANTY 60 Months or 60,000 Miles 0 July 20, 2021 17 Months or 12,329 Miles 2 vehicle with us 2nd owner **Cst wif[redacted]called in seeking cost assistance Cst states that the right mid part of her door is making noises when she unlock it. Cst states if she hit the unlock form the door or use the key fob it does this. Cst researched and was told it could be a Bad or Failing Door Lock Actuator Cst states the buzzing sound that she did allow me to hear it as well. Just the middle door of the right side of the car. Agnt advised cst to go to dlr for a diag and pay the cost for it and she can reach back out to us to see if she could get cost assistance. Agnt provided case number for future reference.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**odel Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/28/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/04/2020	**Origin**	Telephone	**Reason**	
Mileage	69,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	DICKSON		TN	[redacted]	USA
Dealer	60645	STEVE JONES CHRYSLER DODGE JEEP		**Dealer Phone**	6153261234
Dealer Address	2612 HIGHWAY 46 S				
	DICKSON		TN	37055 9056	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	S
Subject	assist handle broken				
Synopsis	customer is working with the dlr.				
Customer Anomaly	Interior				
	Panels/Moldings				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	82	Interior panels or moldings issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/28/2020 06:01 PM	Open
03/04/2020 09:03 PM	Closed

Initial Description

assist handle on passenger side broke

Case Comments

Date	Comment
02/28/2020	cx is upset because when he purchased vehicle the sales rep sold him the lifetime warranty and told him everything was covered, he is now having issues with the assist handle on passenger side being broken and when brought to dealership they wouldn't cover the cost. Cx is out of warranty and seeking goodwill for cost of the repair.
03/03/2020	******PREP SHEET***** Warranty/SC: CORROSION WARRANTY (ACTIVE), MAJOR EMISSION COMP (ACTIVE)--- MAX CARE SC (ACTIVE Current Mileage: 69,000 ISD: 03/21/2016 Original owner: NO (CUSTOMER PURCHASED VEHICLE IN 2018) Household vehicles: 4 FCA VEHICLES Reason for Case Escalation: BROKEN DOOR HANDLE Repeat issue: NO Star tickets open: YES (NOT FOR DOOR HANDLE) Recalls: NO RRTs: NO Relevant Previous Cases: NA Prior Goodwill/DM notes: NO R/O History: NA Vehicle location: CUSTOMER Vehicle Concern: BROKEN DOOR HANDLE. **********
03/03/2020	Customer called in seeking an update and the CM advised that they will be contacting the dlr tomorrow and once they have an update they will contact them. Customer thanked the CM and the CM branded the call.
03/04/2020	CM contacted the dlr 6153261234 but they did not answer. CM was not able to leave a voicemail and will call back later.
03/04/2020	CM contacted the dlr and spoke with the SA Rex and he stated that the customer is seeking assistance with a door pulley and cracking on console.
03/04/2020	CM contacted the customer and advised that at this time the repair would be their responsibility. Customer thanked the CM and stated that they will keep up with their own update. CM and the CM branded the call.

Email(s)

Date	03/03/2020	**Subject**	Level 2 Initial Contact [ref: [redacted] ef]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	03/03/2020 00:36 AM

Dear [redacted],

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

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

Your case number is [redacted].
The Chrysler (east) Case Management telephone number: 1-844-378-0573
My direct extension: 4060320
My work hours are: (11:30am - 8:00pm Eastern Standard Time Monday-Friday).
I will contact you within one business day of your appointment by telephone to discuss your case.

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

-Chardae (case specialist)

Thank you for being a Chrysler customer.
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	[redacted]	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/29/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/24/2020	**Origin**	Telephone	**Reason**	
Mileage	75,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	LEXINGTON		KY	[redacted]	USA
Dealer	60584	GLENN'S FREEDOM DODGE CHRYSLER		**Dealer Phone**	8592683000
Dealer Address	1560 E NEW CIRCLE RD				
	LEXINGTON		KY	40509 1022	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	Z
Subject	Engine				
Synopsis	done				
Customer Anomaly	Engine				
	OTHER				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	30	General engine issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/29/2020 05:19 PM	Open
03/24/2020 02:42 PM	Closed

Initial Description

Cams and Lifters

Case Comments

Date	Comment
02/29/2020	Having to replace the engine (75,000 miles) - Cams and Lifters - 2 weeks right after oil change - vehicle is at DLR - $2,900 worst case scenario price wise - sliding door lock, actuator is also needing repair Customer is seeking goodwill / possible rental reimbursement for this case. Informed to keep receipts for rental.
03/03/2020	In-Service Date: 1/9/2016 Original Owner: Y Mileage: 75,000 Vehicle purchase loyalty: 1 new Multiple Repairs/ Previous related repairs: N MVP plans: N Recalls: N Other:
03/03/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] Case manager attempted to contact customer, however, customer was not available. Left message for a return call at extension 3020905
03/03/2020	Customer called in seeking to speak with CM. Agent advised CM would be notified when he gets back to touch base with her.
03/03/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM attempted to contact customer, however, customer was not available. Left message for a return call
03/03/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM called out tot he CST and CST advised that she went for the oil change and now it is sitting at third party that said there was concerns with the vehicle CST is going to have the vehicle towed over to the DLR and have it diagnosed
03/05/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM called out CST and CST advised that she did have it towed over and they are looking at the vehicle now CM advised will follow up with the DLR
03/09/2020	email from SM We have the vehicle diagnosed. It needs lifters, rocker arms and camshafts. The total for parts and labor would be $2109.10
03/09/2020	.
03/09/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM called out tot he CSt and CM offered to do a 300 dollar copay on the repair and CST asked for some time to think about it CM advised will follow up wends day
03/11/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM attempted to contact customer, however, customer was not available. Left message for a return call
03/11/2020	Customer called to speak to cm, transfer to his line
03/13/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM called out to the CST and CST accepted the offer and CST accepted and CM will follow up
03/17/2020	email sent to SM
03/17/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM attempted to contact customer, however, customer was not available. Left message for a return call
03/20/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] Agent spoke with the customer. She states she is picking up the vehicle tonight. Customer also states she was supposed to be reimbursed for the rental. Agent advised her CM will look into this because nothing in the notes about this.
03/23/2020	Customer called in wanting to speak to CM. Agent advised that the CM is currently not in and that a chatter would be sent for a call back request.

Date	Comment
03/24/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM called and talked with the customer, she stated that the vehicle is running good. CM let her know that CM approved her rental bill and a check is on its way to her. Customer was thankful for that. Cm and customer agreed to close the case. Closing email will be sent.

Email(s)

Date	03/05/2020	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***te/Time***	03/05/2020 19:55 PM

Dear [redacted]

My name is Chris and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

· Your case number is [redacted]

· The Chrysler Case Management telephone number is: 1-844-827-2006

· My direct extension: 3020905

· My work hours are: 9 am 5:30 pm Eastern Standard Time Monday-Friday.

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

[redacted]

Date	03/05/2020	***Subject***	[redacted]		
From	[redacted]ustomercare@fcagroup.com	***To***	[redacted]	***ate/Time***	03/05/2020 19:55 PM

Dear [redacted]

My name is Chris and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

· Your case number is [redacted]

· The Chrysler Case Management telephone number is: 1-844-827-2006

· My direct extension: 3020905

· My work hours are: 9 am – 5:30 pm Eastern Standard Time Monday-Friday.

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

[redacted]

Date	03/06/2020	***Subject***	Fwd: Case [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	03/06/2020 14:56 PM

Get Outlook for iOS<https://aka.ms/o0ukef>

From: [redacted]
Sent: Friday, March 6, 2020 9:51:19 AM
To: [redacted]
Su[redacted]

Good morning Chris,

Thank you for reaching out.

As discussed, please find the rental car receipt from Enterprise Rental Car.

Regards,

[redacted]

Get Outlook for iOS[redacted]

From: US Customer Care <uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>
Sent: Thursday, March 5, 2020 2:55:37 PM
To: [redacted]
Su[redacted]

Dear [redacted]

My name is Chris and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

· Your case number is [redacted]

· The Chrysler Case Management telephone number is: 1-844-827-2006

· My direct extension: 3020905

· My work hours are: 9 am 5:30 pm Eastern Standard Time Monday-Friday.

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

ref:_[redacted]

** WARNING: This email originated from outside of the company. Do not click links or open attachments unless you recognize the sender and know the content is safe. **

Date	03/24/2020	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 3/24/2020 14:39 PM

Hello

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is [redacted]

The FCA Case Management Telephone Number is: 1-844-827-1999

My Direct Extension is: 3020849

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best

RYAN | FCA Case Manager

---------- Original Message ----------
From: [redacted]]
Sent: 3/6/2020 9:56 AM
To: uscustomercare@fcagroup.com
Subject: Fwd: Case #[redacted]

Get Outlook for iOS[redacted]
_____
From: [redacted]
Sent: Friday, March 6, 2020 9:51:19 AM
[redacted]
Subject: Case #[redacted]

Good morning Chris,

Thank you for reaching out.

As discussed, please find the rental car receipt from Enterprise Rental Car.

Regards,

[redacted]

[redacted] Outlook for iOS<https://aka.ms/o0ukef>

_____

From: US Customer Care <uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>
Sent: Thursday, March 5, 2020 2:55:37 PM
To: [redacted]
Subject: Engine [redacted]]

Dear [redacted]

My name is Chris and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

· Your case number is [redacted]

· The Chrysler Case Management telephone number is: 1-844-827-2006

· My direct extension: 3020905

· My work hours are: 9 am 5:30 pm Eastern Standard Time Monday-Friday.

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

[redacted]

** WARNING: This email originated from outside of the company. Do not click links or open attachments unless you recognize the sender and know the content is safe. **

Date	03/24/2020	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 03/24/2020 14:39 PM

Hello

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is: [redacted]

The FCA Case Management Telephone Number is: 1-844-827-1999

My Direct Extension is: 3020849

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best

RYAN | FCA Case Manager

---------- Original Message ----------
From: [redacted]
Sent: 3/6/2020 9:56 AM
To: uscustomercare@fcagroup.com
Subject: Fwd: Case # [redacted]

Get Outlook for iOS [redacted]

From: [redacted]
Sent: Friday, March 6, 2020 9:51:19 AM
To: [redacted]>
Subject: Case # [redacted]

Good morning Chris,

Thank you for reaching out.

As discussed, please find the rental car receipt from Enterprise Rental Car.

Regards,

[redacted]

Get Outlook for iOS<[redacted]

From: US Customer Care <uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>
Sent: Thursday, March 5, 2020 2:55:37 PM
To: [redacted]
Subject: Engine [[redacted]]

Dear [redacted]

My name is Chris and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

· Your case number is [redacted].

· The Chrysler Case Management telephone number is: 1-844-827-2006

· My direct extension: 3020905

· My work hours are: 9 am – 5:30 pm Eastern Standard Time Monday-Friday.

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

[redacted]

** WARNING: This email originated from outside of the company. Do not click links or open attachments unless you recognize the sender and know the content is safe. **

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/02/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/02/2020	**Origin**	Telephone	**Reason**	
Mileage	75,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	IRVING		TX	[redacted]	USA
Dealer	X7009	AVIS BUDGET CAR RENTAL-Houston		**Dealer Phone**	2812302050
Dealer Address	6 SYLVAN WAY				
	PARSIPPANY		NJ	07054 3826	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Driver side sliding door				
Synopsis	No Diagnosis				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/02/2020 04:43 PM	Open
03/02/2020 04:51 PM	Closed

Initial Description

Customer states he is vehicle on the driver side sliding door is in a lock position, and customer can not open the door or unlock it with the remote or open it with the remote

Case Comments

Date	Comment
03/02/2020	In order to assist we will need to have a proper diagnosis on the vehicle. Customer states that driver side sliding door on his vehicle is locked and he cant get it open, manually or with the remote. Customer is outside of his basic warranty. With out a diagnosis agent can not confirm what warranty this repair would be covered under.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/02/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/02/2020	**Origin**	Telephone	**Reason**	
Mileage	104,394 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	WINSTON SALEM		NC		USA
Dealer	44311	KERNERSVILLE CHRYSLER DODGE JEEP		**Dealer Phone**	3369964111
Dealer Address	950 NC HIGHWAY 66 S				
	KERNERSVILLE		NC	27284 3133	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	O
Subject	Vehicle concern				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/02/2020 05:26 PM	Open
03/02/2020 05:32 PM	Closed

Initial Description

Cx called states dlr states they have to break door in order to fix cx broken door

Case Comments

Date	Comment
03/02/2020	cx has service contract with other insurance states back right door wont open manually or electronically inside or out cx had to pay deductible cx brought vehicle in today and was told they cant do anything to fix issues cx was told dlr would have to break vehicle to try and get into door and fix it told cx they would have to pay for everything they break

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/02/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/02/2020	**Origin**	Telephone	**Reason**	
Mileage	91,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	HOLDEN		LA	[redacted]	USA
Dealer	68183	LAKESHORE CHRYSLER-DODGE-JEEP INC		**Dealer Phone**	9856419595
Dealer Address	330 HOWZE BEACH ROAD				
	SLIDELL		LA	70461	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	R
Subject	Warranty coverage				
Synopsis	Updated customer on warranty & part information.				
Customer Anomaly					
Contact Reason	C183	Vehicle Warranty Plan Coverage	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Warranty - Warranty - Coverage Information				

Case Status History

Create Date	Status
03/02/2020 05:48 PM	Open
03/02/2020 05:56 PM	Closed

Initial Description

Customer inquiring about warranty for parts.

Case Comments

Date	Comment
03/02/2020	****Customer Inquired**** Customers spous[redacted]nquiring about having a mopar warranty and it not covering parts for her doors that are currently having problems - one door is making sounds the other is locked permanently, she claims the parts shes paying for could be broken pieces. ***Agent Advised*** Agent advised to call the dealership Community motors Louisiana 985 345 0401 and talked to the service adviser Aaron who explained why the parts arent covered for the inside of the door considering they dont fall under the mopar warranty in the department. Agent stated to the customer that the parts do not fall under warranty. Customer had asked to call them back and make sure they are not paying for any broken pieces. Agent had spoke to Aaron again and he had explained these parts needed are only one time use so in order to continue the pair they need to break the parts. Customer asked if the agent could find the part that says one time use, agent could not find anything so agent had stated to go off the service adviser explanation.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/03/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/10/2020	**Origin**	Telephone	**Reason**	
Mileage	63,668 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	SALEM		OR	[redacted]	USA
Dealer	61749	ROBERSON MOTORS INC		**Dealer Phone**	5033634117
Dealer Address	3100 RYAN DRIVE S E				
	SALEM		OR	97301 5061	USA
Dealer Zone	West	**Sales District**		**Service District**	C
Subject	cost assistance for pins connected to the door panel being replaced				
Synopsis	See case number [redacted] osing this one.				
Customer Anomaly	Interior				
	Panels/Moldings				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	82	Interior panels or moldings issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/03/2020 01:23 AM	Open
03/13/2020 03:19 PM	Closed
07/09/2020 11:55 PM	Open
07/10/2020 02:17 PM	Closed

Initial Description

customer called in because they wanted to know if there is anything we can do to cover the pins that are attached to the panel with the door. cause the panels are not covered.

Case Comments

Date	Comment
03/03/2020	customer called in because they wanted to know if there is anything we can do to cover the pins that are attached to the panel with the door. cause the panels are covered and the pins are not. and dealer states that the pins mat break off as the take off the panel. told her i'll escalate the case and see if we can possibly help with cost assistance. gave case number. SA Tim is the one to speak with at the Withnell dealership. service department number is 503-468-7887
03/03/2020	Agent sent an introductory email to the customer with the agent's first name, phone number, extension, and the case number.
03/03/2020	Agent called the dealer, Withnell Dodge Chrysler, at phone number 503-364-0184. Agent spoke with Dave in the service department. Agent asked if SA Tim is available. Agent was transferred to SA Tim. SA Tim said that a new door lock actuator is needed. SA said that they have to take off the door panel to do the repair. SA said that there are outside panels called appliques. SA said that when you take them off, they break. SA said that it does not say that you have to replace them. SA said that the customer has to pay for them because MVP does not cover those appliques. SA said that the customer wants cost assistance with paying for the new applique. SA said that the door lock actuator is covered through the customer's MVP plan so it would be a $100 deductible. SA said that the cost for one applique is $86.42 and another is $173.39. SA said there would be no labor cost. Agent used a calculator and it appears that the cost for the two appliques would be $259.81.
03/04/2020	*FCA internal use: goodwill factors VIN [redacted] ear/make/model: 2016 CHRYSLER TOWN & COUNTRY TOURING In Service Date: 1/20/2016 Purchase date: 2/9/2017 Customer name: [redacted] Mileage? 60,000 miles FCA Loyalty? Per Webcoin, 3 Dodge vehicles are listed in the customer's household history. Prior issues? October 2, 2018 61749 - ROBERSON MOTORS INC 24453802 - Line, rear A/C-Suction line to 24550101 - Motor, front blower-Air condit 27965 UPDATED PCM MODULE. SOFTWARE ENHANCMENTS PCM (Repair Date: 02/17/2017) Maintenance? LUBE OIL AND FILTER - RESET OIL CHANGE REMINDER. 27 Point Vehicle inspection INSTALL LUBE STICKER AND RESET REMINDER no rotate performed today. ROTATE TIRES (Repair Date: 08/17/2018) Original owner? No Service contracts? LIFETIME MAXIMUM CARE (active) with $100 Deductible Huge inconvenience? The customer said she paid a lot for the warranty and she does not understand why it is her responsibility. Prior reimbursements/Goodwill? None seen in the system from FCA Customer Care.

Date	Comment
03/04/2020	Agent received a call from the customer, [redacted]. Agent explained the information provided by the dealer. Agent asked the customer about what her expectations are. The customer said that she is requesting that it gets paid for. The customer said that the activator switch is a common issue. The customer said that for the dealer to get to that part, they have to break the applique parts. The customer said that she paid a lot for the warranty and she does not understand why that is her responsibility. Agent informed the customer that the agent is not sure yet if we can provide goodwill assistance. Agent informed the customer that she can pay for the repair and submit the invoice and receipt for review of possible reimbursement, or she can wait until the agent talks with resources about this situation. The customer said that she can wait until tomorrow and she requests that the agent call by tomorrow early afternoon if possible. The customer said that she received the agent's introductory email. The customer verified her mailing address: [redacted] ALEM OR USA [redacted]
03/04/2020	Agent called the dealer, Withnell Dodge, at phone number 503-364-0184. Agent spoke with SA Dave. Agent asked if the SM is available to discuss possible DM Notes SM said that yes he is OK with DM Notes. SM said for this particular repair, whenever you do the repair, it damages the appliques (trim pieces). SM said there is no way around it and trim pieces are not covered, so it is customer responsibility. SM said that the price is about $195.83 (customer responsibility). Agent informed the SM that the SA provided other pricing amounts. SM said that it would be better if the agent speaks with the SA about pricing. Agent then spoke with SA Tim. He said that he was able to get new pricing amounts of $78.39 + $95.40 + $22.04 for retainer clips. (After the call, agent added the amounts together and it totals $195.83 for the appliques and retainer clips.) Agent informed the SA that agent cannot promise anything but agent will ask his supervisor.
03/04/2020	Agent called the customer at phone numbe[redacted]. Agent informed the customer that the appliques and retainer clips are not covered by warranty or her service contract. Agent informed the customer that the cost, according to the dealer's SA, is $195.83. Agent informed the customer that we cannot cover that cost up front, but if she sends the dealer invoice and proof of payment, then agent will reimburse her for that repair. The customer said OK and requested that the agent email her the details on what documents she needs to send.
03/04/2020	Agent emailed the customer and informed her that she would need to reply by email and send the dealer invoice and proof of payment after she submits payment to the dealer.
03/06/2020	Agent replied to the customer via email. Agent thanked the customer for sending the documents. Agent informed the customer that the agent will review the information and try to provide an update by next week.
03/11/2020	Agent submitted Check Request CR-[redacted] Please see below for details. Check Request Information Total Amount: $195.83 Breakdown: $195.83 for parts ($22.04 for two retainers; $78.39 for an applique; $95.40 for an applique) Documents: DOC-[redacted] s the dealer invoice and the receipt is also attached when you scroll down to the bottom of the second page to see it. Reason: Customer paid for repairs on their own, due to dealer not offering goodwill. Justification: The vehicle warranty is expired but the customer has an active Lifetime Maximum Care service contract through MVP. The dealer's service adviser said that the vehicle needed a new door lock actuator. SA said that they have to take off the door panel to do the repair. SA said that there are outside panels or trim pieces called appliques. SA said that when you take them off, they break. SA said that the door lock actuator is covered through the customer's MVP plan so it would be a $100 deductible. However, the SA said that the customer has to pay for the appliques because MVP does not cover those appliques.
03/11/2020	Agent emailed the customer and informed her that the agent submitted a Check Request in our system for $195.83. Agent informed the customer that it takes 3-5 business days for processing and agent will update her next week.
03/12/2020	Agent is checking the status of the Check Request to see if it changes from "Sent for Payment" to "Issued." Agent will update the customer next week whenever the reimbursement check is issued.
03/13/2020	Agent emailed the customer. Agent informed the customer that the reimbursement check was issued and to please allow 30 days for the check to arrive. Agent informed the customer that we will be closing this case and she may receive a survey. Agent thanked the customer for being an FCA customer.
07/10/2020	Closing this case. See case numbe[redacted] as reference.

Email(s)

Date	03/03/2020	***Subject***	Chrysler Customer Care, Case #[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	03/03/2020 21:25 PM

Hell[redacted]

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

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

Your case number is [redacted].

The Chrysler West Case Management telephone number is 1-844-378-0597.
My direct extension is 4060509.
My work hours are: 8:00 a.m. - 4:30 p.m. Pacific Time, Monday-Friday.
I will contact you within one business day of your appointment by telephone to discuss your case.

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

Sincerely,
Matt
FCA Customer Care
[redacted]

Date	03/04/2020	***Subject***	RE: Chrysler Customer Care, Case # 75[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	[redacted]

Hello [redacted]

After you submit payment to the dealer for the appliques and retainer clips, please reply by email and attach a copy of the following documents:
1) Dealer invoice/repair order; and
2) Proof of payment, such as a receipt, bank statement, or credit card statement.

Thank you.

Sincerely,
Matt
FCA Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 3/3/2020 4:25 PM
To [redacted]
Subject: Chrysler Customer Care, Case # [redacted]

Hello [redacted]

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

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

Your case number i[redacted]

The Chrysler West Case Management telephone number is 1-844-378-0597.
My direct extension is 4060509.
My work hours are: 8:00 a.m. - 4:30 p.m. Pacific Time, Monday-Friday.
I will contact you within one business day of your appointment by telephone to discuss your case.

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

Sincerely,
Matt
FCA Customer Care
[redacted]

Date	03/06/2020	***Subject***	Re: Chrysler Customer Care, Case [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	03/06/2020 01:29 AM

attached is the receipt

[redacted]

From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Wednesday, March 4, 2020 11:19 AM
To: [redacted]
Subject: RE: Chrysler Customer Care, Case # [redacted]

Hello [redacted]

After you submit payment to the dealer for the appliques and retainer clips, please reply by email and attach a copy of the following documents:
1) Dealer invoice/repair order; and
2) Proof of payment, such as a receipt, bank statement, or credit card statement.

Thank you.

Sincerely,
Matt
FCA Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>]
Sent: 3/3/2020 4:25 PM
To: [redacted]
Subject: Chrysler Customer Care, Case # [redacted]

Hello [redacted]

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

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

Your case number is [redacted].

The Chrysler West Case Management telephone number is 1-844-378-0597.
My direct extension is 4060509.
My work hours are: 8:00 a.m. - 4:30 p.m. Pacific Time, Monday-Friday.
I will contact you within one business day of your appointment by telephone to discuss your case.

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

Sincerely,
Matt
FCA Customer Care

[redacted]

Date	03/06/2020	***Subject***	Re: Chrysler Customer Care, Case # [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	03/06/2020 16:37 PM

Thank you for sending the documents. I will review the information and I am hoping to contact you by next week with an update.

Thank you for your patience.

Sincerely,
Matt
FCA Customer Care
Phone: 844-378-0597 ext. 4060509

---------- Original Message ----------
Fro[redacted]
Sent: [redacted]
To: uscustomercare@fcagroup.com
Subject: Re: Chrysler Customer Care, Case #[redacted]

attached is the receipt

[redacted]

From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Wednesday, March 4, 2020 11:19 AM
To: [redacted]
Subject: RE: Chrysler Customer Care, Case [redacted]

Hello [redacted]

After you submit payment to the dealer for the appliques and retainer clips, please reply by email and attach a copy of the following documents:
1) Dealer invoice/repair order; and
2) Proof of payment, such as a receipt, bank statement, or credit card statement.

Thank you.

Sincerely,
Matt
FCA Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>]
Sent: 3/3/2020 4:25 PM
To: [redacted]
Subject: [redacted]

Hello [redacted]

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

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

Your case number is [redacted]

The Chrysler West Case Management telephone number is 1-844-378-0597.
My direct extension is 4060509.
My work hours are: 8:00 a.m. - 4:30 p.m. Pacific Time, Monday-Friday.
I will contact you within one business day of your appointment by telephone to discuss your case.

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

Sincerely,
Matt
FCA Customer Care
[redacted]

Date	03/11/2020	***Subject***	Re: Chrysler Customer Care, Case # [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	03/11/2020 17:29 PM

Hello [redacted]

I just submitted a Check Request for $195.83 in your case. It may take 3-5 business days to be processed in our system. I will provide an update on the status next week.

Thank you for your patience.

Sincerely,
Matt
FCA Customer Care
Phone: 844-378-0597 ext. 4060509

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 3/6/2020 11:37 AM
To [redacted]
Subject: Re: Chrysler Customer Care, Case # [redacted] f]

Thank you for sending the documents. I will review the information and I am hoping to contact you by next week with an update.

Thank you for your patience.

Sincerely,
Matt
FCA Customer Care
Phone: 844-378-0597 ext. 4060509

---------- Original Message ----------
From: [redacted]
Sent: 3/5/2020 8:29 PM
To: uscustomercare@fcagroup.com
Subject: Re: Chrysler Customer Care, Case # [redacted]]

attached is the receipt

[redacted]

[redacted]
>

_____
From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Wednesday, March 4, 2020 11:19 AM
[redacted]
Subject: RE: Chrysler Customer Care, Case # [redacted]

Hello [redacted]

After you submit payment to the dealer for the appliques and retainer clips, please reply by email and attach a copy of the following documents:
1) Dealer invoice/repair order; and
2) Proof of payment, such as a receipt, bank statement, or credit card statement.

Thank you.

Sincerely,
Matt
FCA Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>]
Sent: 3/3/2020 4:25 PM
To [redacted]
Subject: Chrysler Customer Care, Case # [redacted]]

Hello [redacted],

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

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

Your case number is [redacted]

The Chrysler West Case Management telephone number is 1-844-378-0597.
My direct extension is 4060509.
My work hours are: 8:00 a.m. - 4:30 p.m. Pacific Time, Monday-Friday.
I will contact you within one business day of your appointment by telephone to discuss your case.

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

Sincerely,
Matt
FCA Customer Care
[redacted]

Date	03/13/2020	***Subject***	Re: Chrysler Customer Care, Case # [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	03/13/2020 15:16 PM

Hello [redacted]

Your reimbursement check of $195.83 has been issued. Please allow up to 30 days for the check to arrive at your mailing address in case of any delays.

At this time, we will be closing this case.
If you have any further questions/concerns, please call Chrysler at 1-800-247-9753 at any time.
We also wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey, so well know how were doing and what improvements we can make to enhance the customer experience.
Thank you for your time, participation and for being a valued FCA customer
Sincerely,
Matt
FCA Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 3/11/2020 1:29 PM
To [redacted]
Subject: Re: Chrysler Customer Care, Case # [redacted]]

Hello [redacted],

I just submitted a Check Request for $195.83 in your case. It may take 3-5 business days to be processed in our system. I will provide an update on the status next week.

Thank you for your patience.

Sincerely,
Matt
FCA Customer Care
Phone: 844-378-0597 ext. 4060509

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 3/6/2020 11:37 AM
To: [redacted]
Subject: Re: Chrysler Customer Care, Case # [redacted]]

Thank you for sending the documents. I will review the information and I am hoping to contact you by next week with an update.

Thank you for your patience.

Sincerely,
Matt
FCA Customer Care
Phone: 844-378-0597 ext. 4060509

---------- Original Message ----------
From: [redacted]]
Sent: 3/5/2020 8:29 PM
To: uscustomercare@fcagroup.com
Subject: Re: Chrysler Customer Care, Case # [redacted]]

attached is the receipt

[redacted]

[redacted]
[redacted]
[redacted]
[redacted]
[redacted]
[redacted]
[redacted]>

_____
From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Wednesday, March 4, 2020 11:19 AM
To: [redacted]
Subject: RE: Chrysler Customer Care, Case # [redacted]]

Hello [redacted],

After you submit payment to the dealer for the appliques and retainer clips, please reply by email and attach a copy of the following documents:
1) Dealer invoice/repair order; and
2) Proof of payment, such as a receipt, bank statement, or credit card statement.

Thank you.

Sincerely,
Matt
FCA Customer Care

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

From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>]
Sent: 3/3/2020 4:25 PM
To: [redacted]
Subject: Chrysler Customer Care, Case [redacted]

Hello [redacted]

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

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

Your case number is [redacted]

The Chrysler West Case Management telephone number is 1-844-378-0597.
My direct extension is 4060509.
My work hours are: 8:00 a.m. - 4:30 p.m. Pacific Time, Monday-Friday.
I will contact you within one business day of your appointment by telephone to discuss your case.

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

Sincerely,
Matt
FCA Customer Care
[redacted]

Date	07/09/2020	***Subject***	Re: Chrysler Customer Care, Case # [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	07/09/2020 23:55 PM

Hi Matt,
I called yesterday to let you know that the other side of the van door is doing the same thing. I had to get it fixed as it would not lock and things could get stolen out of it. The new case number is [redacted]. I am attaching the receipt that it was paid for. The total that should be reimbursed to me is $202.93. I do not understand why this particular part is frequently broken but with my warranty I am out two deductibles which doesn't seem right, seems there should be a recall or something for this part. The service agent said this part is often replaced on these vans. When I called your customer care department, they said they would forward this to you so I just wanted to follow up.

[redacted]

From [redacted].com>
Sent: Thursday, March 5, 2020 5:26 PM
To: US Customer Care <uscustomercare@fcagroup.com>
Subject: Re: Chrysler Customer Care, Case # [redacted]]

attached is the receipt

[redacted]

From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Wednesday, March 4, 2020 11:19 AM
To: [redacted]
Subject: RE: Chrysler Customer Care, Case # [redacted]]

Hello [redacted]

After you submit payment to the dealer for the appliques and retainer clips, please reply by email and attach a copy of the following documents:
1) Dealer invoice/repair order; and
2) Proof of payment, such as a receipt, bank statement, or credit card statement.

Thank you.

Sincerely,
Matt
FCA Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>]
Sent: 3/3/2020 4:25 PM
To: [redacted]
Subject: Chrysler Customer Care, Case # [redacted] ref]

Hello [redacted],

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

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

Your case number is [redacted].

The Chrysler West Case Management telephone number is 1-844-378-0597.
My direct extension is 4060509.
My work hours are: 8:00 a.m. - 4:30 p.m. Pacific Time, Monday-Friday.
I will contact you within one business day of your appointment by telephone to discuss your case.

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

Sincerely,
Matt
FCA Customer Care
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/03/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/12/2020	**Origin**	Telephone	**Reason**	
Mileage	30,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	SACRAMENTO		CA	[redacted]	USA
Dealer	26929	SACRAMENTO CHRYSLER DODGE JEEP RAM		**Dealer Phone**	9162298900
Dealer Address	3610 FULTON AVENUE				
	SACRAMENTO		CA	95821 1852	USA
Dealer Zone	California	**Sales District**		**Service District**	H
Subject	AC/ Lock GW assistance				
Synopsis	Repair completed				
Customer Anomaly	HVAC				
	Cooling/Heating				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	62	Cooling and heating issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/03/2020 10:20 PM	Open
03/12/2020 03:49 PM	Closed

Initial Description

Customer is looking for cost assistance on the repair on the ac and lock on the vehicle.

Case Comments

Date	Comment
03/03/2020	Customer is looking for cost assistance on the ac and lock that is not working properly on the vehicle. Customer states vehicle is currently at the dlr has been advised that she has to pay opx as basic warranty expire. Agent check more information basic just expire due to time. Customer qualifies for assistance on the repairs needed for ac and lock . Vehicle is currently ast Sacramento Chrysler.
03/04/2020	Reached out to SA: [redacted] 12:29 PM (1 minute ago) to Mena Hello, I'm not sure who is handling this customers RO. If you can please FWD if needed. Seeking Diagnosis and warranty pricing for A.C and lock concern. Also seeking warranty pricing. Thank you, Keiara
03/04/2020	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 4060102
03/04/2020	Jacob Coleman 12:43 PM (21 minutes ago) to me A/C EVAPORATOR - $1294 DOOR LATCH - $338.90 On Wed, Mar 4, 2020 at 9:35 AM Mena Gendi <mgendi@sacsuperstore.com> wrote: Jacob could you please email Keiara on this repair?
03/04/2020	customer called to speak to CM adviser transferred customer to CM
03/04/2020	Cst seeking cost assistance for door concern. Also seeking rental assistance due to rental being up today. Will reach out to SA and contact cst back. Lekeiara Williams 1:55 PM (1 minute ago) to Jacob Customer stated that the AC repair is covered. CM will assist with Door latch repair. Also considering assistance with rental. How many days are needed for this repair? Thank you, Keiara
03/04/2020	SA response: Jacob Coleman 1:58 PM (15 minutes ago) Parts and labor warranty should cover the A/C. Awesome, thanks! 5 days @ $40/day Lekeiara Williams <lekeiara.williams@external.fcagroup.com> 1:59 PM (13 minutes ago) to Jacob No problem , I'll cover the door latch with a $50.00 deductible. And submit for 5 days of rental. Thank you! Contacted cst and informed her of GW
03/06/2020	cst called in to speak with cm who was unavailable. agent sent cm a message requesting call back.
03/11/2020	Contacted Cst, she stated that her vehicle has not been completed and is still at the DLR. Cst is still in a rental. Contacted SA Hector who is over repair now. Left a message for a return call back.
03/12/2020	Contacted DLR, vehicle was repaired and picked up Yesterday. 9 days of rental is needed. Contacted cst confirmed that the vehicle is repaired. Cst seeking to purchase a extended warranty. Provided her with mopar number. No further action needed.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYX53	**Vehicle**	CHRYSLER TOWN & COUNTRY LIMITED		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/04/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/04/2020	**Origin**	Telephone	**Reason**	
Mileage	60,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	VALLEY FORGE		PA	[redacted]	USA
Dealer	60665	Norristown Chrysler Dodge Jeep Ram		**Dealer Phone**	6105393100
Dealer Address	1416 W MAIN ST				
	NORRISTOWN		PA	19403 3226	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	A
Subject	Complaint				
Synopsis					
Customer Anomaly					
Contact Reason	C245	Negative Comments - Media Threat / Executive Requested	**Customer Anomaly**		
Reason Code	FCA World - Feedback - Customer Care - Negative comments & Suggestions - Media Threat/Executive Requested				

Case Status History

Create Date	Status
03/04/2020 05:54 PM	Open
03/04/2020 07:17 PM	Closed

Initial Description

CST seeking status of complaint

Case Comments

Date	Comment
03/04/2020	CST seeking status of complaint, CST states the driver side rear door stock in lock, does not open, DLR informed him that the cost of repair is $1000 to replace the module, CST states that he read on the internet about 100 other people having the same concern, CST states that he is very discussed with Chrysler product, the vehicle unsafe to drive, and think that this should be repaired under a recall, Agent advised CST that there are no recall assigned to this VIN and that we have put his complaint on record, there will be no outbound call to him, it will be handled internally,

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/05/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/05/2020	**Origin**	Telephone	**Reason**	
Mileage	124,152 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	ELGIN		SC		USA
Dealer	60510	JTS CHRYSLER DODGE JEEP RAM FIAT		**Dealer Phone**	8039572010
Dealer Address	4838 Sunset Blvd				
	LEXINGTON		SC	29072 9253	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	L
Subject	Vehicle Concern				
Synopsis	Closed				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/05/2020 04:52 PM	Open
03/05/2020 05:23 PM	Closed

Initial Description

Cx called due to issues with her vehicle.

Case Comments

Date	Comment
03/05/2020	Cx called in due to driver side rear door will not open and it is frustrating to cx. Cx also states that she has to transport a new born baby every day and with the door not opening it is very frustrating. Agent checked to see if cx has any warranty available. But unfortunately due to the high mileage cx only has Corrosion Warranty available left. Cx will like some assistance with her Rear Driver side door being repaired.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2017	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/06/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/02/2020	**Origin**	Telephone	**Reason**	
Mileage	80,265 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]			**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	FLATGAP		KY	[redacted]	USA
Dealer	26902	HUTCH CHRYSLER DODGE JEEP RAM		**Dealer Phone**	6062971600
Dealer Address	1082 THIRD STREET				
	PAINTSVILLE		KY	41240 1812	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	Z
Subject	Sliding Door Seizes				
Synopsis	Repair complete, reimbursement processed, customer satisfaction confirmed.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/06/2020 03:32 PM	Open
03/23/2020 04:13 PM	Suspended
03/27/2020 05:42 PM	Open
04/02/2020 02:51 PM	Closed

Initial Description

Driver side sliding door keeps seizing and will not open manually or electronically.

Case Comments

Date	Comment
03/06/2020	CST is calling seeking GW assistance to get the Drive Side Sliding Door repaired. DLR diagnosis is the door's locking system is seizing causing the door not to open. The repair is $935. CST thinks this amount is " a little much", CST states this is a safety concern.
03/06/2020	email sent to SM
03/06/2020	**********BC 42 REVIEW********** In-Service Date:10/18/2016 Original Owner: no second owner(first owner was enterprise) Mileage:80000 Vehicle purchase Loyalty: 1 current Multiple Repairs/ Previous related repairs: no service records MVP plans: no Basic expires:October 18, 2019 Expired (Time) Powertrain expires:October 18, 2021 Expired (Odometer) LS:0 CC:0 Open Recalls: 0 Other: **********
03/06/2020	CM called out to the CSt and CST advised that he actually went to a dealer closer to home which was Hutch Chrysler Dodge Jeep Ram and they diagnosised the vehicle and thats where he would have the repair done, CM advised that we will reach out to the DLR and see what information we can get and then we will reach back out. CST said that he doesn't have access to his phone from 7 to 3 Monday to Friday. CM advised it may go to another case manager as it is with another dealer
03/10/2020	*****OUTBOUND DEALER CONTACT***** HUTCH CHRYSLER | 26902 | 606-297-0552 SA Hillary Customer came in March 5th. Customer has extended warranty which does not cover, was a basic item. $935.77 total. Door latch is seized. Needs the part, wiring and module. Customer has vehicle back with them again.
03/10/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] 2017 DODGE GC [redacted] VM with customer requesting they call back to further discuss vehicle concerns and request for assistance. (Will request customer pay for repairs out of pocket and submit receipt and RO for possible reimbursement.)
03/10/2020	Customer called in asking for a call back from cm as soon as possible
03/11/2020	[redacted] Tues @ 2:53pm [redacted] eturning call
03/12/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] 2017 DODGE GC | [redacted] LVM with customer again advising that as we are having a bit of difficulty connecting, if customer is willing to pay out of pocket for repairs that dealer quoted at $935.77 then submit documentation to me to review for possible reimbursement. Requested he call back and advise if this is something he is willing to do.
03/12/2020	*****INBOUND CUSTOMER CONTACT***** [redacted] 2017 DODGE GC [redacted] ustomer called back to confirm details. CM advised that if he will pay for repairs out of pocket, then submit to us, we can reimburse minus taxes. Customer agreed. CM will call dealer and have them order parts. Will advise once parts are in.
03/12/2020	*****OUTBOUND DEALER CONTACT***** HUTCH CHRYSLER | 26902 | 606-297-0552 SA Hillary Advised that customer will go ahead with repairs, pay out of pocket and then submit for reimbursement through us. SA will put order in for parts and notify of ETA for arrival while CM waits. ON HOLD Parts will be in on Monday. CM will follow up then.
03/16/2020	*****OUTBOUND DEALER CONTACT***** HUTCH CHRYSLER | 26902 | 606-297-0552 Confirmed that parts have arrived. Will have Hillary contact customer to set up appointment for completion of repair to door mechanism.

Date	Comment
03/18/2020	*****OUTBOUND CUSTOMER CONTACT**** [redacted] 2017 DODGE GC [redacted] Customer states that they have not received a call yet but they are not sure if the dealer closed due to the outbreak. CM will follow up to find out and let him know. Customer confirmed.
03/18/2020	*****OUTBOUND DEALER CONTACT***** HUTCH CHRYSLER | 26902 | 606-297-0552 SA Hillary SA has not had a chance to call yet. Will call customer today and email time and date of appointment.
03/20/2020	*****OUTBOUND DEALER CONTACT***** HUTCH CHRYSLER | 26902 | 606-297-0552 SA Hillary SA to call the customer right now and let CM know date of appointment set.
03/20/2020	***INBOUND DEALER EMAIL*** "Tried calling customer to setup appointment, No answer at this time."
03/20/2020	*****OUTBOUND CUSTOMER CONTACT**** [redacted] 2017 DODGE GC [redacted] VM with customer seeking confirmation if he is going to call dealer to set up appointment or if he is self-isolating right now and would like us to close out his case for the time being.
03/27/2020	*****OUTBOUND CUSTOMER CONTACT**** [redacted] 2017 DODGE GC [redacted] VM with customer requesting they call or email response to confirm repair satisfaction and to send in RO and receipt so we can review for repair reimbursement.
03/31/2020	Customer has submitted request for reimbursement for: reimbursement of repair to sliding door mechanism Repairing Dealer/IRF: Hutch Chrysler 26902 Repairs began: March 16 Customers Proof of Payment: RO receipt In-Service Date: 10/18/2016 Original Owner: no Loyalty: 1 used Mileage: 80,000 Multiple Repairs: no RO [redacted] ocument number: DO [redacted]
03/31/2020	CM input check request in the amount of $800.00 to reimburse customer for repair done at dealer. Authorization confirmed by TL SM2149. Receipt and RO attached to case.

Email(s)

Date	03/12/2020	***Subject***	Dodge Case Management - Case [redacted]		
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	03/12/2020 16:32 PM

Hell[redacted]

Case number [redacted]

My name is Jeanette, I am a case manager with Dodge. I just left you another voicemail. I wanted to confirm that this was indeed your email address. Let me know if you are okay with the recommendation I provided in my voicemail.

Respectfully,

Jeanette
Dodge Case Manager
1-844-827-1999 ex. 3020861
[redacted]

Date	03/12/2020	***Subject***	Dodge Case Management - Case [redacted]		
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	03/12/2020 19:32 PM

Hello [redacted]

Hutch has ordered your parts. They should by in no later than Monday. The dealer will call you once they are in to have you set up an appointment to have the door repair completed.

Respectfully,

Jeanette
Dodge Case Manager
1-844-827-1999 ex. 3020861
[redacted]

Date	03/12/2020	***Subject***	Re: Dodge Case Management - Case [redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	03/12/2020 19:43 PM

Thank you I got the email

> On Mar 12, 2020, at 12:32 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> Hell[redacted]
>
> Case number [redacted]
>
> My name is Jeanette, I am a case manager with Dodge. I just left you another voicemail. I wanted to confirm that this was indeed your email address. Let me know if you are okay with the recommendation I provided in my voicemail.
>
> Respectfully,
>
> Jeanette
> Dodge Case Manager
> 1-844-827-1999 ex. 3020861
[redacted]

Date	03/12/2020	***Subject***	Re: Dodge Case Management - Case [redacted]		
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	03/12/2020 20:15 PM

You're welcome. Thank you for confirming. :)

Jeanette
Dodge Case Manager
1-844-827-1999 ex. 3020861
[redacted]

Date	03/16/2020	Subject	Dodge Case Management - Case [redacted]		
From	dodgecustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	03/16/2020 19:44 PM

Hi [redacted]

I just confirmed with the dealer that you parts have arrived. Hillary should be contacting you soon to assist with setting up an appointment. Please let me know the date of your appointment once she has.

Respectfully,

Jeanette
Dodge Case Manager
[redacted]

Date	03/23/2020	Subject	Re: Dodge Case Management - Case [redacted]		
From	[redacted]	To	dodgecustomercare@fcagroup.com	Sent Date/Time	03/23/2020 16:09 PM

Jeanette I set up and appointment for this Thursday unless something changes. Just wanted to get back with you and let you know.

> On Mar 16, 2020, at 3:44 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> H[redacted]
>
> I just confirmed with the dealer that you parts have arrived. Hillary should be contacting you soon to assist with setting up an appointment. Please let me know the date of your appointment once she has.
>
> Respectfully,
>
> Jeanette
> Dodge Case Manager
> 1-844-827-1999 ex. 3020861
>
[redacted]

Date	03/23/2020	Subject	Re: Dodge Case Management - Case [redacted]		
From	dodgecustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	03/23/2020 16:12 PM

Thank yo[redacted] I will follow up on Friday to confirm how repairs went if you are okay with that. Let me know if you need anything in the meantime.

Jeanette
Dodge Case Manager
[redacted]

Date	03/27/2020	Subject	Re: Dodge Case Management - Case [redacted]		
From	[redacted]	To	dodgecustomercare@fcagroup.com	Sent Date/Time	03/27/2020 19:09 PM

Jeanette we had the repairs completed and paid up front as you instructed. I will try to scan the receipt this evening and email it to you for the refund process. I appreciate everything youre doing. Sorry I missed your call, but I figured an email would be easier to respond. Ill get the receipt back to you as soon as I can. [redacted]ttle children make everything take a little longer!!

> On Mar 23, 2020, at 12:12 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> Thank yo[redacted] I will follow up on Friday to confirm how repairs went if you are okay with that. Let me know if you need anything in the meantime.
>
> Jeanette
> Dodge Case Manager
> 1-844-827-1999 ex. 3020861
>
[redacted]

Date	03/27/2020	Subject	Re: Dodge Case Management - Case [redacted]		
From	dodgecustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	03/27/2020 20:55 PM

I understand, don't worry about it. :) There's always more than one way to communicate. I will let you know once I receive your documents.

Have a safe a lovely weekend.

Jeanette
Dodge Case Manager
1-844-827-1999 ex. 3020861
[redacted]

Date	03/30/2020	Subject	Re: Dodge Case Management - Cas[redacted]		
From	[redacted]	To	dodgecustomercare@fcagroup.com	Sent Date/Time	03/30/2020 17:45 PM

Here is the receipt I was finally able to get our scanner to cooperate.

On Fri, Mar 27, 2020 at 4:55 PM Dodge Customer Care <
dodgecustomercare@fcagroup.com> wrote:

> I understand, don't worry about it. :) There's always more than one way to
> communicate. I will let you know once I receive your documents.
>
> Have a safe a lovely weekend.
>
> Jeanette
> Dodge Case Manager
> 1-844-827-1999 ex. 3020861
>

[redacted]

Date	03/30/2020	Subject	Re: Dodge Case Management - Cas[redacted]		
From	dodgecustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	03/30/2020 19:47 PM

Thanks [redacted] That worked just fine. I'll touch base with you soon.

Jeanette
Dodge Case Manager
1-844-827-1999 ex. 3020861
[redacted]

Date	03/31/2020	Subject	Re: Dodge Case Management - Case [redacted]		
From	dodgecustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	03/31/2020 16:31 PM

Hi [redacted]

I have reviewed your documents. I have been authorized to reimburse you $800 of your repair. If we had assisted through the dealership we would have required a co-pay of about the remaining amount. I will prep your check for you today, it should be in the mail on it's way before the end of the week. Please allow 7 to 10 business days for it to arrive.

Respectfully,

Jeanette
Dodge Case Manager
1-844-827-1999 ex. 3020861
[redacted]

Date	03/31/2020	Subject	Re: Dodge Case Management - Ca[redacted]		
From	[redacted]	To	dodgecustomercare@fcagroup.com	Sent Date/Time	03/31/2020 16:52 PM

Thats great news and I appreciate that so much! Thank you for being so helpful with everything!!

> On Mar 31, 2020, at 12:31 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> H[redacted]
>
> I have reviewed your documents. I have been authorized to reimburse you $800 of your repair. If we had assisted through the dealership we would have required a co-pay of about the remaining amount. I will prep your check for you today, it should be in the mail on it's way before the end of the week. Please allow 7 to 10 business days for it to arrive.
>
> Respectfully,
>
> Jeanette
> Dodge Case Manager
> 1-844-827-1999 ex. 3020861
>

[redacted]

Date	03/31/2020	Subject	Re: Dodge Case Management - Case[redacted]		
From	dodgecustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	03/31/2020 17:35 PM

You are VERY welcome, sir. :)

Jeanette
Dodge Case Manager
1-844-827-1999 ex. 3020861
[redacted]

Date	04/02/2020	Subject	Notice of Case Closure [r[redacted]		
From	dodgecustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	04/02/2020 14:46 PM

Hello [redacted]

Your reimbursement check has been sent for payment. As advised, please allow 7 to 10 business days for it to arrive.

I am sending you this email regarding the closure of your Case with Case Management. I would like to provide you with my contact information again should you have any questions or concerns in the future.

Your case numbe[redacted]

FCA Case Management Phone Number: 1-844-827-1999

My direct extension: 302-0861

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case.

We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore you could potentially receive an email or a telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience.

Thank you for your time and participation and for being an FCA customer.

It has been a pleasure working with you, all the best!

Jeanette
Dodge Case Manager
1-844-827-1999 ex. 302-0861
[redacted]

Date	04/02/2020	***Subject***	Regarding your Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	04/02/2020 16:24 PM

Dear [redacted]
Thank you for contacting FCA Customer Care.
Our records indicate that case numbe[redacted]is closed.
If you require further assistance please contact us and we would be happy to assist.
Thank you and have a great day.
FCA Customer Care

[redacted]

Date	04/02/2020	***Subject***	Re: Notice of Case Closure [redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	04/02/2020 16:24 PM

Thank you so much Jeanette.

> On Apr 2, 2020, at 10:46 AM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> Hello [redacted]
>
> Your reimbursement check has been sent for payment. As advised, please allow 7 to 10 business days for it to arrive.
>
> I am sending you this email regarding the closure of your Case with Case Management. I would like to provide you with my contact information again should you have any questions or concerns in the future.
>
> Your case number [redacted]
>
> FCA Case Management Phone Number: 1-844-827-1999
>
> My direct extension: 302-0861
>
> Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case.
>
> We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore you could potentially receive an email or a telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience.
>
> Thank you for your time and participation and for being an FCA customer.
>
> It has been a pleasure working with you, all the best!
>
> Jeanette
> Dodge Case Manager
> 1-844-827-1999 ex. 302-0861
>
> [redacted]

Date	04/23/2020	***Subject***	Regarding your Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	04/23/2020 00:05 AM

Dear [redacted]
Thank you for contacting FCA Customer Care.
Our records indicate that case numbe[redacted] is closed.
If you require further assistance please contact us and we would be happy to assist.
Thank you and have a great day.
FCA Customer Care

[redacted]

Date	04/23/2020	***Subject***	Re: Dodge Case Management - Cas[redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	04/23/2020 00:05 AM

Jeanette I wanted to just check in and ask about the reimbursement check. We still have not received the check in the mail. Is it taking longer than usual due to the virus?

> On Mar 31, 2020, at 1:35 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> You are VERY welcome, sir. :)
>
> Jeanette
> Dodge Case Manager
> 1-844-827-1999 ex. 3020861
>
> [redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	[redacted]	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/06/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/11/2020	**Origin**	Telephone	**Reason**	
Mileage	69,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City	DAWSONVILLE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	DAWSONVILLE		GA	[redacted]	USA
Dealer	60829	Don Jackson Chrysler Dodge Jeep Ra		**Dealer Phone**	4705335400
Dealer Address	5855 GA HIGHWAY 400				
	CUMMING		GA	30028 4194	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	J
Subject	GW INQUIRY				
Synopsis					
Customer Anomaly					
Contact Reason	C83	Request For Goodwill Reimbursement	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Product - Reimbursement request - Compensation/Goodwill				

Case Status History

Create Date	Status
03/06/2020 09:17 PM	Open
03/11/2020 02:13 PM	Closed
03/11/2020 02:30 PM	Open
03/11/2020 02:45 PM	Closed

Initial Description

CST stated having transmission issues. CST states understands warranty has expired but is requesting assistance with repair costs.

Case Comments

Date	Comment
03/06/2020	**********GW INQUIRY********** Cst called back in regards of case [redacted] stating that her vehicle has been diagnosed by the DLR listed on file. Cst stated that she needs a new transmission and, it is going to cost $2600 for the total repair ($900-part and $1687-labor). Agent advised the cst that her case will be sent to as specialist for consideration of cost
03/09/2020	CM left VM for DLR to call back to get vehicle update
03/09/2020	Cm called DLR back to see if anyone could pick up this time. CM spoke with SA Kieth and found out that the vehicle is at this dealership that the vehicle has been diagnosis with a torque converter shutter and they would have to rebuild the transmission. Customer is not in a loaner or rental provided through the dealership. CM request warranty pricing and labor and sent SA Keith an email in order to get SM john to sign off on cost assistance or DM notes for goodwill. SM John was in a meeting at the time of the call
03/09/2020	OUTBOUND TO CUSTOMER [redacted] CM called customer to discuss case. CM advised customer that she is still working on the case to see how we can assist with either goodwill or cost assistance. Customer thanked Cm for reaching out. Customer states either form of contact is okay that she is just needing to move forward with the case. CM stated she understood that she is waiting on the dealership to provide warranty pricing in order to see how she can assist. Customer thanked CM
03/09/2020	Warranty/SC: Corrosion warranty 8 months left Major Emission warranty 43 months or 11000 miles left Current Mileage: 69,000 ISD: 10/22/2015 Original owner: No Household vehicles: 3 Reason for Case Escalation: Goodwill for transmission work Repeat issue: No Star tickets open: No Recalls: No RRTs: No Relevant Previous Cases: [redacted] ustomer was advised to bring to dealership for diagnosis for transmission concerns) Prior Goodwill/DM notes: No R/O History: Sliding door would not lock and window rattling noise concern Vehicle location: DLR Vehicle Concern: Torque converter shuttering. Needs to rebuild the transmission Is the customer in a rental: No VOR: Yes Parts on Order: No Customer Ema [redacted] Customer preferred contac [redacted] Customer seeking: Goodwill for transmission rebuilt
03/09/2020	Keith from dealer calling to speak to CM. CM not available. Agent transferred to leave VM
03/10/2020	SA Keith states that the following Parts: 590 Labor: 947.13 Total 1537.13 CM asked SA Keith if SM John will take DM notes. CM emailed SM John to see if they will take the notes
03/11/2020	OUTBOUND TO CUSTOMER [redacted] CM left VM for customer to call back. CM is going to walk the decline on assistance based on lack of maintenance on the vehicle
03/11/2020	OUTBOUND TO CUSTOMER [redacted] M called customer back after customer called CM. CM advised customer that we are not able to assist in the repairs due to the customer being a second owner on the vehicle and the lack of times that the vehicle has gone to the dealership in order for the vehicle to be looked at. Customer did not agree with this decision. CM provided the customer the information to the NCDS for further assistance.
03/11/2020	**Customer inquiry** Customer called back stated that she opens up a claim about her transmission, but they declined that is because they said she has not gotten any maintenance done **Agent Advised** customer was advised that the final decision was made by the CM and there is nothing else we can do

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/10/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/09/2020	**Origin**	Telephone	**Reason**	
Mileage	98,146 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	TAYLORSVILLE	IN	[redacted]	USA	
Dealer	26796	BOB POYNTER CHRYSLER DODGE JEEP RA		**Dealer Phone**	8123722575
Dealer Address	3020 N NATIONAL RD				
	COLUMBUS	IN	47201 3236	USA	
Dealer Zone	Great Lakes	**Sales District**		**Service District**	K
Subject	vehicle				
Synopsis	Carc is repaired, customer satisfied and informed CM, CM may close case.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/10/2020 01:37 PM	Open
04/09/2020 10:43 PM	Closed

Initial Description

concern

Case Comments

Date	Comment
03/10/2020	cst called as she has had ongoing vehicle issues, and she took to DLR bOB POYNTER 26796 and they did a PCM update, and put in new transmission Mar 5/20, and now the drivers door will not open even though it says it is unlocked...cst has an appt Mar 11/20 to take back to DLR
03/10/2020	DLR suggested cst call FCA as the door issue is a known problem with this vehicle
03/11/2020	Qualifier paragraph In-Service Date: 9/10/2015 Original Owner: No, second owner, 01/09/2017. Enterprise Original owner. Mileage: 98146 Vehicle purchase loyalty: 1 Used Multiple Repairs/ Previous related repairs: No MVP plans: LIFETIME CERTIFIED PRE OWNED MAXIMUM CARE/DED$100.00 Other: No open recalls, or RRTs'
03/11/2020	***OUTBOUND DEALER CONTACT*** Bob Poynter Chrysler | 26796 | 8123722575 CM contacted the DLR at 12:15 PM ET, Ms. Janice Ozbun. about drivers door fail to open while indicated as unlocked, CM spoke with SA John, bad power door-lock actuator weak operation, recommended replacement, but customer did not wish to have that done. declined repair.
03/11/2020	***OUTBOUND CUSTOMER CONTACT*** [redacted] 16 town & country [redacted] CM contacted the CUSTOMER at 12:22 AM ET, CM spoke with door repair, [redacted] informed would cost about $600.00 dollars to repair. Customer prefers to get a co-pay for repair, $600.00 is hard to manage today.
03/11/2020	SM email sent requesting DM notes permission.
03/13/2020	waiting for SM permission
03/17/2020	Case Manager will follow up Wednesday
03/18/2020	***OUTBOUND DEALER CONTACT*** Bob Poynter Chrysler | 26796 | 8123722575 CM contacted the DLR at 2:57 PM ET, [redacted] about drivers door fail to open while indicated as unlocked, CM spoke with SA John and John sated he has not repaired the vehicle yet, John gave CM his email address to send DM not and warranty pricing, CM sent a warranty pricing request to John.
03/24/2020	CM will follow up Wednesday
03/25/2020	***OUTBOUND DEALER CONTACT*** Bob Poynter Chrysler | 26796 | 8123722575 CM contacted the DLR at 2:31 PM ET, Ms. Janice Ozbun. about drivers door fail to open while indicated as unlocked, CM spoke with SA John, has not had a chance to review emails and will call CM back, CM gave John CM contact information.
03/25/2020	***INBOUND DEALER CONTACT*** Bob Poynter Chrysler | 26796 | 8123722575 DLR contacted CM at 4:20 PM ET, Ms. Janice Ozbun. about drivers door fail to open while indicated as unlocked, CM spoke with SA John,John emailed GW pricing. CM attached and will review Thursday.
03/27/2020	Customer is seeking cost assistance for door actuator replacement and replacement of parts that are damaged during repair. DOC-5061631 Door actuator no longer working DOC-5061639 Warranty pricing Door actuater has stopped working Warranty pricing is Parts $297.6 Labor $210.78 Total $508.38 As a one-time GW gesture, FCA is approving this OOW repair. the dealer states, the warranty costs of the repair are as follows:Door Actuator replacement Total is $508.38 and accepts FCA contribution of $508.38 In-Service Date: 9/10/2015 Original Owner: No, second owner, 01/09/2017. Enterprise Original owner. Mileage: 98146 Vehicle purchase loyalty: 1 Used CM wants to offer 100% cost assistance
03/27/2020	***OUTBOUND CUSTOMER CONTACT*** [redacted] 16 town & country [redacted] CM contacted the CUSTOMER at 3:38 PM ET, CM spoke with door repair, CM left VM with [redacted] and informed CM is working on cost assistance and will follow up Tuesday.

Date	Comment
03/30/2020	***OUTBOUND CUSTOMER CONTACT* [redacted] 16 town & country [redacted] CM contacted the CUSTOMER at 3:29 PM ET, CM spoke with door repair, CM left VM with [redacted] and informed CM has a cost assistance decision. --- When customer calls back 100 dollar co-pay / FCA to pay 408.38
04/01/2020	***OUTBOUND CUSTOMER CONTACT** [redacted] 6 town & country [redacted] CM contacted the CUSTOMER at 12:00 PM ET, about cost assistance for door repair, CM spoke with [redacted] and [redacted] ccepted $100.00 co-pay.
04/01/2020	Customer is seeking cost assistance for door actuator replacement and replacement of parts that are damaged during repair. DOC-5061631 Door actuator no longer working DOC-5061639 Warranty pricing Door actuater has stopped working Warranty pricing is Parts $297.6 Labor $210.78 Total $508.38 As a one-time GW gesture, FCA is approving this OOW repair. the dealer states, the warranty costs of the repair are as follows:Door Actuator replacement Total is $508.38 and accepts CU Copay of $100.00 FCA contribution of $408.38 In-Service Date: 9/10/2015 Original Owner: No, second owner, 01/09/2017. Enterprise Original owner. Mileage: 98146 Vehicle purchase loyalty: 1 Used CM wants to offer $100.00 co-pay
04/01/2020	***OUTBOUND DEALER CONTACT*** Bob Poynter Chrysler | 26796 | 8123722575 CM contacted the DLR at 12:09 PM ET, Ms. Janice Ozbun. about door actuator copay of $100.00, CM spoke with SA John Hoff, confirmed $100.00 copay is in gave confirmation number.
04/01/2020	***OUTBOUND CUSTOMER CONTACT*** [redacted] 16 town & country [redacted] CM contacted the CUSTOMER at 12:24 PM ET, about cost assistance for door repair, CM spoke with [redacted] and [redacted] ill contact Bob Poynter Chrysler for an appointment.
04/03/2020	[redacted] bout door actuator repair, CM spoke with SA John Hoff, John confirmed [redacted] s scheduled for Tuesday..
04/03/2020	***OUTBOUND CUSTOMER CONTACT** [redacted] 16 town & country [redacted] CM contacted the CUSTOMER at 1:06 PM ET, about door actuator repair, CM spoke with [redacted] and confirmed CM will follow up Tuesday afternoon.
04/07/2020	***OUTBOUND CUSTOMER CONTACT** [redacted] 16 town & country [redacted] CM contacted the CUSTOMER at 6:47 PM ET, about door actuator repair, CM spoke with [redacted] and confirmed with [redacted] that she is into the DLR for early morning Wednesday and CM provided 1 day loaner for under 100 000.
04/09/2020	***OUTBOUND CUSTOMER CONTACT** [redacted] 6 town & country [redacted] M contacted the CUSTOMER at 6:38 PM ET, about door actuator repair, CM spoke with [redacted] ir [redacted] confirmed it is repaired. CM may close the case.

Email(s)

Date	03/11/2020	***Subject***	DM notes and Warranty pricing - 2016 CHRYSLER TOWN & COUNTRY [re[redacted]		
From	uscustomercare@fcagroup.com	***To***	rworthy@bobpoynter.com	***Sent Date/Time***	03/11/2020 16:43 PM

Rob,

This is David with Chrysler US Case Management

I am requesting permission for submitting DM notes for a $100.00 copay for door lock actuator as diagnosed recently, I do not have an RO number, but john diagnosed the vehicle, today.

Custo[redacted]
Vehicl[redacted] 2016 CHRYSLER TOWN & COUNTRY TOURING

Sincerely,

David
Chrysler US Case Management
Phone 8448271999 Extension 3020520
[redacted]

Date	03/18/2020	***Subject***	RE: DM notes and Warranty pricing - 2016 CHRYSLER TOWN & COUNTRY [redacted]		
From	uscustomercare@fcagroup.com	***To***	jhoff@bobpoynter.com	***Sent Date/Time***	03/18/2020 19:05 PM

John,

This is David with Chrysler US Case Management

I am requesting permission for submitting DM notes for a $100.00 copay for door lock actuator as diagnosed recently, I do not have an RO number, but john diagnosed the vehicle, today.
I need Warranty parts and Labor pricing as well to put in the notes.

Custon[redacted]
Vehicle[redacted] - 2016 CHRYSLER TOWN & COUNTRY TOURING

Sincerely,

David
Chrysler US Case Management
Phone 8448271999 Extension 3020520
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2017	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN GT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/12/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/12/2020	**Origin**	Telephone	**Reason**	
Mileage	36,500 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	LOCKPORT		NY	[redacted]	USA
Dealer	X7745	EAN HOLDINGS - NASHVILLE		**Dealer Phone**	6153612686
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Vehicle concern				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/12/2020 06:03 PM	Open
03/12/2020 06:08 PM	Closed

Initial Description

Unsafe vehicle

Case Comments

Date	Comment
03/12/2020	Customers [redacted] called in stating her Nephews vehicle has issues. They would work/not work. Doors open randomly and sometimes you can't lock the doors and he has children in those seats. She said this is a very hazardous situation and should fall under LL. Agent advised since this is the first time it's happened, she needs to allow our dealers to try to fix the issue first. The vehicle would need to have less than 24k on it. I provided the URL for corporate to voice her concern. The GM of dealer is going to diagnose the vehicle. She ask if FCA is going to pay for it now that it's out of Warranty. Agent advised this would be a customer pay situation, unless the dealer can honestly say it's an actual defect.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/12/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/12/2020	**Origin**	Telephone	**Reason**	
Mileage	50,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer	Owner Contact				
Customer Address					
					USA
Dealer	09825	GRAY CHRYSLER DODGE JEEP RAM		**Dealer Phone**	5705175600
Dealer Address	894 N NINTH ST				
	STROUDSBURG		PA	18360 1206	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	E
Subject	driver				
Synopsis	agent refer to dealer call back with diagnose				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/12/2020 06:39 PM	Open
03/12/2020 07:28 PM	Closed

Initial Description

customer calling rear driver sliding passenger door will not lock

Case Comments

Date	Comment
03/12/2020	Briefly summarize what the customer said:customer calling rear driver sliding passenger door will unlock customer state this should not be happening agent inform customer customer it out of warranty need to take to the dealer have a diagnose done call back once diagnose and we can review for possible assistant Briefly summarize why the customer is calling: door will not lock and unlock

Email(s)

Date	03/12/2020	**Subject**	update owner [ref: [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	03/12/2020 18:41 PM

[redacted]

Date	03/12/2020	**Subject**	Re: update owner [[redacted]		
From	[redacted]	**To**	uscustomercare@fcagroup.com	**Sent Date/Time**	03/12/2020 18:44 PM

[redacted]

Sent from my iPhone

> On Mar 12, 2020, at 2:41 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
>

[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/24/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/25/2020	**Origin**	Brand Site	**Reason**	sm
Mileage	30,100 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	Stephens City	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	STEPHENS CITY		VA	[redacted]	USA
Dealer	60227	GARDEN CITY JEEP CHRYSLER DODGE,		**Dealer Phone**	5164832700
Dealer Address	283 N FRANKLIN ST				
	HEMPSTEAD		NY	11550 1310	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	H
Subject	Sliding Door				
Synopsis	diagnosis required				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/24/2020 05:28 PM	New
03/25/2020 03:52 AM	Open
03/25/2020 03:52 AM	Closed

Initial Description

I have not had this vehicle very long, mileage low (30,000) and about a week ago the rear sliding door will not unlock. I looked online and this is a known problem with the town and county. I am concerned as to why this hasn't been corrected. Many people are now going to have to pay out of pocket for these repairs. Why is Chrysler not correcting this? This is my first Chrylser product and I am concerned to see if chryster is going to fix this problem or leave it up to the consumer to foot the bill on this and take other avenues. Please advise options to having this repaired.Thank you

Email(s)

Date	03/25/2020	**Subject**	[redacted]	
From	uscustomercare@fcagroup.com	**To**	[redacted]	03/25/2020 03:51 AM

Hello [redacted]

Thank you for contacting Chrysler Customer Care.

We are disappointed to learn of your concern with the sliding door on your 2016 Chrysler Town & Country and I would like to assure you that I will do everything I can to assist you.

Based on the information that you have provided, the best plan of action would be for you to see one of our authorized dealerships for a diagnosis if you have not had one yet. That will allow them to determine what is going on and provide the best course of action for you. Once that is complete, if you have any further concerns, you are welcome to contact us again.

Based on your address I have found that this is the closest dealership to you:

Safford Chrysler Dodge Jeep Ram Fiat of Winchester
1659 Berryville Pike Winchester, VA 22603
(540) 667-5532

At this time I will be closing this case but thank you again for your email. Should you require additional assistance, or have any new information to provide, please call 1-800-992-1997.

Anthony
Customer Service Representative
Chrysler Customer Assistance Center
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/07/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/07/2020	**Origin**	Telephone	**Reason**	
Mileage	52,094 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	SANTAN VALLEY		AZ		USA
Dealer	43389	EARNHARDT CHRYSLER JEEP DODGE RAM		**Dealer Phone**	4809264000
Dealer Address	1521 E. DRIVERS WAY				
	GILBERT		AZ	85297 0402	USA
Dealer Zone	West	**Sales District**		**Service District**	L
Subject	Door				
Synopsis	Advice SM that customer would have to call.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/07/2020 08:24 PM	Open
04/07/2020 08:31 PM	Closed

Initial Description

SM Jim
Intermitted issue with the door buzzing
Passenger Slide Door actuator

Case Comments

Date	Comment
04/07/2020	SM Jim from DLR because customer said that the door had been replaced in 2018 and he did not see it. He found it. Was replaced in January of 2018. He said it beyond threshold for him to consider goodwill. Agent advised SM Jim that we support for customer. If goodwill would be determined the customer must contact us directly. Provided case number. Servicing DLR: Earnhardt Chrysler Jeep Dodge Ram (43389) SM: Jim

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/08/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/23/2020	**Origin**	Telephone	**Reason**	
Mileage	62,000 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
	MESA		AZ		USA
Dealer	43389	EARNHARDT CHRYSLER JEEP DODGE RAM		**Dealer Phone**	4809264000
Dealer Address	1521 E. DRIVERS WAY				
	GILBERT		AZ	85297 0402	USA
Dealer Zone	West	**Sales District**		**Service District**	L
Subject	Goodwill Cost Assistance				
Synopsis	Repairs are completed and customer is satisfied.				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/08/2020 04:12 PM	Open
04/09/2020 08:12 PM	Closed
04/10/2020 04:06 PM	Open
04/23/2020 09:51 PM	Closed

Initial Description

Customer called seeking goodwill cost assistance with repairs on their vehicle.

Case Comments

Date	Comment
04/08/2020	Customer called stating they're having concerns with their passenger side slide door lock actuator in which they've already had the part replaced previously on 1/23/2018. Customer states they took the vehicle to the DLR & they advised the part needed to be replaced again, but the 2 year warranty on the part has expired & customer is just outside of their powertrain warranty by 2,000 miles. Customer called seeking goodwill cost assistance with the repairs and customer was quoted around $700.00 plus tax for repair. Customer confirmed they paid the diagnostic fee & they do have the vehicle back in their possession. Agent advised the case would be escalated to a case specialist for review & they will reach out to customer within 1 business day. Customer (Anthony) also provided another email address:
04/08/2020	WARRANTY SUMMARY: MVP CONTRACTS: n/a MILEAGE: 62,000 IN SERVICE DATE: 10/29/2016 ORIGINAL OWNER: no HOUSEHOLD VEHICLES: (# OF VEHICLES): 3 REGULAR FCA MAINTENANCE: n/a DEALER LOYALTY : n/a REPEAT ISSUE: yes STAR TICKETS OPEN: n/a RESTRICTION: n/a RECALLS: n/a PRIOR GOODWILL: n/a PREMIUM VEHICLE: n/a
04/08/2020	Called nd the number is not in service to be able to speak with the customer.
04/08/2020	Tried to send an email to the email provided in the case notes and it stated that it is not valid.
04/09/2020	The number that is on the case is not valid and the email is not correct. I have not way of getting in contact with the customer so I will be closing the case.
04/10/2020	Customer has not heard back in days. Agent confirmed that their information was not saved correctly on file. Current caller and account information is now correct. Case was reopened and assigned back to the CM. Customer is seeking a call back today.
04/10/2020	Called nd LM for the customer to call back to discuss the concerns they are having with their vehicle. Left my contact information.
04/10/2020	Customer was warmed transferred to me and he stated that he is just out of warranty of the part and for the vehicle warranty and the customer doesn't think think this is fair that he has to pay for it. He states the repair is around 700.00 dollars and had to pay a 150.00 diagnostics fee. The SA is Randy. Advised the customer that I will call the deal and speak with the SA and see if there some assistance I can offer to him.
04/10/2020	Called the dealer and LM for the SA Randy to call back to discuss the repair for the customers vehicle. Left my contact information for the SA to call back.
04/13/2020	Called the SA Randy and LM for him to call back with the pricing for the repairs for the vehicle. I am looking into offer the customer cost assistance with the repairs Left my contact information for the SA.
04/14/2020	Called The SA Randy and LM for him to call with pricing for the vehicle repairs so I can possible offer the customer some good will cost assistance. Left my contact information for the customer to call me back..

Date	Comment
04/14/2020	Called [redacted] and advised the customer that I had LM for the SA Randy to get the pricing for the repairs for the vehicle and was just waiting to hear back from them . Advised the customer that as soon as I have some information I will follow up with him. Customer thanked.
04/14/2020	The SA Randy called and left a voice mail. I called the SA back and got his voice mail and left my contact information.
04/14/2020	The SA Randy called and stated that the parts are 302.00 for the parts and labor is 275.00 total cost is 577.00 . Advised the SA will call the customer and let him know that I will cover the cost of the repairs for the customer. Will have the customer contact the SA to set up the appointment for the repairs.
04/14/2020	Called [redacted] nd LM for the customer that I will be covering the cost of the repairs for the customer . The customer needs to contact the SA Randy and set up an appointment to have the repairs completed. Left my contact information if the customer has any questions
04/15/2020	Good Will Amount: 577.00 total parts and labor Justification: Brand Loyalty/2/24
04/17/2020	Called [redacted] d the customer stated that he has an appointment for Wed the 22nd at 800 am. Advised customer will follow up with him after the appointment.
04/22/2020	Will follow up with the customer tomorrow to see how the appointment went and if the repairs are completed.
04/23/2020	Called [redacted] nd LM for the customer to see how the repairs for the vehicle are and if they are satisfactory. Left my contact information for the customer to call back.
04/23/2020	Customer called to speak to CM, says he picked vehicle up from dealer. Agent advised customer Cm was not available and she will reach out once she can
04/23/2020	Called customer and he stated that he picked up his vehicle and everything is working good for now. Advised the customer that I was going to be closing the case but he can contact me at anytime if he had any questions or concerns. Customer thanked for my help;

Email(s)

Date	04/10/2020	***Subject***	Goodwill Cost Assistance [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	04/10/2020 16:10 PM

Dear [redacted]

Thank you for contacting us today in regards to your case [redacted]

If you need further assistance please contact us at (800) 992-1997

Sincerely,

Mel
FCA Customer Care
[redacted]

Date	04/10/2020	***Subject***	Goodwill Cost Assistance [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	04/10/2020 16:11 PM

Dear Mr. [redacted]

Thank you for contacting us today in regards to your case [redacted]

If you need further assistance please contact us at (800) 992-1997

Sincerely,

Mel
FCA Customer Care
[redacted]

Date	04/10/2020	***Subject***	Level 2 Initial Contact [redacted]		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	04/10/2020 20:09 PM

Dear [redacted]

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

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

Your case number i[redacted]
The Chrysler West Case Management telephone number: 1-844-378-0597
My direct extension: 4060903
My work hours are: 10:30 am to 07:00 pm Eastern Standard Time Monday-Friday.
I will contact you within one business day of your appointment by telephone to discuss your case.

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

Kris FCA Speicialist

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 4/10/2020 4:11 PM
To: [redacted]
Subject: Goodwill Cost Assistance [redacted]

Dea[redacted]

Thank you for contacting us today in regards to your c[redacted]

If you need further assistance please contact us at (800) 992-1997

Sincerely,

Mel
FCA Customer Care
[redacted]

Date	04/10/2020	***Subject***	Level 2 Initial Contact [redacted]		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	04/10/2020 20:09 PM

Dear [redacted]

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

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

Your case number i[redacted]
The Chrysler West Case Management telephone number: 1-844-378-0597
My direct extension: 4060903
My work hours are: 10:30 am to 07:00 pm Eastern Standard Time Monday-Friday.
I will contact you within one business day of your appointment by telephone to discuss your case.

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

Kris FCA Speicialist

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 4/10/2020 4:11 PM
To: [redacted]
Subject: Goodwill Cost Assistance [redacted]

Dea[redacted]

Thank you for contacting us today in regards to your c[redacted]

If you need further assistance please contact us at (800) 992-1997

Sincerely,

Mel
FCA Customer Care
[redacted]

Date	04/10/2020	***Subject***	Level 2 Initial Contact [redacted]		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	04/10/2020 20:09 PM

Dear [redacted]

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

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

Your case number is[redacted]
The Chrysler West Case Management telephone number: 1-844-378-0597
My direct extension: 4060903
My work hours are: 10:30 am to 07:00 pm Eastern Standard Time Monday-Friday.
I will contact you within one business day of your appointment by telephone to discuss your case.

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

Kris FCA Speicialist

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 4/10/2020 4:11 PM
[redacted]
Subject: Goodwill Cost Assistance [[redacted]]

Dear [redacted]

Thank you for contacting us today in regards to your case[redacted]

If you need further assistance please contact us at (800) 992-1997

Sincerely,

Mel
FCA Customer Care
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2017	Brand	DODGE
Body	RTKM53	Vehicle	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	04/09/2020	CAIR Type	Regular	Status	Closed
Close Date	04/09/2020	Origin	Telephone	Reason	
Mileage	60,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	WINSTON		OR		USA
Dealer	X8104	EAN HOLDINGS - PHOENIX		Dealer Phone	
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		Sales District		Service District	
Subject	vehicle lock				
Synopsis					
Customer Anomaly	Interior				
	Panels/Moldings				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	82	Interior panels or moldings issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/09/2020 11:25 PM	Open
04/09/2020 11:28 PM	Closed

Initial Description

Customer called regarding issue with vehicle, customer states that door lock is not working properly it is inverted incorrectly so vehicle door is unlocked even though the vehicle thinks its locked.

Case Comments

Date	Comment
04/09/2020	Customer called regarding issue with vehicle, customer states that door lock is not working properly it is inverted incorrectly so vehicle door is unlocked even though the vehicle thinks its locked. agent referred customer to DLR for diagnosis but informed customer it may not be covered

New Customer Assistance Inquiry Record (CAIR)#					
VIN		odel Year	2016	Brand	DODGE
Body	RTKM53	Vehicle	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	04/13/2020	CAIR Type	Regular	Status	Closed
Close Date	04/13/2020	Origin	Telephone	Reason	
Mileage	68,000 Miles	Market	U	Language	English
Contact Email					
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	MARICOPA		AZ		USA
Dealer	43389	EARNHARDT CHRYSLER JEEP DODGE RAM		Dealer Phone	4809264000
Dealer Address	1521 E. DRIVERS WAY				
	GILBERT		AZ	85297 0402	USA
Dealer Zone	West	Sales District		Service District	L
Subject	RECALL			Campaign	S44
Synopsis	no diagnosis yet				
Customer Anomaly					
Contact Reason	C78	Contacts & Appointment For Recall	Customer Anomaly		
Reason Code	After Sales - Information & Assistance requests - Recall Campaign - Recall Campaign - Contacts & Appointment				

Case Status History

Create Date	Status
04/13/2020 05:02 PM	Open
04/13/2020 05:06 PM	Closed

Initial Description

DOOR IS NOT UNLOCKING

Case Comments

Date	Comment
04/13/2020	Customer is having issue with door she has called DLR they want 100 no diagnosis but she is going to a IRF who is not charging to look at it, customer said she was looking for other options she can not afford 1100 Agent advised that if customer used IRF we could not assist but that if customer where to end up getting a diagnosis from our DLR she could call back and see if she was eligible to be escalated for assistance. Help is not guaranteed but a chance and not always pay in full sometime a copay

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/27/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/27/2020	**Origin**	Telephone	**Reason**	
Mileage	72,446 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	WARREN		MI	[redacted]	USA
Dealer	26016	JIM RIEHL'S FRIENDLY CHRY JEEP INC		**Dealer Phone**	8775590811
Dealer Address	32899 VAN DYKE AVE				
	WARREN		MI	48093 8139	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	A
Subject	Complaint				
Synopsis					
Customer Anomaly					
Contact Reason	C274	Vehicle Service/Maintenance	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - New Vehicle Information - Vehicle Service/Maintenance - Other				

Case Status History

Create Date	Status
04/27/2020 06:32 PM	Open
04/27/2020 06:40 PM	Closed

Initial Description

Customer stated her sliding door is not opening.

Case Comments

Date	Comment
04/27/2020	Customer stated that her sliding door on the driver's side is not opening from the outside or inside & it is a safety hazard & she wants Chrysler to do something about it. Customer stated her vehicle is at the dealership now & they are charging her $1,100 to repair the door that should of never been broken. Agent informed customer that we are not able to assist with the repair at this time. Customer is unsatisfied & stated she will contact a lawyer.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	

Open Date	04/30/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/04/2020	**Origin**	Brand Site	**Reason**	null
Mileage	73,000 Miles	**Market**	U	**Language**	English

Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address	[redacted]			**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	[redacted]

Customer	[redacted]				
Customer Address	[redacted]				
	ATHENS		TX	[redacted]	USA

Dealer	42933	ELDER CHRYSLER-DODGE-JEEP		**Dealer Phone**	9036772292
Dealer Address	1798 EAST HIGHWAY 31				
	ATHENS		TX	75751	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	E

Subject	App Customer Support Request				
Synopsis	close				
Customer Anomaly	Body				
	Liftgate				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	170	Liftgate Issues

Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details

Case Status History

Create Date	Status
04/30/2020 04:09 PM	New
05/02/2020 02:44 PM	Open
05/04/2020 12:27 PM	Closed

Initial Description

the drivers side door actuator has a loud buzzing noise that seems to be common in 2016 dodge gtand caravans. iw as qouted $800 to fix the probe by elser dodge of athens, tx. since the problem is very common, i am reaching out for assistance in getting the problem fixed. thank you for your time and assistance.

Case Comments

Date	Comment
05/02/2020	agent tried to call dlr and was advised no SA was available
05/02/2020	agent called cst got busy line, if cst calls handle normally advised cst that goodwill assistance will be declined. Due to mileage

Email(s)

Date	05/02/2020	**Subject**	Case Acknowledgement [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	05/02/2020 14:55 PM

Hello [redacted]

Thank you for contacting Dodge Customer Care.

We are concerned to learn of the problem you are experiencing with your drivers side door actuator and I would like to assure you that I will do everything I can to assist you. We take a lot of pride in our vehicles and our customer service and I want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.

Based on the information that you have provided, the best plan of action would be for me to contact you by phone. What would be your preferred day and time for my call? I work Monday - Thrusday 8-5:30 EST PM.

If it is more convenient for you, call us anytime at Dodge Customer Care 1- 800-423-6343 and just provide the following case number 76197574; anyone you speak with will be happy to help.

Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at Dodge Customer Care 1- 800-423-6343.

Thank you again for your email [redacted] Have a great day.

Best wishes,
Kaitlyn
Dodge Customer Care

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

Date	05/04/2020	***Subject***	Case Acknowledgement [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	05/04/2020 12:26 PM

Hello [redacted]

As I have not heard from you, I will be closing the case at this time.

Please do not hesitate to contact us if you need any further assistance by calling Dodge Customer Care at 1-800-423-6343. Provide the following case number [redacted] Anyone you speak with, will be happy to help.

Thank you again for your email William. Have a great day.

Best wishes,
Kaitlyn
Dodge Customer Care

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

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/30/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/30/2020	**Origin**	Email	**Reason**	null
Mileage	73,000 Miles	**Market**	U	**Language**	English
Contact Email		**ontact Phone**			
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
	ATHENS		TX		USA
Dealer	43689	HERITAGE CHRYSLER DODGE JEEP RAM		**Dealer Phone**	4103562277
Dealer Address	11212 REISTERSTOWN RD				
	OWINGS MILLS		MD	21117 1908	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	M
Subject	App Customer Support Request				
Synopsis	duplicate case - survey bypass				
Customer Anomaly					
Contact Reason	C109	FCA Contacts Or Dealership	**Customer Anomaly**		
Reason Code	FCA World - Information & Assistance requests - Network - Contacts & various information - Network				

Case Status History

Create Date	Status
04/30/2020 04:09 PM	New
04/30/2020 05:08 PM	Open
04/30/2020 05:09 PM	Closed

Initial Description

the drivers side door actuator has a loud buzzing noise that seems to be common in 2016 dodge gtand caravans. iw as qouted $800 to fix the probe by elser dodge of athens, tx. since the problem is very common, i am reaching out for assistance in getting the problem fixed. thank you for your time and assistance.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/05/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/05/2020	**Origin**	Social	**Reason**	
Mileage	60,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]			**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	KENNER		LA [redacted]		USA
Dealer	63509	BERGERON CHRYSLER DODGE JEEP RAM		**Dealer Phone**	5048882131
Dealer Address	3525 VETERANS MEMORIAL BLVD				
	METAIRIE		LA	70002 5842	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	R
Subject	vehicle concerns				
Synopsis	no further action				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/05/2020 05:11 PM	New
05/05/2020 05:22 PM	Open
05/05/2020 07:48 PM	Closed

Initial Description

T5921KR
documenting concerns with door locks

Case Comments

Date	Comment
05/05/2020	Customer reached out on Facebook, full conversation in social posts. Customer has concerns with door locks, has not been to the dealer.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	Model Year	2016	Brand	DODGE
Body	RTKM53	Vehicle	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	05/05/2020	CAIR Type	Regular	Status	Closed
Close Date	05/06/2020	Origin	Telephone	Reason	
Mileage	60,150 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	[redacted]		
Caller Address	[redacted]			Source	Customer
Caller City	MOORHEAD	Caller Country	USA	Caller Postal Code	[redacted]
Customer	[redacted]				
Customer Address					
	MOORHEAD		MN	[redacted]	USA
Dealer	58081	WACONIA DODGE CHRYSLER JEEP		Dealer Phone	9524422010
Dealer Address	905 STRONG DR				
	WACONIA		MN	55387 1069	USA
Dealer Zone	Denver	Sales District		Service District	N
Subject	goodwill				
Synopsis	dm notes added for dlr				
Customer Anomaly					
Contact Reason	C83	Request For Goodwill Reimbursement	Customer Anomaly		
Reason Code	After Sales - Complaint - Product - Reimbursement request - Compensation/Goodwill				

Case Status History

Create Date	Status
05/05/2020 05:18 PM	Open
05/06/2020 03:40 PM	Closed

Initial Description

sliding door latch

Case Comments

Date	Comment
05/05/2020	***Customer Inquiry*** Customer calling regarding rear passenger sliding door didnt lock, door latch broke, cant unlock it anyway ***Agent Advised*** Agent advised customer that its true we can only approve goodwill up to 60000 miles, contact dealer to confirm information and see if they will accept DM notes, advised that we have added DM notes and will cover the costs of the repairs ***DLR Contact*** Called dealer Webber Motors , spoke to Travis, he said the cost would be labour - 3.3 hours*120 per hour parts - $572, $102, $103 = 1181.03 before taxes and shop supplies, then spoke to service manager Bob, and will accept DM notes, contacted dealer again and gave them the case number with the DM notes

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/07/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/23/2020	**Origin**	Telephone	**Reason**	
Mileage	86,400 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	BROKEN ARROW		OK	[redacted]	USA
Dealer	45447	LONE STAR CHRYSLER DODGE JEEP		**Dealer Phone**	2108281515
Dealer Address	8811 INTERSTATE 35 S				
	SAN ANTONIO		TX	78211 5700	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	J
Subject	Vehicle Concern				
Synopsis	CM attempted to reach cx by phone on 5/11, 5/13, 5/19. 6/1 and emailed on 6/10/2020 with no response.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/07/2020 01:50 PM	Open
06/23/2020 09:09 PM	Closed

Initial Description

Cx called in due to a issue with her vehicle.

Case Comments

Date	Comment
05/07/2020	Cx called in due to a issue with her vehicle. Cx states that her passenger sliding door is stuck in lock mode and won't come out of lock mode at all. Cx also states that they can't get the door open at all. Cx is calling in seeking assistance to see what it is that we can do to help get this issue resolved.
05/08/2020	**OB DLR** CM dialed 2108281515 for Service got vm, CM lvm - need update.
05/08/2020	**OB Cx** CM sent email - Intro.
05/08/2020	**OB Cx** CM dialed [redacted] spoke t[redacted]M made introduction and verified personals. CM verified that cx is seeking cost assistance for the repair of passenger sliding door stuck in lock mode, and cx advised yes. CM advised has reached out to DLR and is waiting on a response, upon receipt of a response will contact cx. Cx advised perfect.
05/08/2020	CASE PREP Warranty: Basic exp 12/28/2018 time, Pwrtrn exp 60K miles, Corr SC: Fleet Commercial Powertrain Plan Current Mileage: 86,400 ISD: 12/28/2015 Original owner: No, Purchased 8/14/2017 Household vehicles: 1 Reason for Case Escalation: Cost Assistance with repair of sliding door stuck in lock mode Repeat issue: GWA will not open Star tickets open: No Recalls: 0 RRTs: Y/N (If yes, inform the Dealer of open RRTs) No Relevant Previous Cases: No Prior Goodwill/DM notes: No R/O History: (Include R/O#, similar/related repair attempts) No Vehicle location: Vehicle Concern: Cost Assistance with repair of sliding door stuck in lock mode Is the customer in a rental: Y/N (Rental start date) VOR: Y/N (How long has the vehicle been down?) Parts on Order: B/O? ETA? Customer Email: (Needs to be verified with the customer) [redacted] Customer preferred contact: (Email/Phone & establish frequency of contacts) Customer seeking: (What is the customer expecting from FCA?) Cost Assistance with repair of sliding door stuck in lock mode
05/11/2020	**OB DLR** CM dialed 2108281515 spoke to Gilbert SA who advised there is nothing in the DLR's system on cx.
05/11/2020	**OB Cx** CM dialed [redacted] ot vm, CM lvm - please return call to CM.
05/13/2020	**OB Cx** CM dialed [redacted] ot vm, CM lvm - please return call to CM.
05/19/2020	**OB Cx** CM dialed [redacted] ot vm, CM lvm - please return call to CM.
06/01/2020	**OB Cx** CM dialed [redacted] ot vm, CM lvm - please return call to CM.
06/10/2020	**OB Cx** CM sent email - need response no later than end of business day 6/15/2020.

Email(s)

Date	05/08/2020	**Subject**	Vehicle Concern [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	05/08/2020 13:40 PM

Dear [redacted]

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

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

Your case number is [redacted]

The Chrysler SW BC Case Management telephone number: 1-844 378 0575 and my direct extension: 4060315. My work hours are: 9:00 am - 5:30 pm Eastern Standard Time Monday-Friday.

After I review the details of your case, I will be calling you at your preferred number within one business day 918 406 3480.

Please don't hesitate to make contact if you have any questions or concerns.

Thank you for your patience and co-operation!

Marsha
FCA Specialist
[redacted]

Date	06/10/2020	***Subject***	RE: Vehicle Concern [ref: [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	06/10/2020 18:13 PM

Dear [redacted]

This is Marsha, Senior Specialist.

I am reaching out because to date, I have not been able to contact you.

Please contact me so that we may discuss your case.

If I do not hear back from by end of business day Monday 6/15/2020 I will close your case.

You can reply to this email or call me directly at: 1-844 378 0575 and my direct extension: 4060315. My work hours are: 9:00 am - 5:30 pm Eastern Standard Time Monday-Friday.

Hope to hear from you soon.

Thank you for your patience and co-operation!

Marsha
FCA Specialist
[redacted]

Date	06/10/2020	***Subject***	Re: Vehicle Concern [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	06/10/2020 23:49 PM

Sorry, I havent been available. I can be reached tomorrow by phone anytime. Thanks

[redacted]

> On Jun 10, 2020, at 1:13 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/10/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/12/2020	**Origin**	Brand Site	**Reason**	assistance
Mileage	71,720 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address	[redacted]			**Source**	Customer
Caller City	Statesville	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	STATESVILLE		NC	[redacted]	USA
Dealer	45489	BLACK CHRYSLER DODGE JEEP RAM		**Dealer Phone**	7049247070
Dealer Address	831 SALISBURY RD				
	STATESVILLE		NC	28677 6223	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	P
Subject	BROKEN LOCKS				
Synopsis	close				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/10/2020 04:14 PM	New
05/11/2020 01:26 PM	Open
05/12/2020 05:14 PM	Closed

Initial Description

RIGHT SLIDING DOOR WOULD NOT LOCK OR UNLOCK. I FIXED IT BY FORCING THE CONNECTING ROD BETWEEN THE DOOR LOCK AND THE ACTUATOR. NOW THE LEFT SLIDING DOOR WILL NOT LOCK OR UNLOCK. THIS IS AN EXTREME SAFETY HAZARD.

Case Comments

Date	Comment
05/11/2020	if cst calls handle normally as agent is not CM

Email(s)

Date	05/10/2020	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	05/10/2020 16:14 PM

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

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

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

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference numb[redacted]

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit

[redacted]

Date	05/11/2020	**Subject**	Case Acknowledgement [r [redacted] f]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	05/11/2020 13:30 PM

Hello [redacted]

Thank you for contacting Dodge Customer Care.

We are concerned to learn of the problem you are experiencing with your locks and I would like to assure you that I will do everything I can to assist you. We take a lot of pride in our vehicles and our customer service and I want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.

Based on the information that you have provided, the best plan of action would be for you to see one of our authorized dealerships for a diagnosis. Once there, if you have any further concerns, you are welcome to contact us again. For your convenience, I have provided contact information for 2 dealerships in your area below and I am happy to help you schedule an appointment if you like.

Black Chrysler Dodge Jeep Ram
831 Salisbury Rd
Statesville, NC 28677-6223
(704) 924-7070

Lake Norman Chrysler Jeep Dodge
20700 Torrence Chapel Rd
Cornelius, NC 28031-6318
(704) 896-3800

Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at Dodge Customer Care 1-800-423-6343.

Thank you again for your email [redacted] Have a great day.

Best wishes,
Kaitlyn
Dodge Customer Care

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

Date	05/12/2020	**Subject**	Re: Case Acknowledgement [redacted]		
From	[redacted]	**To**	uscustomercare@fcagroup.com	**Sent Date/Time**	05/12/2020 15:58 PM

Kaitlyn, Thanks for the info. From what I'm reading on-line the sliding doors on the Grand Caravan is a common and expensive problem. Repair costs range fro $600.00 to $1,200.00. The actuator is difficult to replace. However, I did remove the interior panel and bent the rod that connects the actuator with the manual door lock control. This seems to have resolved the problem. I think the connecting rod (having many turns in it) flexes and allows the actuator to over extend causing it to jam. Please have your engineers to check this out. If it is a quick, simple and cheap fix then freel to free to send me a new Dodge Grand Caravan for my assistance (lol).

[redacted]

On Mon, May 11, 2020 at 9:30 AM US Customer Care <
uscustomercare@fcagroup.com> wrote:

> [image: Header]
> Hello [redacted]
>
> Thank you for contacting Dodge Customer Care.
>
> We are concerned to learn of the problem you are experiencing with your
> locks and I would like to assure you that I will do everything I can to
> assist you. We take a lot of pride in our vehicles and our customer service
> and I want to guarantee that we take the appropriate steps to ensure your
> concerns are addressed, and ultimately resolved as best as possible.
>
> Based on the information that you have provided, the best plan of action
> would be for you to see one of our authorized dealerships for a diagnosis.
> Once there, if you have any further concerns, you are welcome to contact us
> again. For your convenience, I have provided contact information for 2
> dealerships in your area below and I am happy to help you schedule an
> appointment if you like.
>
> Black Chrysler Dodge Jeep Ram
> 831 Salisbury Rd
> Statesville, NC 28677-6223
> (704) 924-7070
>
> Lake Norman Chrysler Jeep Dodge
> 20700 Torrence Chapel Rd
> Cornelius, NC 28031-6318
> (704) 896-3800
>
> Please do not hesitate to contact us if you need any further assistance by
> replying to this email or calling us at Dodge Customer Care 1-800-423-6343
> .
>
> Thank you again for your emai[redacted] Have a great day.
>
> Best wishes,
> Kaitlyn
> Dodge Customer Care
> [image: Footer]
> The content of this message is confidential. If you have received it by
> mistake, please inform us by an email reply and then delete the message.
> The integrity and security of this email cannot be guaranteed over the
> Internet. Therefore, the sender will not be held liable for any damages
> caused by the message. Finally, the opinions disclosed by the sender do not
> necessarily reflect those of FCA US, therefore FCA US refuses to take any
> liability for any damages caused by the content of this email.
>

[redacted]

Date	05/12/2020	***Subject***	Case Acknowledgement [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	05/12/2020 17:14 PM

Hello [redacted]

Thank you for your email.

We urge you to reach out to a local dealership for a diagnosis, as we are unable to diagnosis the issue. Once there, if you have any further concerns, you are welcome to contact us again. At this time I will be closing this case.

Please do not hesitate to contact us if you need any further assistance by calling us at Dodge Customer Care 1-800-423-6343.

Thank you again for your email [redacted] Have a great day.

Best wishes,
Kaitlyn
Dodge Customer Care

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

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/12/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/15/2020	**Origin**	Telephone	**Reason**	
Mileage	67,000 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	FOREST LAKE		MN		USA
Dealer	61909	BARNETT WHITE BEAR CHRYSLER JEEP		**Dealer Phone**	6514826100
Dealer Address	3430 HIGHWAY 61 N				
	WHITE BEAR LAKE		MN	55110 5236	USA
Dealer Zone	Denver	**Sales District**		**Service District**	M
Subject	Vehicle Concern				
Synopsis	sup walked decline				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/12/2020 04:13 PM	Open
05/15/2020 08:04 PM	Closed

Initial Description

Driver side passenger latch is broke

Case Comments

Date	Comment
05/12/2020	Cst calling because her passenger driver door latch is broken. Cst stated she took vehicle to dlr and they told her the repair is close to or more than $1000. Cst is upset and stated this is a safety issue and thinks Chrysler should cover this. Made cx aware that due to the vehicle being OOW by time, Cx has no active service contracts, and is the second owner unfortunately at this time we won't be able to provide cst with any cost assistance.
05/12/2020	SUP CALL _ LVM
05/13/2020	SUP CALL _2nd attempt - nd number on file
05/13/2020	Customer is calling for the Sup. that had call her yesterday agent warm transfer the customer over
05/13/2020	SUP CALL _ walked the decline of Cost assistance, cust is at least the 2nd owner and OOW

Email(s)

Date	05/12/2020	**Subject**	Vehicle Concern		
From	uscustomercare@fcagroup.com	**To**		**Sent Date/Time**	05/12/2020 16:29 PM

Good Afternoon

Cooperate Headquarters mailing address is :
FCA Customer Care
PO Box 21-8004
Auburn Hills MI 48321-8004

Sincerely,
Unique

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/13/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/27/2020	**Origin**	Brand Site	**Reason**	assistance
Mileage	53,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City	geneva	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	GENEVA		NY	[redacted]	USA
Dealer	62125	D'AMICO CHRYSLER DODGE JEEP		**Dealer Phone**	3157897676
Dealer Address	1051 RTS 5 & 20				
	GENEVA		NY	14456 9543	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	S
Subject	VEHICLE CONCERN > REPEAT > SLIDING DOOR				
Synopsis	Vehicle repaired and returned to customer.				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/13/2020 07:04 PM	New
05/15/2020 01:43 PM	Open
05/27/2020 03:39 PM	Closed

Initial Description

Sliding doors have both refused to unlock, had one repaired, now the second one is broken. I see multiple complaints a recall should be made- this is a safety issue. Children can be trapped

Case Comments

Date	Comment
05/14/2020	Writer called customer, left VM advising response to email will be made.
05/14/2020	Customer has some questions for a dealer and will call back
05/15/2020	Writer called customer, customer advised husband is currently at the dealer to discuss concern. Customer will follow up by email to advise if diagnostic was completed. Writer advised customer if diagnostic was not completed we would require an appointment for diagnostic for escalation.
05/15/2020	Customer seeking assistance with: Cost Follow up will occur within 1 business day by COB customer time. Preferred phone number[redacted] pdates via emai[redacted]/ehicle location: Customer Date and Time of Appointment: 5/18/2020 Confirmed appointment with: Dealer 62125
05/18/2020	In-Service Date: 05/21/2016 Original Owner: Yes Mileage: 53,000 Vehicle purchase loyalty: 1 New Multiple Repairs/ Previous related repairs: Yes MVP plans: No Other: No open recalls.
05/18/2020	*****OUTBOUND DEALER CONTACT***** 62125 | D'Amico Chrysler Dodge Jeep | 315-789-7676 CM LVM for SM to call back as she was seeking if the vehicle has been diagnosed regarding customers side door concern and is seeking next steps.
05/18/2020	*****OUTBOUND CUSTOMER CONTACT****[redacted] DODGE[redacted]CM LVM for customer to call back.
05/18/202[redacted]	CST called request to speak to CM. Agent advised CM is currently not available. CST request call back from CM CST's correct number [redacted]
05/19/2020	*****OUTBOUND DEALER CONTACT***** 62125 | D'Amico Chrysler Dodge Jeep | 315-789-7676 CM attempted to contact SM and was advised he would contact CM back in regards to customer as she wanted further details. SA stated that he was not the Advisor and would have SM call back in regards to this customer.
05/19/2020	*****OUTBOUND CUSTOMER CONTACT****[redacted] DODGE[redacted]CM called customer to follow up and advised that she was aware of the concern with the sliding door which now has happened on the other side and apologized for the experience and informed customer that she has contacted SM and is waiting for his call back. CM stated that we can review for possible cost assistance, if it does merit and will follow up to provide updates and reach for technical advise if the dealership needs it and can review for possible compensation once the vehicle has been repaired. Customer confirmed that the dealership has been repaired the vehicle today and customer's wife got on the phone and stated that they did provide the customer with a co-pay of $200.00 instead of $700.00. CM stated that was great news and thanked her for the update and inquired if they have the vehicle now and customer stated that they did not pick it up yet, but they are happy with the amount the dealership offered. CM stated that is great news and will follow up with SM as well informed customer to not hesitate to contact us back if they have any future questions or concerns. Customer thanked CM and CM thanked customer for being a part of our Dodge Family.
05/20/2020	*****OUTBOUND CUSTOMER CONTACT****[redacted] DODGE[redacted] Writer called customer, LVM, CM still checking with resources, will follow up with him when she knows more.

Date	Comment
05/26/2020	*****OUTBOUND DEALER CONTACT***** 62125 | D'Amico Chrysler Dodge Jeep | 315-789-7676 CM LVM for SM to call back as she was seeking the finialization details of the repairs as customer confirmed they were offered a $200.00 co pay.
05/27/2020	*****OUTBOUND DEALER CONTACT***** 62125 | D'Amico Chrysler Dodge Jeep | 315-789-7676 CM called dealer seeking to speak with SA Eric and was advised that the repairs went well, they did a follow up call with the customer and that went well as well. CM inquired if the road test went well and SA confirmed and stated that they also goodwilled customer with a $200 deductible because they had a case opened. CM thanked SA for this information.
05/27/2020	CM sent closing email.

Email(s)

Date	05/13/2020	***Subject***	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	05/13/2020 19:04 PM

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

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

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

Mopar Brand: 800-247-9753

FCA Brand : 800-247-9753

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

Sincerely,

The Mopar Brand

To view the Mopar Privacy Policy, visit [redacted]

Date	05/14/2020	***Subject***	Case Acknowledgement [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	05/14/2020 14:31 PM

Hello [redacted]

Thank you for contacting Dodge Customer Care.

We certainly understand how the sliding door not unlocking regarding your 2016 Dodge Grand Caravan would cause you inconvenience or concern and appreciate the time and effort you took to bring this matter to our attention.

According to our records your vehicle is not affected by recalls, customer satisfaction notifications or extended warranties pertaining to this matter. Through our ongoing internal investigations, if we do find that this is a manufacturing defect, we will notify you by mail for you to have the issue resolved.

If it is cost assistance you are seeking, to review further we would require a dealer diagnosis be completed. If you have not had one yet, I would like to assist with scheduling an appointment. Please provide me with your preferred dealerships name, a date and time that works with your schedule, and I will be more than happy to contact them for you.

If you have been to your preferred dealership, could you please provide me with some details about your visit? This will help me determine what the next steps should be.

Which dealership?
When was your visit?
Who was your Service Advisor or Service Manager?
What was the diagnosis?
What repairs, if any, did they complete?

Thank you again for your email Phyllis. Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at 1-800-4A-DODGE (1-800-423-6343).

Best wishes,

Belinda
Dodge Customer Care
[redacted]

Date	05/15/2020	***Subject***	Re: Case Acknowledgement [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	05/15/2020 14:43 PM

Hello,Belinda, A diagnostic appointment for our Dodge Caravan door issue has been scheduled with D'Amico Dodge, Geneva, NY for Monday, May 18. The contact person who discussed this with us was Randy, Service Mgr.Thank you for you assistance in this matter. Your effort on our behalf is appreciated.Regards

Sponsored by

Date	05/15/2020	**Subject**	Case Acknowledgement [		
From	uscustomercare@fcagroup.com	**To**		**Sent Date/Time**	05/15/2020 22:15 PM

Hello

Thank you for contacting Dodge Customer Care to verify your dealer appointment details.

I have forwarded your case to our Case Management department for their attention and response. One of our Case Managers will contact you within 1 business day from your service appointment date to discuss your concerns further.

Thank you again for your email Phyllis. Please do not hesitate to contact us if you need any further assistance by calling us at 1-800-4A-DODGE (1-800-423-6343).

Best wishes,

Belinda
Dodge Customer Care

---------- Original Message ----------
From:
Sent: 5/15/2020 10:43 AM
To: uscustomercare@fcagroup.com
Subject: Re: Case Acknowledgement [

Hello,Belinda, A diagnostic appointment for our Dodge Caravan door issue has been scheduled with D'Amico Dodge, Geneva, NY for Monday, May 18. The contact person who discussed this with us was Randy, Service Mgr.Thank you for you assistance in this matter. Your effort on our behalf is appreciated.Regard

Date	05/18/2020	**Subject**	Case Number		
From	uscustomercare@fcagroup.com	**To**		**Sent Date/Time**	05/18/2020 18:55 PM

Good Evening

I hope this email finds you well.

My name is Amanda and I have been assigned as your Case Manager. I am sending you this email as I have attempted to contact you by phone, but was unsuccessful. I am seeking if you would have another preferred number to best contact you at and if so could you please reply to this email and provide it me, it would be greatly appreciated.

Thank you so much for your time.

Kind Regards,

Amanda | FCA Case Manager

Date	05/27/2020	**Subject**	Case Number		
From	uscustomercare@fcagroup.com	**To**		**Sent Date/Time**	05/27/2020 13:46 PM

Good Morning [redacted],

Happy Hump Day!

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and I am sending you this email regarding the closure of your Case with FCA Case Management.

We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so we know how were doing and what improvements we can make to enhance the customer experience.

Thank you for your time and participation and for being a FCA customer. I would like to provide you with my contact information should you have any questions or concerns in the future.

It has been a pleasure working with you, all the best! Stay Safe.

Your Case Number is: [redacted]

The FCA Case Management Telephone Number is: 1-844-827-2006

My Direct Extension is: 3031238

Kind Regards,

Amanda| FCA Case Manager
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/20/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/21/2020	**Origin**	Telephone	**Reason**	
Mileage	23,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	LUTZ		FL	[redacted]	USA
Dealer	60348	FERMAN CHRYSLER JEEP DODGE RAM AT		**Dealer Phone**	8139292400
Dealer Address	24314 S.R. 54				
	LUTZ		FL	33559	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	C
Subject	Door alculator				
Synopsis	dealer providing gw				
Customer Anomaly					
Contact Reason	C83	Request For Goodwill Reimbursement	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Product - Reimbursement request - Compensation/Goodwill				

Case Status History

Create Date	Status
05/20/2020 03:38 PM	Open
05/21/2020 04:16 PM	Closed

Initial Description

Customer is seeking possible cost assistance for repair of the door alculator.

Case Comments

Date	Comment
05/20/2020	Customer is seeking possible cost assistance for the repair of the door actuator. Customer does meet the requirements. Vehicle is less than 7 years old and has only 23,000 miles on it. Customer has a great loyalty score.
05/20/2020	Customer called and is requesting to speak to CM
05/21/2020	CM reaches out to dealer to speak with SA Anthony who was on lunch break. CM reaches out to Customer who states he has already accepts a GW will offer from dealer with a 100 copay and CM could close case

Email(s)

Date	05/21/2020	**Subject**	Level 2 Initial Contact [[redacted]		
From	dodgecustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	05/21/2020 16:11 PM

Dea [redacted]

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

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

Your case number is [redacted]
The Chrysler South East Case Management telephone number: 844-378-0573
My direct extension: 4060408
My work hours are: 9:00 am - 5:30 pm Eastern Standard Time Monday-Friday).
I will contact you within one business day of your appointment by telephone to discuss your case.

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

Jameelah

[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2017	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/20/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/12/2020	**Origin**	Telephone	**Reason**	
Mileage	50,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]			**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	LOUISVILLE		KY	[redacted]	USA
Dealer	60629	LOUISVILLE CHRYSLER DODGE JEEP RAM		**Dealer Phone**	5024491900
Dealer Address	5311 DIXIE HWY				
	LOUISVILLE		KY	40216 1557	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	N
Subject	Driver side door				
Synopsis	New issue, not a Door seizing concern, but a coolant leak concern, refer to CAIR 76481872				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/20/2020 06:50 PM	Open
06/10/2020 09:19 PM	Closed
06/11/2020 07:45 PM	Open
06/12/2020 02:23 PM	Closed

Initial Description

Customer stated that the driver side door will not move.

Case Comments

Date	Comment
05/20/2020	Customer seeking assistance with: Customer calling in stating that the driver side door will not open. Customer stated this is the first time this has happened and it just started happening today. Customer stated it will not move even if he pulls the door, hits the button etc. Customer expecting: Cost Assistance. Agent advised the case will be escalated to a CM. Follow up will occur within 1-2 business days by COB customer time. Preferred phone number: [redacted] Earliest call time: ANy Latest call time: Any Updates via email: No Vehicle location: Customer. Date and Time of appointment: Agent transferred customer to DLR to make appointment. Confirmed appointment with: Customer in rental: Authorized by: Rental start date: TL Authorization if over 100,000 miles/ 7 years (Current Mileage) :
05/20/2020	cst is calling in regards to updating his dealer info that is closer to his residence to bring the vehicle to Louifelle Chyrsler Dodge - Louisville Kentucky 5024102413
05/21/2020	Qualifier paragraph In-Service Date: 10/24/2016 Original Owner: No, second owner on 06/21/2018 Mileage: 50000 Vehicle purchase loyalty: 2 used the second vehicle, a 2009 Ram 1500 purchased on. 02/11/2019 Multiple Repairs/ Previous related repairs: No MVP plans: No Other: No recalls, or RRTs'
05/21/2020	Updated to DLR 60629 as in notes
05/21/2020	***OUTBOUND DEALER CONTACT*** Louisville Chrysler | 60629 | 5024102413 and 5024491900 CM contacted the DLR at 10:47 AM, regarding Jeremiah Hunt. door, failure to open, CM encountered no answer for both CN above.
05/21/2020	***OUTBOUND DEALER CONTACT*** Louisville Chrysler | 60629 | 5024102413 and 5024491900 CM contacted the DLR at 11:43 AM, regarding [redacted] door, failure to open, CM spoke with SA Tina, Tina asked if she can call CM back, CM confirmed she can and call was ended
05/21/2020	***OUTBOUND DEALER CONTACT*** Louisville Chrysler | 60629 | 5024102413 and 5024491900 CM contacted the DLR at 1:34 PM, regarding [redacted] door, failure to open,has the custom,er been to service, or have they set an appointment, CM spoke with SA Gillian, no records with customer in the past, or appointments for future dates.
05/21/2020	***OUTBOUND CUSTOMER CONTACT** [redacted] "17 Dodge Grand Caravan [redacted] CM contacted the CUSTOMER at 1:43 PM ET, about driver door failing to open, CM spoke with Jeremiah with CM contact information.Informed will close case Tuesday with no reply.
05/21/2020	***INBOUND CUSTOMER CONTACT*** [redacted] 17 Dodge Grand Caravan [redacted] Customer is reaching out to advise they do have an appointment for 5/28 at 11am. CM advised active CM would follow up 5/26.
05/26/2020	***OUTBOUND CUSTOMER CONTACT*** [redacted] "17 Dodge Grand Caravan | [redacted] CM contacted the CUSTOMER at 1:23 PM ET, about driver door failing to open, CM left a VM with Jeremiah informed CM will follow up Thursday
05/26/2020	Customer returning CM's call. CM unavailable. Agent sent chatter requesting callback.
05/28/2020	***OUTBOUND CUSTOMER CONTACT [redacted] 17 Dodge Grand Caravan [redacted] CM contacted the CUSTOMER at 11:39 AM ET, about driver door failing to open, CM spoke wit [redacted] and [redacted] onfirmed he just dropped it off at 11:00 PM, CM informed he will contact the DLR at 3:00 PM and FU with Customer.

Date	Comment
05/28/2020	***OUTBOUND DEALER CONTACT*** Louisville Chrysler | 60629 | 5024102413 and 5024491900 CM contacted the DLR at 3:25 PM, regarding [redacted] door, failure to open, CM spoke with SA Gillian, customer is here, but we have not looked at it.
05/28/2020	***OUTBOUND CUSTOMER CONTACT [redacted] "17 Dodge Grand Caravan | [redacted] M contacted the CUSTOMER at 13:45 PM ET, about driver door failing to open, CM spoke with [redacted] and confirmed with [redacted] that Louisville service has not began diagnosis and this may not begin until Friday. CM confirmed he will follow up Monday.
05/29/2020	SM Tate contacted AM regarding this case. As customer told him FCA would cover it. Repair cost is going to be $850. Am has agreed to assist with customer paying a $250 copay
06/01/2020	CM will follow up Wednesday
06/02/2020	***OUTBOUND CUSTOMER CONTACT*** [redacted] "17 Dodge Grand Caravan [redacted] CM contacted the CUSTOMER at 2:43 PM ET, about driver door failing to open, CM spoke with Jeremiah and confirmed with [redacted] that he has received a co pay through the AM and was ETA for completion today.
06/02/2020	***OUTBOUND DEALER CONTACT*** Louisville Chrysler | 60629 | 5024102413 and 5024491900 CM contacted the DLR at 2:46 PM ET, regarding [redacted] door, failure to open, CM spoke with SA Gillian, SA Tate vehicle is unsanitary, we need to fumigate and it may take all day Wednesday to clean and then Thursday, or Friday we will look at diagnosing the door concern.
06/02/2020	***OUTBOUND CUSTOMER CONTACT*** [redacted] "17 Dodge Grand Caravan | [redacted] M contacted the CUSTOMER at 2:53 PM ET, about driver door failing to open, CM spoke with [redacted] and confirmed SM Tate informed that the car is dirty and they need the detailing department to clean the vehicle. The customer became passionate about the vehicle being declared and unsanitary and in need of cleaning. Customer stated he will go back, get the vehicle and go to another dealer, the ended the call.
06/02/2020	***OUTBOUND CUSTOMER CONTACT*** [redacted] "17 Dodge Grand Caravan [redacted] CM contacted the CUSTOMER at 3:05 PM ET, about driver door failing to open, CM spoke with [redacted] and informed that the customer will need to work with Louisville Chrysler, or pay for diagnosis and repair himself. Customer threatened legal action if the car. is not in the same condition that he delivered it it. Customer ended the call.
06/04/2020	***OUTBOUND DEALER CONTACT*** Louisville Chrysler | 60629 | 5024102413 and 5024491900 CM contacted the DLR at 4:43 PM ET, regarding [redacted] door, failure to open, CM spoke with SA Gillian, CM asked what status customers vehicle repair status is, Gillian confirmed Marissa informed vehicle is completed and customer will be picking it up today.
06/04/2020	***OUTBOUND CUSTOMER CONTACT*** [redacted] "17 Dodge Grand Caravan [redacted] CM contacted the CUSTOMER at 4:48 PM ET, about driver door failing to open, CM left a VM with [redacted] and informed that Gillian confirmed that the repair is complete. Informed CM will FU on Monday.
06/08/2020	***OUTBOUND CUSTOMER CONTACT*** [redacted] "17 Dodge Grand Caravan [redacted] M contacted the CUSTOMER at 4:19 PM ET, about driver door failing to open, CM spoke with Jeremiah and confirmed vehicle is working well. CM will close the case, but customer may call of he has a concern with the repair. Customer accepted SC for inconvenience --- 3 Years - 4 Oil Changes - 4 Tire Rotations $150[redacted]
06/11/2020	Customer was told to call back if any further issues, he states that he drove the vehicle today & coolant was pouring onto his feet. Please call-back.
06/12/2020	Where is the vehicle?
06/12/2020	This is a new issue, not a Door sticking concern. Closed Case and started new. Refer to New Concern CAIR[redacted]

Email(s)

Date	05/21/2020	***Subject***	Driver side door - 2017 DODGE GRAND CARAVAN SXT [[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	05/21/2020 17:54 PM

[redacted]

My name is David and I am a Specialist with Chrysler Case Management, I have been assigned as your Case manager, Here is some information that will be helpful for you to have.
Your case number i[redacted]
The Dodge US Case Management phone number is: 1-844-827-1999.
My direct extension is: 302-0520
Chrysler Case Managements hours are: 8:00 am to 8:00 pm EST, Mon to Fri.
My current work hours are: 9:00 AM to 5:30 PM ET, Mon to Fri.

The notes from the initial call to us indicated that you were going to seek service with Louisville Chrysler, but they told me that there are no records for you in history and no appointments.

If I have not heard from you by Tuesday I will close your case, after which you may call if needed for concern that you may have.

Sincerely,

David
Fiat Chrysler Automobiles US, Case Management
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/25/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/25/2020	**Origin**	Telephone	**Reason**	
Mileage	47,510 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	EL PASO		TX	[redacted]	USA
Dealer	44851	VIVA DODGE CHRYSLER JEEP		**Dealer Phone**	9158346300
Dealer Address	8434 GATEWAY BLVD E				
	EL PASO		TX	79907 1513	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	D
Subject	both sliding doors issues (manual)				
Synopsis	Agent advised caller that we need a diagnosis from a Chrysler dealership before we can furhter assist with gw				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/25/2020 08:56 PM	Open
05/25/2020 09:04 PM	Closed

Initial Description

see notes

Case Comments

Date	Comment
05/25/2020	Briefly summarise why the customer is contacting Chrysler: the back doors door lock actualtor doors wont unlock passenger side and driver side back door, make a strange noise, This started about a weeks ago. Was told by Dealership Sunland Chrysler told customer because oow Briefly summarise what the customer wants: wants assistance with this repair Agent advised: will need to bring to dealership for diagnosis so that further assistance can take place

Email(s)

Date	05/25/2020	**Subject**	both sliding doors issues (manual) [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	05/25/2020 20:58 PM

Case # [redacted]

Viva Dodge Chrysler Jeep, 44851
4.08 Mile(s) away
Select
Today's Servicing Hours: 7:00 AM - 6:00 PM
Service Center Address: 8434 Gateway Blvd E
Dealer Showroom Address: 8434 Gateway Blvd E, El Paso, TX - 79907, USA.
Phone#: Click to dial915 834 6300
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/28/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/30/2020	**Origin**	Brand Site	**Reason**	assistance
Mileage	71,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address	[redacted]			**Source**	Customer
Caller City	East Alton	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	EAST ALTON		IL	[redacted]	USA
Dealer	54623	CASSENS & SONS INC		**Dealer Phone**	6186566070
Dealer Address	3333 S HIGHWAY 159				
	GLEN CARBON		IL	62034	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	N
Subject	4th Defective Lock Actuator on Town &Country				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/28/2020 04:13 PM	New
05/30/2020 01:48 PM	Open
05/30/2020 01:53 PM	Closed

Initial Description

Dear Chrysler Customer Representative,\n\nI am writing because we have a defective actuator on the driver\342 s passenger sliding door in our 2016 Town & Country minivan. This is the third van that we have had this happen to and the 4th time an actuator has failed on one of our vans. All of our vans have been purchased brand new. There has been no misuse of any kind to any of these doors. \n\nAt this time, it is not safe for us to allow anyone to sit in the passenger seat behind the driver due to the fact that the door will not open when needed thereby trapping the person inside the vehicle. This is very bothersome.\n\nWith the importance and reliability necessary for passenger sliding doors to open and close properly on Chrysler minivans, it should be a priority with Chrysler to make sure that actuators are manufactured with the highest quality and optimum performance level.\n\nActuators should not be failing especially in minivans that are not very old, but to have four of them fail in three minivans owned in one family, indicates there is a something wrong with the quality of materials used to manufacture these units. \n\nWe have been loyal Chrysler minivan customers. We have purchased six Town & Country minivans over the past 20 years. These are great vehicles for families and for travel. \n\nTo repair the actuator on the driver\342 s sliding door, we received a quote of approximately $359. We believe this is not an expense we should have to incur especially with it being the fourth defective actuator. \n\nWe would appreciate any assistance you may offer with this matter. Thank you in advance for taking the time to consider our request.\n \nSincerely,\[redacted]

Email(s)

Date	05/28/2020	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	05/28/2020 16:13 PM

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

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

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

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference numb[redacted]

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit

[redacted]

Date	05/30/2020	**Subject**	RE: 4th Defective Lock Actuator on Town &Country [		
From	uscustomercare@fcagroup.com	**To**		**Sent Date/Time**	05/30/2020 13:53 PM

Hell

Thank you for contacting FCA Customer Care.

We are disappointed to learn of your concern with the actuator regarding your 2016 Chrysler Town & Country Touring and I would like to assure you that I will do everything I can to assist you.

Based on the information that you have provide he best plan of action would be for you to see one of our authorized dealerships for a diagnosis if you have not had one yet. That will allow them to determine what is going on and provide the best course of action for you. Once that is complete, if you have any further concerns, you are welcome to contact us again.

Based on your address I have found that this is the closest dealership to you:

DEALERSHIP

At this time I will be closing this case but thank you again for your email. Should you require additional assistance, or have any new information to provide, please call 1-800-992-1997.

JR
Customer Service Representative
FCA Customer Assistance Center

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/28/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/28/2020	**Origin**	Telephone	**Reason**	
Mileage	100,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	AURORA		CO	[redacted]	USA
Dealer	43718	AUTONATION DODGE RAM ARAPAHOE		**Dealer Phone**	3037988808
Dealer Address	10743 E ARAPAHOE RD				
	CENTENNIAL		CO	80112 3809	USA
Dealer Zone	Denver	**Sales District**		**Service District**	D
Subject	GATE				
Synopsis	refer to DLR				
Customer Anomaly	Body				
	Trunk				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	7	Trunk Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/28/2020 08:22 PM	Open
05/28/2020 08:39 PM	Closed

Initial Description

LOCK ON GATE WILL NOT WORKING- MECHANICAL FAILURE

Case Comments

Date	Comment
05/28/2020	Customer seeking assistance with: CUSTOMER CALLING IN STATING THAT THE LOCK ON THE DOOR IS NOT WORKING PROPERLY. CUSTOMER STATED THAT SHE TOOK THE VEHICLE TO THE DLR AND THEY TOLD HER TO CONTACT HER INSURANCE. CUSTOMER STATED VEHICLE WAS NOT IN AN ACCIDENT SO IT DOES NOT QUALIFY FOR AN INSURANCE CLAIM. Customer expecting: TECHNICAL ASSISTANCE. Agent advised the case will be escalated to a CM. Follow up will occur within 1-2 business days by COB customer time. Preferred phone number: [redacted] Earliest call time: ANY Latest call time: ANY Updates via email: NO Vehicle location: DLR Date and Time of appointment: 5/21/2020 Confirmed appointment with: Customer in rental: Authorized by: Rental start date: TL Authorization if over 100,000 miles/ 7 years (Current Mileage) :
05/28/2020	Agent contacted customer and advised her to continue working with the DLR.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2016	Brand	CHRYSLER
Body	RTYS53	Vehicle	CHRYSLER TOWN & COUNTRY LTD PLATINUM		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	05/29/2020	CAIR Type	Regular	Status	Closed
Close Date	06/29/2020	Origin	Telephone	Reason	
Mileage	57,493 Miles	Market	U	Language	English
Contact Email					
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	TUNNEL HILL		GA		USA
Dealer	23825	JASPER JEEP-DODGE-CHRY-PLYM		Dealer Phone	7066923434
Dealer Address	1050 HIGHWAY 515 SOUTH				
	JASPER		GA	30143 4837	USA
Dealer Zone	Southeast	Sales District		Service District	J
Subject	GOODWILL				
Synopsis	Goodwill check issued. Repairs confirmed				
Customer Anomaly					
Contact Reason	C83	Request For Goodwill Reimbursement	Customer Anomaly		
Reason Code	After Sales - Complaint - Product - Reimbursement request - Compensation/Goodwill				

Case Status History

Create Date	Status
05/29/2020 06:16 PM	Open
06/29/2020 12:58 PM	Closed

Initial Description

CUSTOMER LOOKING FOR POSSIBLE GOODWILL ASSISTANCE FOR HER VEHICLE REPAIRS

Case Comments

Date	Comment
05/29/2020	VEHICLE HAS BEEN TO THE DEALER AND IS STILL CURRENTLY STILL THERE VEHICLE HAS BEEN DIAGNOSED. CUSTOMER IS REQUESTING HELP FROM FCA TO HAVE BOTH SLIDING DOORS REPAIRED AND ALSO THE SEAT HEATERS ****GOODWILL**** Customer Name Loyalty Score: 512 Critical Case Score: 15 Vehicle Mileage: 57,493 Original Owner: YES
06/01/2020	CM left CST vm at for initial contact
06/01/202	INBOUND CUSTOMER CONTACT Customer called and she would prefer CM to call cell number Email address is
06/02/2020	CM spoke with CST and she had been to Edd Kirby but had called the selling DLR Jasper Jeep and had scheduled an appointment as they had told her they thought they could perfom the repair less expensively. She has an appointment at Jasper Jeep on June 9th as early as she can get there.
06/10/2020	CM emailed SM Jeremy at Jasper DLR
06/10/2020	CM spoke to CST and informed her that we will goodwill the door actuators (parts only)
06/15/2020	CM spoke to SM Jeremy who stated that he had not received the CM previous email and the vehicle had been released and CST had paid for repairs. Email to SM Jeremy had a typo in address. CM emailed SM Jeremy to obtain warranty pricing for the 2 actuators.
06/16/2020	CM emailed DLR
06/18/2020	Warranty/SC: Powertrain Current Mileage: 57887 ISD: 11/11/2015 Original owner: Y/N Y Household vehicles: Only this one Reason for Case Escalation: GW assistance Repeat issue: Y/N N Star tickets open: Y/N N Recalls: Y/N (If yes, inform the customer/Dealer of all open recalls) N RRTs: Y/N (If yes, inform the Dealer of open RRTs) N Relevant Previous Cases: N Prior Goodwill/DM notes: N R/O History: (Include R/O#, similar/related repair attempts) RO Door complaint -different issue) Vehicle location: CST Vehicle Concern: Sliding Doors - one side will not open and otherside will not lock Is the customer in a rental: Y/N (Rental start date) N VOR: Y/N (How long has the vehicle been down?) N Parts on Order: B/O? ETA? N Customer Email: (Needs to be verified with the customer) Customer preferred contact: (Email/Phone & establish frequency of contacts) Phone Customer seeking: (What is the customer expecting from FCA?) Goodwill Assistance
06/18/2020	Check Request Information Total Amount: $281.20 Breakdown: $ 281.20 for parts (door actuators) Documents: DOC RO from DLR /DOC proof of payment for total repairs Reason: CST Satisfaction and Retention, Customer Reimbursement - DM notes were agreed upon but not applied to CST bill before CST paid. CST had been informed that the door actuators would be goodwilled. Justification: CST within GW parameters, Service History, CST stated began having door issues while under warranty - Goodwill is for door actuator parts only
06/18/2020	CM spoke to CST and verified mailing address
06/29/2020	Check has been issued . Closing Case

Email(s)

Date	06/10/2020	Subject	
From	uscustomercare@fcagroup.com	To	/2020 13:29 PM

Hi Jeremy,

As per our phone conversation, please reply with warranty parts pricing for the door actuators needed for the Linda Underwood vehicle for review for possible goodwill consideration. The goodwill will cover the door actuator parts only. Labor and the repair of the heated seat will be customer pay. I will reply with copy of DM notes submitted once authorized. Could you also include ETA for the parts with your reply.

Thanks,

Scott
Fiat Chrysler Automobiles
Southeast Business Center
(844) 378-0573 ext. 4060759

THIS APPROVAL DOES NOT SATISFY PRE-AUTHORIZATION REQUIREMENTS BY FCA. OUR OFFER TO COVER A REPAIR AS GOODWILL IS A COVERAGE RESPONSIBILITY DECISION, NOT ENGINEERING. PTSC AND DIGITAL IMAGING RULES MUST BE FOLLOWED IN ORDER TO ENSURE PROPER CLAIM PAYMENT BY FCA

[redacted]

Date	06/10/2020	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 13:29 PM

Hi Jeremy,

As per our phone conversation, please reply with warranty parts pricing for the door actuators needed for the Linda Underwood vehicle for review for possible goodwill consideration. The goodwill will cover the door actuator parts only. Labor and the repair of the heated seat will be customer pay. I will reply with copy of DM notes submitted once authorized. Could you also include ETA for the parts with your reply.

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(844) 378-0573 ext. 4060759

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[redacted]

Date	06/15/2020	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	06/15/2020 13:39 PM

Hi Jeremy -

Please reply with the warranty pricing of the 2 actuators that were used to repair the [redacted] vehicle. I understand that the customer has picked up the vehicle and already paid for the repairs.

Thanks,

Scott
Fiat Chrysler Automobiles
Southeast Business Center
(844) 378-0573 ext. 4060759

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
[redacted]
Subject: RE: [redacted]

Hi Jeremy,

As per our phone conversation, please reply with warranty parts pricing for the door actuators needed for the Linda Underwood vehicle for review for possible goodwill consideration. The goodwill will cover the door actuator parts only. Labor and the repair of the heated seat will be customer pay. I will reply with copy of DM notes submitted once authorized. Could you also include ETA for the parts with your reply.

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[redacted]

Date	06/15/2020	Subject	R[redacted]		
From	uscustomercare@fcagroup.com	To	uscustomercare@fcagroup.com	Sent Date/Time	06/15/2020 13:39 PM

Hi Jeremy -

Please reply with the warranty pricing of the 2 actuators that were used to repair the [redacted] vehicle. I understand that the customer has picked up the vehicle and already paid for the repairs.

Thanks,

Scott
Fiat Chrysler Automobiles
Southeast Business Center
(844) 378-0573 ext. 4060759

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 6/10/2020 9:29 AM
To: [redacted]
Su[redacted]

Hi Jeremy,

As per our phone conversation, please reply with warranty parts pricing for the door actuators needed for the Linda Underwood vehicle for review for possible goodwill consideration. The goodwill will cover the door actuator parts only. Labor and the repair of the heated seat will be customer pay. I will reply with copy of DM notes submitted once authorized. Could you also include ETA for the parts with your reply.

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[redacted]

Date	06/15/2020	Subject	RE: [redacted]		
From	uscustomercare@fcagroup.com	To	uscustomercare@fcagroup.com	Sent Date/Time	06/15/2020 13:39 PM

Hi Jeremy -

Please reply with the warranty pricing of the 2 actuators that were used to repair th[redacted]ehicle. I understand that the customer has picked up the vehicle and already paid for the repairs.

Thanks,

Scott
Fiat Chrysler Automobiles
Southeast Business Center
(844) 378-0573 ext. 4060759

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
[redacted]

Hi Jeremy,

As per our phone conversation, please reply with warranty parts pricing for the door actuators needed for the Linda Underwood vehicle for review for possible goodwill consideration. The goodwill will cover the door actuator parts only. Labor and the repair of the heated seat will be customer pay. I will reply with copy of DM notes submitted once authorized. Could you also include ETA for the parts with your reply.

Thanks,

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[redacted]

Date	06/15/2020	Subject	Re: [redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	06/15/2020 21:20 PM

Hey Scott,

The warranty pricing for both door lock actuators : $247.52

Thank you.

On Mon, Jun 15, 2020 at 9:39 AM US Customer Care <
uscustomercare@fcagroup.com> wrote:

> Hi Jeremy -
>
> Please reply with the warranty pricing of the 2 actuators that were used
> to repair th[redacted]vehicle. I understand that the customer has
> picked up the vehicle and already paid for the repairs.
>
> Thanks,
>
> Scott
> Fiat Chrysler Automobiles
> Southeast Business Center
> (844) 378-0573 ext. 4060759
>
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 6/10/2020 9:29 AM
> To[redacted]
> Su[redacted]
>
> Hi Jeremy,
>
> As per our phone conversation, please reply with warranty parts pricing
> for the door actuators needed for th[redacted]ehicle for review
> for possible goodwill consideration. The goodwill will cover the door
> actuator parts only. Labor and the repair of the heated seat will be
> customer pay. I will reply with copy of DM notes submitted once authorized.
> Could you also include ETA for the parts with your reply.
>
> Thanks,
>
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> Fiat Chrysler Automobiles
> Southeast Business Center
> (844) 378-0573 ext. 4060759
>
>
>
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> OFFER TO COVER A REPAIR AS GOODWILL IS A COVERAGE RESPONSIBILITY DECISION,
> NOT ENGINEERING. PTSC AND DIGITAL IMAGING RULES MUST BE FOLLOWED IN ORDER
> TO ENSURE PROPER CLAIM PAYMENT BY FCA
[redacted]
>

--
Jeremy Rolin
Accent Awnings
Rolin Hills Farm
770-377-8720

Date	06/16/2020	Subject	Re: [redacted]		
From	uscustomercare@fcagroup.com	To	service@jasperjeep.com	Sent Date/Time	06/16/2020 15:03 PM

[redacted]

Hi -

As per our phone conversation, could you please attach a copy of the latest RO for the [redacted]ehicle (with mode/proof of payment) to a reply to this email. I appreciate it.

Thanks,

Scott
Fiat Chrysler Automobiles
Southeast Business Center
(844) 378-0573 ext. 4060759
[redacted]

Date	06/16/2020	Subject	Re: [redacted]		
From	service@jasperjeep.com	To	uscustomercare@fcagroup.com	Sent Date/Time	06/16/2020 15:33 PM

ATTACHED ARE THE COPIES YOU REQUESTED.
LABOR 696.50
PARTS 296.00
-5 PER CENT LOGO DISCOUNT -49.63

SHERRY/JASPER JEEP

_____

From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Tuesday, June 16, 2020 11:03 AM
To: Service Department <service@jasperjeep.com>
Subject: Re: [redacted]

[redacted]

Hi -

As per our phone conversation, could you please attach a copy of the latest RO for the [redacted] vehicle (with mode/proof of payment) to a reply to this email. I appreciate it.

Thanks,

Scott
Fiat Chrysler Automobiles
Southeast Business Center
(844) 378-0573 ext. 4060759
[redacted]

[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/01/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/15/2020	**Origin**	Telephone	**Reason**	
Mileage	30,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	cocomo		IA	[redacted]	USA
Dealer	52488	BUTTON MOTORS INC		**Dealer Phone**	7654571189
Dealer Address	1220 E BOULEVARD				
	KOKOMO		IN	46902 5707	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	M
Subject	dlr complaint				
Synopsis	closing case				
Customer Anomaly	Electronics				
	Power Windows				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	118	Automatic window function issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/01/2020 01:52 PM	Open
06/09/2020 09:06 PM	Closed
06/09/2020 09:07 PM	Open
06/15/2020 03:39 PM	Closed

Initial Description

cst called in regards to his vehicle that will being going into service on friday for the accurator replacement but has questions

Case Comments

Date	Comment
06/01/2020	cst called in regards to his vehicle that will being going into service on friday for the accurator replacement but has questions in regards to when it gets replaced that the service advisor stated to him in regards to a part that needs to come off while replacing the accurator, then stated if that part brakes they would have to pay for it. please assist on this question in regards to a part that would be covered or not
06/02/2020	In-Service Date: 7/8/2016 Original Owner: Y Mileage: 30,000 Vehicle purchase loyalty: 3 new, 1 used Multiple Repairs/ Previous related repairs: N MVP plans: N Recalls: N Other: basic warranty exp. 7/8/19
06/02/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] Called the customer and had asked him about his vehicle. He stated the actuator for the passenger door lock has to be replaced and he is concerned when the repair is completed and they happen to break the trim he will have to pay for it. He stated he is tasking he vehicle to the dealer Friday morning to have the repair completed. I had advised him that I will contact the dealer Friday then I will call him. NOTE: if the trim piece gets broken have the customer submit for reimbursement.
06/05/2020	*****OUTBOUND DEALERSHIP CONTACT***** Button Motors Inc | 52488 | 765-457-1189 Called the dealership, had spoken with Shannon SA and had asked if the customer had brought his vehicle in. She stated it is still there and the repair had been approved by his ext. warranty. She stated they had managed to get the part off without breaking the applique and the customer will just have to pay his deductible. They are calling the customer to pick the vehicle up
06/05/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] Called the customer and had advised him that the repair had been completed and they had managed to do the repair without breaking the trim. Advised him they will be calling him to picket the vehicle up and also advised him that I will call him Tuesday.
06/09/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] Called the customer and asked if there have been any issues with the repair. He stated there have been none. I asked if he was OK with my closing the case. He stated that would be fine. Advised him to call if there are any further issues.

Email(s)

Date	06/09/2020	**Subject**	[redacted]	]	
From	uscustomercare@fcagroup.com	**To**	[redacted]	**ne**	06/09/2020 21:05 PM

Hello [redacted]

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is: [redacted]

The FCA Case Management Telephone Number is: 1-844-827-1999

My Direct Extension is: 3020203

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best

Roxanne
FCA Case Management
[redacted]

Date	06/09/2020	***Subject***	Re: Case closure [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	06/09/2020 21:07 PM

Thank you for all your help! You have a wonderful evening

On Tue, Jun 9, 2020, 5:05 PM US Customer Care <uscustomercare@fcagroup.com>
wrote:

>
>
> *Hello [redacted]:*
>
>
>
> *I am sending you this email regarding the closure of your Case with FCA
> Case Management. I would like to provide you with my contact information
> should you have any questions or concerns in the future.*
>
>
>
> *Your Case Number [redacted]*
>
>
>
> *The FCA Case Management Telephone Number is: 1-844-827-1999*
>
>
>
> *My Direct Extension is: 3020203*
>
>
>
> *Thank you for allowing FIAT Chrysler Automobiles Customer Care the
> opportunity to address your concern and as stated in our telephone
> conversation, if your vehicle experiences any further issues and you are
> able to get it diagnosed certainly give us a call back so we may re-open
> your case. We wanted to let you know that we attempt to conduct a
> satisfaction survey upon the close of a case; therefore, you could
> potentially receive an email or telephone survey. Wed ask that you take
> the time to complete the survey so well know how were doing and what
> improvements we can make to enhance the customer experience. Thank you for
> your time and participation and for being a FCA customer.*
>
>
>
> *It has been a pleasure working with you, all the best*
>
>
>
>
> Roxanne
> FCA Case Management
>
> [redacted]
>

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/01/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/01/2020	**Origin**	Telephone	**Reason**	
Mileage	69,000 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	RALEIGH		NC		USA
Dealer	X7106	EAN HOLDINGS - RALEIGH		**Dealer Phone**	9198400141
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	mopar questions				
Synopsis	transferred over to moapr				
Customer Anomaly					
Contact Reason	C201	Extended Warranty Coverage	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Warranty - Warranty - Extended Warranty				

Case Status History

Create Date	Status
06/01/2020 07:59 PM	Open
06/01/2020 08:03 PM	Closed

Initial Description

mopar questions

Case Comments

Date	Comment
06/01/2020	**** ** customer is having problems with a door in his vehicle and has gone to dealer to repairs , dealer is stating to customer that in order to change or repairs door they have to break a certain part but customer would have to pay , customer wanted to speak someone in mopar due to him having and extended warranty he is paying for and wants to know why they will not pay for that repair , cm transferred over to mopar for further assistance

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/03/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/03/2020	**Origin**	Telephone	**Reason**	
Mileage	56,273 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	LUDINGTON	MI	[redacted]	USA	
Dealer	67328	WATSON LUDINGTON		**Dealer Phone**	2318453900
Dealer Address	3632 W US 10				
	LUDINGTON	MI	49431 9662	USA	
Dealer Zone	Great Lakes	**Sales District**		**Service District**	S
Subject	Sliding Door				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/03/2020 03:32 PM	Open
06/03/2020 03:39 PM	Closed

Initial Description

Customer call states the sliding door can't be unlock from the outside.

Case Comments

Date	Comment
06/03/2020	Customer call states the sliding door can't be unlock from the outside. Customer states that she seen online its a known issue and doesn't feel she has to pay for this at all. Agent advised customer that she has to take her vehicle to the dealer to get a diagnose. Customer has not even taken the vehicle to the dealer yet.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/03/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/03/2020	**Origin**	Chat	**Reason**	
Mileage	78,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	X7848	EAN HOLDINGS - PHILADELPHIA		**Dealer Phone**	2154923960
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Recall Information				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/03/2020 04:50 PM	Open
06/03/2020 04:59 PM	Open
06/03/2020 05:06 PM	Closed

Initial Description

Chat Started: Wednesday, June 03, 2020, 12:50:02 (-0400) Chat Origin: NAFTA Dodge Brand Chat Agent Mathew (40s) Mathew: Hi, my name is Mathew with Dodge Customer Care, How may I help you? (1m 10s) Visitor: I have a 2016 grand caravan and the driver side sliding door is stuck in the locked position. (1m 30s) Visitor: From what I can find online, there hasn't been a recall on this fault despite it appearing to be a very common issue. (2m 5s) Visitor: I have a 3 year old and 2 week old, in the case of an accident or an emergency this could prove to be an incredibly dangerous problem. (2m 36s) Mathew: I do apologize for that issue and I can check to see if there is a recall. The VIN for the Dodge is orrect? (2m 56s) Visitor: Correct (3m 22s) Mathew: Thank you. For our record today, what is the mileage on the Dodge? A rough estimate is fine. (5m 12s) Visitor: The mileage is 78,000 (5m 13s) Mathew: Thank you. While I look into this, would you mind verifying the owner information on the vehicle so that I can be certain we have it up to date? Could I have the name it is registered under, the current physical mailing address with the zip code, and the primary phone number? Also if you would like to provide it, could I have the best email address contact as well? (6m 23s) Visito Cerrillos, NM 6m 28s) Visito 6m 37s) Mathew: Thank you, one moment please. (13m 30s) Mathew: Thank you for waiting and I apologize for the wait. I did look through our system, and I do not see any pending recalls for the sliding door, and there are no current extended warranty's or service bulletins for an issue like that. I will be documenting your concern into our system, and if in the future a recall does go out on the issue and you have had a repair done, you can file for reimbursement consideration at that time. At this point though, as the basic warranty which would have covered this issue did expire as of 5/31/2019, it is not something that Dodge would be able to assist with. (15m 38s) Visitor: Thanks for checking. That's rather unfortunate for Dodge and for your customers' safety as well. I hope for everyone's sake that a safety recall is issued before it costs someone their life. (16m 3s) Mathew: I'll have that all documented for you s there anything else I could put on file for you today? (16m 29s) Visitor: No, that's all, thanks. (16m 48s) Mathew: Thank you for contacting Dodge customer care, have a good rest of your day.

Case Comments

Date	Comment
06/03/2020	Customer contacted in about her door sticking. Agent advised that there are no recalls or extended warranty's and the repair would be at customer cost.

Live Chats

Date

Date	
06/03/2020	Chat Started: Wednesday, June 03, 2020, 12:50:02 (-0400) Chat Origin: NAFTA Dodge Brand Chat Agent Mathew (40s) Mathew: Hi, my name is Mathew with Dodge Customer Care, How may I help you? (1m 10s) Visitor: I have a 2016 grand caravan and the driver side sliding door is stuck in the locked position. (1m 30s) Visitor: From what I can find online, there hasn't been a recall on this fault despite it appearing to be a very common issue. (2m 5s) Visitor: I have a 3 year old and 2 week old, in the case of an accident or an emergency this could prove to be an incredibly dangerous problem. (2m 36s) Mathew: I do apologize for that issue [redacted] and I can check to see if there is a recall. The VIN for the Dodge i[redacted] correct? (2m 56s) Visitor: Correct (3m 22s) Mathew: Thank you. For our record today, what is the mileage on the Dodge? A rough estimate is fine. (5m 12s) Visitor: The mileage is 78,000 (5m 13s) Mathew: Thank you. While I look into this, would you mind verifying the owner information on the vehicle so that I can be certain we have it up to date? Could I have the name it is registered under, the current physical mailing address with the zip code, and the primary phone number? Also if you would like to provide it, could I have the best email address contact as well? (6m 23s) Visitor [redacted] Cerrillos, NM [redacted] (6m 28s) Visitor: [redacted] (6m 37s) Mathew: Thank you, one moment please. (13m 30s) Mathew: Thank you for waiting [redacted] and I apologize for the wait. I did look through our system, and I do not see any pending recalls for the sliding door, and there are no current extended warranty's or service bulletins for an issue like that. I will be documenting your concern into our system, and if in the future a recall does go out on the issue and you have had a repair done, you can file for reimbursement consideration at that time. At this point though, as the basic warranty which would have covered this issue did expire as of 5/31/2019, it is not something that Dodge would be able to assist with. (15m 38s) Visitor: Thanks for checking. That's rather unfortunate for Dodge and for your customers' safety as well. I hope for everyone's sake that a safety recall is issued before it costs someone their life. (16m 3s) Mathew: I'll have that all documented for you [redacted] s there anything else I could put on file for you today? (16m 29s) Visitor: No, that's all, thanks. (16m 48s) Mathew: Thank you for contacting Dodge customer care, have a good rest of your day.

Date
06/03/2020

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/04/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/03/2020	**Origin**	Brand Site	**Reason**	assistance
Mileage	86,262 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City	Medford	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	MEDFORD		WI	[redacted]	USA
Dealer	27093	Medford Auto Group, Inc.		**Dealer Phone**	7157485300
Dealer Address	603 S 8TH ST				
	MEDFORD		WI	54451 2018	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	K
Subject	2016 Dodge Caravan Sucks				
Synopsis	CM unable to close case.				
Customer Anomaly	HVAC				
	Cooling/Heating				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	62	Cooling and heating issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/04/2020 12:00 AM	New
06/04/2020 02:16 AM	Open
06/19/2020 08:33 PM	Suspended
06/24/2020 12:15 PM	Open
06/26/2020 04:39 PM	Suspended
07/02/2020 09:00 AM	Open
07/21/2020 04:15 PM	Suspended
07/27/2020 07:05 AM	Open
08/03/2020 04:13 PM	Closed

Initial Description

To whomever gets the honor to read this and send me a Roboresponse. I have had more work done in 4 years on a Brand new vehicle that I purchased hesitantly in Feb of 2016,then I ever had when I bought used. One issue fixed, seems another appears. Today's issue take us back to early 2020. I recently had issues related to transmission something I would look it up but the money I spent in parts and labor would just piss me off more and had it serviced for that problem. Then low and behold I get it home and something else arouse. Now my defrost light blinks when I open my car door. Upon starting my car, no air come out even though it is on. When is kicks in a short time later the definition of hot is an understatement. The passenger side gets so hot it burns your fingers to touch the vents. I immediately called Medford Chrysler and spoke to Josh B. He told me that is an all new issue and I would have to make yet another appt to have iti looked at and then pay so more glorious money out of my pocket. Well I did not schedule at the time and the COVID hit I, mandating me and my family to our home. I have it serviced always at the local dealership.\nAfter further research via Internet seems this van comes with quite a few lemons.\nWe will not purchase or recommend a Dodge product ever again. \nOh and did I mention the paint is already bubbling!\nIf you would like a list of the other items that have needed repair, I would be happy to share. In the meantime, I will schedule an appt to get yet more work done and have it cost me a small fortune in addition to paying a loan payment for a brand new van that wad supposed to last me at least 5 years without the bull crap. \nThanks for your time!! Send me a roboresponse as that is what Customer Service has become.

Case Comments

Date	Comment
06/04/2020	Customer is frustrated that she has had so many issues with this vehicle and has had to pay expensive reapri costs. Customer currently has concerns with no A/C when starting vehicle and when it kicks in it is hot, defrost light blinks when car door opens, paint is bubbling. Customer has an appointment on Tuesday, June 9 at 10am at Medford Chrysler Center 603 S 8th St. Medford WI 54451, 715-748-5300.
06/09/2020	**********OUTBOUND DEALERSHIP CONTACT********** Medford Auto Group Inc. | 27093 | 7157485300 ********** CM contacted dealer to speak with SM Josh about this case. SM Josh advised this vehicle is currently at their dealer. Complaints are she wants an oil change, defrost light is coming on, it was a calibration issue, the actuator, A/C not working and rear evap is leaking, this is where the freon is going instead of to the defrost. Ongoing issue is the A/C blowing warm air. Customer is upset because she has been in several times in the last year. They replaced the valve body in March 202 because the transmission wasn't shifting and hung onto one gear only. They had a brake service done, right side sliding door latch needed to be replaced as well. Vehicle currently has 86,926 miles on it. SM Josh advised he is putting together a quote for customer at customer pay. CM asked Josh if he would email CM over the warranty pricing for the repair if possible. SM Josh agreed and CM thanked him.

Date	Comment
06/09/2020	********** In-Service Date: 2/23/2016 Original Owner: YES Mileage: 86,926 miles New/Used Vehicle Purchase History: 1 NEW 1 USED Loyalty Score: 539 Case Critical: 15 Multiple Repairs/ Previous related repairs: 09/09/2017 - 32,860 miles - door latch is binding, not working properly. Removed and replaced door hinge, failure. Replaced right rear sliding door latch, tested OK. 03/28/2018 - 42,924 miles - left rear sliding door will not open correctly. The lock had over centered, removed bezel and unhooked lock rod back into proper range, cycled the button and fob multiple times and everything working. Concern has been corrected. 07/11/2019 - 67,771 miles - right rear sliding door not locking. Replaced the door latch. Had to pull door off of the track to replace. 03/17/2020 - 85,827 miles - transmission will not shift. scanned codes, found P076A code, cleared and it came right back. Tested wiring system, working correctly. Found short in the solenoid pack. Replaced solenoid pack and completed transmission servicing. Road tested and shift quality is where it needs to be. Checked transmission oil and it was good. MVP plans: ESSENTIAL CARE PLUS (has had 3 service contracts for oil changes, over 2 years for each one) Open Recalls: NONE Other: NONE **********
06/09/2020	**********OUTBOUND CUSTOMER CONTACT********** [redacted] | DODGE ********** Customer preferred contact - phone Email - [redacted] Earliest call time - later afternoon Latest Call Time - ********** CM contacted customer to discuss the case and introduce herself. Customer stated she just picked the vehicle up. She had brought it in for the issue with the A/C and an oil change, and when she would open the vehicle door, the defrost light would flash. Now they told her all this stuff with the air conditioning would need to be replaced. She was quoted $1500.43. The parts they are looking to replace is the evaporator with H-valve kit, 2 seals, and something else too. Customer bought the vehicle brand new, and they bought it at Colby Chrysler, but since they moved to Medford, they have been servicing there ever since they have moved there and ALWAYS service only at the dealership. Customer stated she is disappointed about having to put in a ton of money into repairing it, they bought the van brand new to not have to deal with repairs, one after another. 86,929 miles on it right now. They took the door actuator out and adjusted it. They then said it fixed that issue. Her A/C is blowing hot air, not warm, hot into just the passenger side then they moved the actuator and it made it come out hot all around. CM advised she will get pricing from SM Josh and email over her information. CM advised she will follow up after she makes a decision, and she will give her a callback before the end of the week. Customer agreed and thanked CM.
06/09/2020	EMAIL TO SM: Please reply to this email with warranty pricing on this repair needed. Customer stated she was quoted $1500.43. Parts total = $ Labor total = $ TOTAL: $ Also, if you wouldn't mind answering these questions just to support possible goodwill assistance for this customer. Is the concern a result of misuse/abuse/lack of maintenance? Could the customer have caused/prevented concern? Is the concern related to the age and/or mileage(daily use or wear and tear)? Has the vehicle been properly maintained? Have there been any previous out-of-pocket repairs? What is the repair cost at customer price? $1500.43 What is the breakdown for warranty pricing, parts and labor? How long will repairs take to complete? Do you feel this customer should receive assistance and why? Has this customer been provided assistance previously by your dealership? Thank you for all your help.
06/11/2020	SM Josh sent over the pricing via CM's gmail account. CM has attached it to the case and will review for cost assistance.
06/12/2020	**********OUTBOUND DEALERSHIP CONTACT********** Medford Auto Group Inc. | 27093 | 7157485300 ********** CM contacted dealer to speak with SM Josh about this case. SM Josh advised the diagnosis is she needs a new rear evap and lines. Usually covered under basic (expired in Feb. 2019 by time, at 86,928 miles now). She is a very loyal customer, does ALL maintenance. Had transmission work done in March which she paid out of pocket for, brake service in Jan. which she also paid out of pocket for. All oil changes/tire rotations done there. This is not something customer could prevent, normal wear from being in a salt state. The repair would take about a day, he is booking about a week out with the schedule he has right now, which would give time to have the parts arrive. Customer didn't authorize, is waiting for us. Estimate was emailed over. Total is $1,465.76 warranty pricing. CM advised she is going to offer customer a $100 co-pay, Chrysler will cover the remaining $1,365.76 via DM notes. SM Josh agreed and CM thanked him.
06/12/2020	**********OUTBOUND CUSTOMER CONTACT********** [redacted] | DODGE ********** CM contacted customer to discuss the case. Customer was unavailable so CM left a voicemail asking for a callback as she has an offer for the repair.
06/16/2020	**********OUTBOUND CUSTOMER CONTACT********** [redacted] | DODGE ********** CM contacted customer to discuss the case. CM left a voicemail for customer to call back with an offer for her.
06/16/2020	EMAIL FROM SM: Do I still have to go through AM Josh on this authorization. I am not sure if I have to have his stamp of approval. CM replied: Nope, you don't have to go through Josh for this one. This repair is well within my limit, so I can authorize it without his approval. I have been trying to get a hold of the customer to offer her a $100 co-pay. I will be entering the remaining $1365.76 via DM notes as long as she accepts the offer. Have you heard from her? She hasn't gotten back to me at all. If you could let her know to call me if you have heard from her that would be great if you don't mind. SM REPLIED: I have talked with her this past weekend. She is very happy with our decision. She agrees to pay the 100 dollar copay. CM REPLIED: She just called me. She is pretty excited to get this done because it is so hot up there. I don't blame her! Do you know when the parts should be in? Please let me know when the repair has been started and I will enter the DM notes.
06/17/2020	**********INBOUND CUSTOMER CONTACT********** [redacted] | DODGE ********** Customer is seeking to discuss case with active CM. CM transferred to active CM.
06/17/2020	**********INBOUND CUSTOMER CONTACT********** [redacted] DODGE ********** Customer was warm transferred over from another CM. CM offered customer the $100 co-pay. Customer accepted. CM advised she will let her know when the parts come in, and we can communicate by email now. Customer agreed and thanked CM for her help.
06/19/2020	**********OUTBOUND DEALERSHIP CONTACT********** Medford Auto Group Inc. | 27093 | 7157485300 ********** CM contacted dealer to speak with SM Josh about this case. CM asked if the parts were in and if so when will the repair take place. SM Josh advised the lines are in but he is waiting on a condenser. It is showing they may be shipped out on June 24th, but we will wait and see. CM asked for the order information to pull it up to see if we could assist. CM advised it is on a daily order so we cannot assist, but we will check in again next week, and if not, we may have to reorder on Special for us to assist. SM Josh agreed and thanked CM. DLR CODE: 27093 P/N: 68261532AA Order #: [redacted] Type: Daily
06/24/2020	**********OUTBOUND DEALERSHIP CONTACT********** Medford Auto Group Inc. | 27093 | 7157485300 ********** CM contacted dealer 27093 at 7157485300 and spoke to PA Eric who stated that they have all of the parts for the repair and they are still waiting for the lines to come in (which are on BO) and provided the following information: Part#: 68100674af Order# [redacted] ETA: 6/30 Order type: Daily After further discussion Eric stated that they have the lines in from another customer that did not end up needing them and they will have the service department reach out to the customer for scheduling today.
06/26/2020	EMAIL TO SM JOSH: Good morning Josh, Aileena let me know that the repair will be taking place on Wednesday July 1st. I am on vacation from tonight at 7pm CST and will return on Thursday July 2nd at 10:30am. I will check in with you on Thursday and see if the total pricing you provided to me changed at all if something else had to be replaced/added after you dove into repairing it. Once you have confirmed if the amount is the same or not, I will enter the DM notes on Thursday, screenshot and send to you. Please let me know if you need anything else before I leave the office tonight.
07/02/2020	EMAIL FROM SM JOSH: total with 100 dollar deductible. 673.82. we did not have to replace ac coolant lines in rear they came apart good. CM REPLIED: Thank you. I will enter the DM notes today, I just want to confirm. $673.82 is with the deductible taken off right? Not needing to enter $573.82 as the deductible has already been taken off the total? SM JOSH REPLIED: 673.82 is the correct amount. That would be after the deductible CM REPLIED Thanking him and with a screenshot of the DM notes for the total he emailed over.

Date	Comment
07/02/2020	[redacted] 2016 DODGE GRAND CARAVAN / Medford Auto Group Inc. - 27093 - 7157485300 / Goodwill Assistance [redacted] is requesting review of cost assistance for repair of the rear evap and rear A/C lines. Writer is suggesting the following as a goodwill gesture based on dealer input and for customer satisfaction. Customers proof of payment is: Customer is seeking cost assistance; no payment has been made at this time. Date of Repair: 07/01/20 In-Service Date: 2/23/2016 Original Owner: YES Mileage: 86,926 miles Loyalty: 1 NEW 1 USED Multiple Repairs: 1st repair on this concern Authorized Chrysler Dealership: Medford Auto Group Inc. - 27093 Dealer Opinion: The dealership is suggesting to have the rear evap and rear A/C lines replaced as the A/C is blowing warm air. Customer is very loyal and basic warranty expired February 23, 2019. BREAK DOWN Total: $773.82. The rear A/C lines ended up not needing to be replaced, so repair is just rear evap. Total $673.82 Co-Pay- $100.00 Specialist is seeking cost assistance of $673.82 with a customer co-pay of $100.00 on assistance for repair of the rear evap. Total for repair $673.82
07/02/2020	**********OUTBOUND CUSTOMER CONTACT********** [redacted] ODGE ********** CM contacted customer to discuss [redacted] M called customer's cell phone at [redacted] M left a voicemail asking for a callback. CM tried to call the house phone at [redacted] 6. Customer was unavailable. CM left a voicemail asking how the repair went, and that if she doesn't hear from customer by Monday July 6th, she will be closing out the case.
07/06/2020	Customer called to speak with CM, transferred
07/06/2020	**********INBOUND CUSTOMER CONTACT********** [redacted] *HOME #**** | DODGE ********** CM had customer warm transferred over from another CM. Customer stated she thinks her van is cursed because the air was working great, then she drove it somewhere on Friday and the rear defrost light started blinking, then the air didn't kick on right away. This is still happening every 3-4 start cycles. Customer is worried about the air just quitting again. CM advised she will call the dealer then call customer back. Customer agreed and thanked CM.
07/06/2020	**********OUTBOUND DEALERSHIP CONTACT********** Medford Auto Group Inc. | 27093 | 7157485300 ********** CM contacted the dealership to check in on this customer's vehicle with SM Josh and what he is thinking about next steps. SM Josh advised he did talk to the tech and he is thinking it is not the air conditioning, it sounds electrical, but ultimately he wants it back in to get it looked at again. CM asked when he could book her in. He advised Monday the 13th at 8am would work great. CM advised she will call customer and let her know. SM Josh agreed and CM thanked him.
07/06/2020	**********OUTBOUND CUSTOMER CONTACT********** [redacted] ****HOME #**** | DODGE ********** CM contacted customer back to advised customer of what Josh said about the appointment booked for Monday at 8am next week as long as she is comfortable with that. Customer stated that works, she will just need to make sure she doesn't melt in the heat, she is really worried about it. CM advised customer if she notices anything else, to please call CM right away and she will see what she can do. Customer agreed for follow up on Friday and thanked CM. Customer stated it may be easiest to reach on her cell on Friday, but if not to call her at her home if she cannot answer on her cell for some reason. CM agreed and customer thanked CM.
07/13/2020	**********OUTBOUND DEALERSHIP CONTACT********** Medford Auto Group Inc. | 27093 | 7157485300 ********** CM spoke to sm josh who states that the customer did come in today . SM states that he sent an email to CM today
07/16/2020	EMAIL FROM SM JOSH: Patterson defrost flashing is the mode door actuator in the rear. Not sure what you want to do if Chrylser want to cover this also or is it going to be customer pay. CM REPLIED: Do you have warranty pricing for the repair needed? What happened? EMAIL FROM SM JOSH: i will work up a quote on the parts and labor CM REPLIED: Awesome. Thank you! I will try to make some time to call her today. If you talk to her please let her know I will be reaching out and that you let me know. Thanks Josh!
07/16/2020	**********OUTBOUND CUSTOMER CONTACT********** [redacted] **HOME #**** | DODGE ********** CM contacted customer to discuss the case. CM advised customer she is waiting on the quote from SM Josh to move forward. CM advise we will be assisting again because that wasn't the repair that was needed to fix this concern. CM advised as soon as she gets the pricing, she will call her with an offer right away. Customer agreed and thanked CM.
07/21/2020	EMAIL FROM SM: part to fix flashing light would be 6829450aa. price would be 89.70. labor op 24552001 .7 hrs 63.46 CM RESEARCH: TOTAL = $153.16
07/21/2020	**********OUTBOUND DEALERSHIP CONTACT********** Medford Auto Group Inc. | 27093 | 7157485300 ********** CM contacted the dealership to speak with SM Josh about this case. CM advised she is just going to cover this repair for customer because the other repair didn't fix it. SM Josh asked CM to email over the authorization. CM advised she will enter it right now and send it over. SM Josh advised he has the part on the shelf and just needs to know when we can get it scheduled in. CM thanked SM Josh.
07/21/2020	**********OUTBOUND CUSTOMER CONTACT********** [redacted] ***HOME #**** | DODGE ********** CM contacted customer to discuss the case. CM advised customer she is going to cover the full repair due to the other repair not fixing the concern. Customer stated that is great and thanked CM very much. CM advised she will follow up after the repair. Customer agreed and thanked CM again.
07/29/2020	**********OUTBOUND CUSTOMER CONTACT********** [redacted] ***HOME #**** | DODGE ********** CM contacted customer to discuss the case. The phone just kept ringing and there was no pick up or voicemail options. CM was unable to reach customer on her phone at home. **********OUTBOUND CUSTOMER CONTACT********** [redacted] DODGE ********** CM tried calling her cell phone number here. Customer was unavailable so CM left a voicemail advising she will be closing the case out in two days if she doesn't hear back as the vehicle is repaired and returned back to her.
07/31/2020	CLOSED LOOP UPDATE - no additional follow up needed.

Email(s)

Date	06/04/2020	***Subject***	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	06/04/2020 00:00 AM

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

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

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

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

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

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit
[redacted]

Date	06/04/2020	***Subject***	[redacted]		
From	dodgecustomercare@fcagroup.com	***To***	[redacted]		06/04/2020 02:22 AM

Hello [redacted]

Thank you for contacting Dodge Customer Care.

I can understand the dissatisfaction that you feel, given the concerns with the A/C, defrost light and paint on your Dodge Grand Caravan. I want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.

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

Your email states that you with be scheduling an appointment at your dealership. To move ahead with this escalation I will you to confirm the name of your dealership and provide me with the date and time of your appointment.

Escalating your situation to a Case Manager will provide the dealership and yourself with an individual who will review your concerns, then assist you and the dealership in exhausting all available resources to have them addressed and resolved.

Thank you again for your email. Please reply to this email message or call 1-800-423-6343 with your dealership name and appointment date/time.

Best wishes,

Mary-Lyn
Dodge Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 6/3/2020 8:00 PM
To [redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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

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

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

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

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

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit
[redacted]

Date	06/05/2020	***Subject***	Re: Vehicle concerns [redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	06/05/2020 02:50 AM

Mary-Lyn
My van is scheduled to be looked at on Tuesday, June 9 at 10am at Medford Chrysler Center 603 S 8th St. Medford WI 54451, 715-748-5300.

Thank you, [redacted] On Wednesday, June 3, 2020, 09:22:08 PM CDT, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:

Hell[redacted]

Thank you for contacting Dodge Customer Care.

I can understand the dissatisfaction that you feel, given the concerns with the A/C, defrost light and paint on your Dodge Grand Caravan. I want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.

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

Your email states that you with be scheduling an appointment at your dealership. To move ahead with this escalation I will you to confirm the name of your dealership and provide me with the date and time of your appointment.

Escalating your situation to a Case Manager will provide the dealership and yourself with an individual who will review your concerns, then assist you and the dealership in exhausting all available resources to have them addressed and resolved.

Thank you again for your email. Please reply to this email message or call 1-800-423-6343 with your dealership name and appointment date/time.

Best wishes,

Mary-Lyn
Dodge Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 6/3/2020 8:00 PM
To[redacted]
Subject: ***** AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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

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

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

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference numbe[redacted]

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit [redacted]

Date	06/05/2020	***Subject***	Re: Vehicle concerns [redacted]		
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	06/05/2020 18:42 PM

[redacted]

Thank you for providing your appointment information. I have forwarded your case to a Case Manager who will contact you within 1 business day.

Best wishes

Mary-Lyn
Dodge Customer Care

---- Original Message
Fro[redacted]
Sent: 6/4/2020 10:50 PM
To: dodgecustomercare@fcagroup.com
Subject: Re: Vehicle concerns [redacted]

Mary-Lyn
My van is scheduled to be looked at on Tuesday, June 9 at 10am at Medford Chrysler Center 603 S 8th St. Medford WI 54451, 715-748-5300.

Thank yo[redacted]n Wednesday, June 3, 2020, 09:22:08 PM CDT, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:

Hello [redacted]

Thank you for contacting Dodge Customer Care.

I can understand the dissatisfaction that you feel, given the concerns with the A/C, defrost light and paint on your Dodge Grand Caravan. I want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.

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

Your email states that you with be scheduling an appointment at your dealership. To move ahead with this escalation I will you to confirm the name of your dealership and provide me with the date and time of your appointment.

Escalating your situation to a Case Manager will provide the dealership and yourself with an individual who will review your concerns, then assist you and the dealership in exhausting all available resources to have them addressed and resolved.

Thank you again for your email. Please reply to this email message or call 1-800-423-6343 with your dealership name and appointment date/time.

Best wishes,

Mary-Lyn
Dodge Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Se[redacted]
To:[redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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

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

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

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference numbe[redacted]

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit

[redacted]

Date	06/09/2020	***Subject***	Re: Vehicle concerns [redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	06/09/2020 18:24 PM

I was never contacted by a case manager in regards to the ongoing, never ending issues with this Caravan. My vans issues today are two foldOne having to do with a door actuator and the other to do with something leaking in regards to the AC which they are kindly working on my quote for repairing. I have a work meeting at 1:30.
On Friday, June 5, 2020, 01:42:30 PM CDT, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:

[redacted]

Thank you for providing your appointment information. I have forwarded your case to a Case Manager who will contact you within 1 business day.

Best wishes

Mary-Lyn
Dodge Customer Care

---------- Original Message ----------
From: [redacted]
Sent: 6/4/2020 10:50 PM
To: dodgecustomercare@fcagroup.com
Subject: Re: Vehicle concerns [redacted]

Mary-Lyn
My van is scheduled to be looked at on Tuesday, June 9 at 10am at Medford Chrysler Center 603 S 8th St. Medford WI 54451, 715-748-5300.

Thank you [redacted] On Wednesday, June 3, 2020, 09:22:08 PM CDT, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:

Hello [redacted]
Thank you for contacting Dodge Customer Care.

I can understand the dissatisfaction that you feel, given the concerns with the A/C, defrost light and paint on your Dodge Grand Caravan. I want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.

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

Your email states that you with be scheduling an appointment at your dealership. To move ahead with this escalation I will you to confirm the name of your dealership and provide me with the date and time of your appointment.

Escalating your situation to a Case Manager will provide the dealership and yourself with an individual who will review your concerns, then assist you and the dealership in exhausting all available resources to have them addressed and resolved.

Thank you again for your email. Please reply to this email message or call 1-800-423-6343 with your dealership name and appointment date/time.

Best wishes,

Mary-Lyn
Dodge Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 6/3/2020 8:00 PM
[redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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

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

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

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

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

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit

[redacted]

Date	06/09/2020	***Subject***	Case [redacted]		
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	06/09/2020 22:41 PM

Good afternoon [redacted]

My name is Amanda and I have been assigned as your case manager.

Here is some information that will be helpful for you to have:

- Your case number is [redacted]

- The Chrysler Case management phone number is 1-844-827-2003

- My direct extension is 3020990

- My work hours are 10:30am-7pm CST Monday-Friday

I will contact you once we have come to a decision, or later this week for sure.

Please dont hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation, it is much appreciated.

Thank you for choosing Dodge!

Amanda

FCA Case Management

[redacted]

Date	06/12/2020	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	06/12/2020 21:25 PM

Hi Amanda,I can hear briefly that you left me voicemail. I am not in an area where I will able to return you call today due to being in an area of poor reception.I will call Monday.
Thank you [redacted]
On Tuesday, June 9, 2020, 05:41:32 PM CDT, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:

Good afternoon [redacted]

My name is Amanda and I have been assigned as your case manager.

Here is some information that will be helpful for you to have:

- Your case number is [redacted]
- The Chrysler Case management phone number is 1-844-827-2003
- My direct extension is 3020990
- My work hours are 10:30am-7pm CST Monday-Friday

I will contact you once we have come to a decision, or later this week for sure.

Please dont hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation, it is much appreciated.

Thank you for choosing Dodge!

Amanda

FCA Case Management

[redacted]

Date	06/16/2020	***Subjec***	[redacted]		ef]
From	dodgecustomercare@fcagroup.com	***To***			23:33 PM

Good afternoon [redacted]
I have been trying to call you but have been unsuccessful in doing so.
I have an offer for you for the repair that I would like to speak with you about.
I will be in the office the rest of the week from 10:30am-7pm CST.
Please give me a call at the number below if possible.
Thank you,
Amanda
FCA Case Management
[redacted]

Date	06/17/2020	Subject	Re: [redacted]		
From	[redacted]	To	dodgecustomercare@fcagroup.com	Sent Date/Time	06/17/2020 01:24 AM

Hi Amanda,I left you a voicemail today Please call my house tomorrow [redacted] I am working from home and do not have enough cell service to answer and hold conversation.
On Tuesday, June 16, 2020, 06:33:22 PM CDT, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:

Good afternoon [redacted]
I have been trying to call you but have been unsuccessful in doing so.
I have an offer for you for the repair that I would like to speak with you about.
I will be in the office the rest of the week from 10:30am-7pm CST.
Please give me a call at the number below if possible.
Thank you,
Amanda
FCA Case Management
1-844-827-2003 ext. 3020990
[redacted]

Date	06/19/2020	Subject	Re: [redacted]		
From	dodgecustomercare@fcagroup.com	To	[redacted]		32 PM

Good afternoon [redacted]
The part we are waiting on is showing as possibly coming next week. I called Josh at Medford Chrysler today just to check in. I am going to call him mid next week and see if there is an update. I will follow up with you mid-late next week.
I know it has been hot, we are working really hard. Hang in there! Let me know if you need anything else in the meantime. Hopefully we will get the last part in very soon.
Thank you for your patience,
Amanda
[redacted]

Date	06/20/2020	Subject	Re: Case # [redacted]		
From	[redacted]	To	dodgecustomercare@fcagroup.com	Sent Date/Time	06/20/2020 02:52 AM

Thank you for the update!!
On Friday, June 19, 2020, 03:32:29 PM CDT, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:

Good afternoon [redacted]
The part we are [redacted] showing as possibly coming next week. I called Josh at Medford Chrysler today just to check in. I am going to call him mid next week and see if there is an update. I will follow up with you mid-late next week.
I know it has been hot, we are working really hard. Hang in there! Let me know if you need anything else in the meantime. Hopefully we will get the last part in very soon.
Thank you for your patience,
Amanda
FCA Case Management
[redacted]

Date	06/24/2020	Subject	[redacted]]		
From	dodgecustomercare@fcagroup.com	To	[redacted]		2:15 PM

Good afternoon [redacted]
I called the dealership today. I spoke with Eric in the parts department. He advised me that the service department would be reaching out to you to book your appointment for the repair. Did they call you today? If not, I will call them back tomorrow and have someone reach out to you, or you can call and speak with Josh in service to book the appointment. They will be able to get you set up as soon as possible as I am sure it has been pretty hot out there and the air should be fixed soon for you hopefully.
If you could please just reply to this email with an appointment date and time, that would be great then I can follow up with the dealership and yourself after the repair. Please let me know, and thank you so much for your patience with waiting on these parts.
Thank you,
Amanda
[redacted]

Date	[redacted]	Subject	Re: Case [redacted]]		
From	[redacted]	To	dodgecustomercare@fcagroup.com	Sent Date/Time	06/25/2020 01:02 AM

Good evening,I spoke with Josh arounf 4:15 today.I have an appt right away in the morning on Wed. July 1st.
On Wednesday, June 24, 2020, 05:15:44 PM CDT, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:

Good afternoon [redacted]
I called the dealership today. I spoke with Eric in the parts department. He advised me that the service department would be reaching out to you to book your appointment for the repair. Did they call you today? If not, I will call them back tomorrow and have someone reach out to you, or you can call and speak with Josh in service to book the appointment. They will be able to get you set up as soon as possible as I am sure it has been pretty hot out there and the air should be fixed soon for you hopefully.
If you could please just reply to this email with an appointment date and time, that would be great then I can follow up with the dealership and yourself after the repair.
Please let me know, and thank you so much for your patience with waiting on these parts.
Thank you,
Amanda
FCA Case Management
[redacted]

Date	06/26/2020	**Subject**	[redacted] ref]
From	dodgecustomercare@fcagroup.com	**To**	[redacted] 16:30 PM

Good morning [redacted]
Perfect. I will follow up with you then on Thursday July 2nd to see how it went.
Just to let you know, I will be on vacation from 7pm CST tonight until Thursday July 2nd at 10:30am CST. So perfect timing for your appointment!
You will pay your portion of the repair to the dealership when you pick up the van and everything else should be all set for you.
Please reach out today if you need anything, otherwise I will talk to you on Thursday. Probably better to reach me by phone if you do need something before I leave today. If I don't talk to you before I leave, then I hope you have a good weekend.
Thank you for your patience,
Amanda
FCA Case Management
[redacted]

Date	07/02/2020	**Subject**	[redacted]		
From	[redacted]	**To**	dodgecustomercare@fcagroup.com	**Sent Date/Time**	07/02/2020 20:28 PM

Hi Amanda, I can't seem to find your number. Well I am not satisfied with the repair of the A/C. When I picked it up yesterday, the rear defrost light blinks when I open the car door and start the car. For about a minute, no air, hot or cold comes out. I continue to have issues with this every 3 to 4 starts. I did talk to Josh about it and they are pointing it back to a rear door actuator possibly, which I swear I just paid for that to be cleaned not that long ago. This is where my frustrations are coming from. Pick it up and already another issue. I am available at home [redacted]
Thank you, [redacted]
On Friday, June 26, 2020, 11:30:18 AM CDT, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:

Good morning [redacted]
Perfect. I will follow up with you then on Thursday July 2nd to see how it went.
Just to let you know, I will be on vacation from 7pm CST tonight until Thursday July 2nd at 10:30am CST. So perfect timing for your appointment!
You will pay your portion of the repair to the dealership when you pick up the van and everything else should be all set for you.
Please reach out today if you need anything, otherwise I will talk to you on Thursday. Probably better to reach me by phone if you do need something before I leave today. If I don't talk to you before I leave, then I hope you have a good weekend.
Thank you for your patience,
Amanda
FCA Case Management
[redacted]

Date	07/15/2020	**Subject**	Re[redacted]		
From	[redacted]	**To**	dodgecustomercare@fcagroup.com	**Sent Date/Time**	07/15/2020 01:01 AM

Hi Amanda, Is it Friday yet? So the diagnosed the latest issues with the van and it's actuator.I will touch base with tomorrow!
On Friday, June 26, 2020, 11:30:18 AM CDT, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:

Good morning [redacted]
Perfect. I will follow up with you then on Thursday July 2nd to see how it went.
Just to let you know, I will be on vacation from 7pm CST tonight until Thursday July 2nd at 10:30am CST. So perfect timing for your appointment!
You will pay your portion of the repair to the dealership when you pick up the van and everything else should be all set for you.
Please reach out today if you need anything, otherwise I will talk to you on Thursday. Probably better to reach me by phone if you do need something before I leave today. If I don't talk to you before I leave, then I hope you have a good weekend.
Thank you for your patience,
Amanda
FCA Case Management
[redacted]

Date	07/31/2020	**Subject**	[redacted]
From	dodgecustomercare@fcagroup.com	**To**	[redacted] 55 PM

Good afternoon [redacted]
I haven't heard from you so I hope everything is well. I will be closing out the case now, but please if you have any other concerns give me a call and we would be more than happy to try and assist you.
We just wanted to thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best in the future,

Amanda

Senior Case Specialist

FCA Case Management

[redacted]

Date	08/01/2020	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	dodgecustomercare@fcagroup.com	***Sent Date/Time***	08/01/2020 02:22 AM

Thank you for the help Amanda. I appreciated it so much. You were great to work with on a sensitive matter for me.

On Friday, July 31, 2020, 06:55:52 PM CDT, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:

Good afternoo [redacted]
I haven't heard from you so I hope everything is well. I will be closing out the case now, but please if you have any other concerns give me a call and we would be more than happy to try and assist you.
We just wanted to thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.
It has been a pleasure working with you, all the best in the future,

Amanda

Senior Case Specialist

FCA Case Management
Phone: 1-844-827-2003| Ext 3020990

[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2017	**Brand**	DODGE
Body	[redacted]	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/04/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/12/2020	**Origin**	Telephone	**Reason**	
Mileage	39,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	COLUMBIA		SC	[redacted]	USA
Dealer	44058	DODGELAND and FIAT OF COLUMBIA		**Dealer Phone**	8037991900
Dealer Address	190 GREYSTONE BLVD				
	COLUMBIA		SC	29210 8003	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	L
Subject	Vehicle Issue				
Synopsis	Per GWA the repairs are complete				
Customer Anomaly	Electronics				
	Power Windows				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	118	Automatic window function issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/04/2020 01:46 PM	Open
06/12/2020 04:16 PM	Closed

Initial Description

driver side window stuck in open position, customer wants to know if she qualifies for goodwill

Case Comments

Date	Comment
06/04/2020	driver side window is stuck in open position, vehicle already diagnosed and is awaiting a part, customer meets goodwill requirements by time/mileage and LS, escalated for consideration.
06/05/2020	Warranty/SC: BASIC 2/24K, PT YES. Current Mileage:39,000 Miles ISD:12/16/2016. Original owner: YES. Household vehicles: 3 ORIG, 1 PREV. Reason for Case Escalation: GWA. Repeat issue: NO. Star tickets open: NO. Recalls: NO. RRTs: NO. Relevant Previous Cases: NO. Prior Goodwill/DM notes: NO. R/O History: Vehicle location: CST. Vehicle Concern: WINDOW.
06/05/2020	****OUTBOUND CALL TO DLR #44058*****#8032563634 CM called dlr and Ty stated that Kyle had it and it is ready for pick up, Driver door window switch brook off and replaced. Cst notified.
06/05/2020	****OUTBOUND CALL TO CST****#Click to dial [redacted] CM called cst and Cst stated cost of repair is $359.03. Cst looking to get assistance for the repairs. CM asked for a few mins to contact dlr and check what can be done. Cst agreed.
06/05/2020	****OUTBOUND CALL TO DLR #44058*****#8032563634 CM called dlr and SA Kyle stated it got a short in the door switch, would be covered by Basic if she had it. $163.82 total out the door. SA states they will be ok with DMNotes. email; miriah@dodgelandofcolumbia.com .
06/05/2020	****EMAIL SENT WITH DM NOTES TO DLR, SM MARIAH ******$163.82 TOTAL.
06/05/2020	****OUTBOUND CALL TO CST****#Click to dial [redacted] M called cst and notified cst that FCA will cover the cost of the repair as a GW gesture. CS thank CM for the assistance. Notified cst another CM will call next week to confirmed all is well with the veh. Cst agreed.
06/08/2020	Called [redacted] and was not able to LM for the customer to see if the appointment for repairs has been set or if the repairs are complete.
06/10/2020	Called customer and was not able to LM about the repairs of the vehicle. Will send customer email.
06/10/2020	Sent customer the following email : I am inquiring to see if the repairs for your 2017 DODGE GRAND CARAVAN SE have been completed yet. If you could just respond to this email or contact me at 1-844-378-0597 extension 4060903.
06/12/2020	Per RO in GWA the repair has been completed. Will close the case.

Email(s)

Date	06/10/2020	**Subject**	[redacted]		
From	dodgecustomercare@fcagroup.com	**To**		**ne**	06/10/2020 16:45 PM

Dear [redacted]

I am inquiring to see if the repairs for your 2017 DODGE GRAND CARAVAN SE have been completed yet.

If you could just respond to this email or contact me at 1-844-378-0597 extension 4060903.

Thank you

Kris FCA Specialist

[redacted]

Date	06/10/2020	***Subject***	[redacted]
From	dodgecustomercare@fcagroup.com	***To***	[redacted] ***ime*** 06/10/2020 16:45 PM

Dea[redacted]

I am inquiring to see if the repairs for your 2017 DODGE GRAND CARAVAN SE have been completed yet.

If you could just respond to this email or contact me at 1-844-378-0597 extension 4060903.

Thank you

Kris FCA Specialist

[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/08/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/08/2020	**Origin**	Chat	**Reason**	
Mileage	0 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	42114	FAYETTEVILLE DODGE INC		**Dealer Phone**	3156375001
Dealer Address	5427 N BURDICK ST				
	FAYETTEVILLE		NY	13066 9689	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	T
Subject	Customer Assistance				
Synopsis					
Customer Anomaly	Battery				
	Additional details				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	102	Battery Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/08/2020 02:29 PM	New
06/08/2020 04:21 PM	Open
06/08/2020 04:21 PM	Closed

Initial Description

Chat Started: Monday, June 08, 2020, 10:29:53 (-0400) Chat Origin: NAFTA Dodge Brand Chat Agent Michael (2m 27s) Michael: Hi, my name is Michael with Dodge Customer Care, How may I help you? (4m 35s) Visitor: I have a Dodge Caravan with dual auto sliding doors. One day one door stopped opening and it is "locked" (even though it really isn't). I have seen others have the same issue and it costs them thousands of dollars to fix it. Is there a recall? I am worried since my kids ride in the back and can't get in/out from that side. (5m 15s) Michael: I can definitely appreciate how frustrating this would be, I would be more than happy to assist you with this, in order to obtain further information regarding your vehicle may I verify the last 8 characters of the vehicles VIN, the approximate mileage and the Name and Address the vehicle is registered to? (6m 28s) Visitor: It has around 50,000 miles (I think less). It is registered to eithe[redacted] [redacted] Fayetteville NY [redacted] (7m 18s) Visitor: VIN is [redacted] (9m 23s) Michael: Thank you very much, I am not seeing any recalls regarding this issue, nor any extended coverage, has the cause of this issue been looked into at a dealership? (9m 59s) Visitor: No because as I said there are chats about this happening to other people and to fix it the whole door needs to be taken apart and it costs $1,000. (11m 33s) Michael: At this time I would have to recommend having the cause of this issue looked into at a dealership to work towards resolution (11m 51s) Visitor: But there is no recall? (12m 21s) Michael: I do not see any recalls regarding this (12m 57s) Visitor: If I take it to the dealer and it is an internal issue (that I could not have caused myself) is that covered by Dodge? (14m 13s) Michael: It looks like the Basic Warranty has expired as of 36,000 miles or January 12, 2019 whichever had occurred first, this wouldn't be covered under warranty currently. (15m 16s) Visitor: Have you heard of this issue with other owners? It is all over the web. (15m 23s) Visitor: Same EXACT issue! (16m 0s) Michael: I haven't heard of this issue (16m 10s) Visitor: Ok, thanks (16m 16s) Visitor: I will call my local dealer. (16m 54s) Visitor: As someone who has owned multple Dodge products in the past, as well as a current owner of two Dodge vehicles I am most unhappy with this. (17m 21s) Visitor: All winter the other door would freeze closed leaving the passengers in the back forced to climb through the car. (17m 48s) Visitor: This is a known issue for multiple owners and won't be covered by Dodge making it a safety concern. (18m 21s) Visitor: I will be notifying NYS AG Office and moving forward with a complaint if it is not fixed by Dodge and paid for by them. (18m 25s) Visitor: Thank you and have a good day

Live Chats

Date

Date	
06/08/2020	Chat Started: Monday, June 08, 2020, 10:29:53 (-0400) Chat Origin: NAFTA Dodge Brand Chat Agent Michael (2m 27s) Michael: Hi, my name is Michael with Dodge Customer Care, How may I help you? (4m 35s) Visitor: I have a Dodge Caravan with dual auto sliding doors. One day one door stopped opening and it is "locked" (even though it really isn't). I have seen others have the same issue and it costs them thousands of dollars to fix it. Is there a recall? I am worried since my kids ride in the back and can't get in/out from that side. (5m 15s) Michael: I can definitely appreciate how frustrating this would be, I would be more than happy to assist you with this, in order to obtain further information regarding your vehicle may I verify the last 8 characters of the vehicles VIN, the approximate mileage and the Name and Address the vehicle is registered to? (6m 28s) Visitor: It has around 50,000 miles (I think less). It is registered to either [redacted] Fayetteville NY [redacted] (7m 18s) Visitor: VIN [redacted] (9m 23s) Michael: Thank you very much, I am not seeing any recalls regarding this issue, nor any extended coverage, has the cause of this issue been looked into at a dealership? (9m 59s) Visitor: No because as I said there are chats about this happening to other people and to fix it the whole door needs to be taken apart and it costs $1,000. (11m 33s) Michael: At this time I would have to recommend having the cause of this issue looked into at a dealership to work towards resolution (11m 51s) Visitor: But there is no recall? (12m 21s) Michael: I do not see any recalls regarding this (12m 57s) Visitor: If I take it to the dealer and it is an internal issue (that I could not have caused myself) is that covered by Dodge? (14m 13s) Michael: It looks like the Basic Warranty has expired as of 36,000 miles or January 12, 2019 whichever had occurred first, this wouldn't be covered under warranty currently. (15m 16s) Visitor: Have you heard of this issue with other owners? It is all over the web. (15m 23s) Visitor: Same EXACT issue! (16m 0s) Michael: I haven't heard of this issue (16m 10s) Visitor: Ok, thanks (16m 16s) Visitor: I will call my local dealer. (16m 54s) Visitor: As someone who has owned multple Dodge products in the past, as well as a current owner of two Dodge vehicles I am most unhappy with this. (17m 21s) Visitor: All winter the other door would freeze closed leaving the passengers in the back forced to climb through the car. (17m 48s) Visitor: This is a known issue for multiple owners and won't be covered by Dodge making it a safety concern. (18m 21s) Visitor: I will be notifying NYS AG Office and moving forward with a complaint if it is not fixed by Dodge and paid for by them. (18m 25s) Visitor: Thank you and have a good day

Date
06/08/2020

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/08/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/08/2020	**Origin**	Telephone	**Reason**	
Mileage	74,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	CROOKSVILLE		OH	[redacted]	USA
Dealer	26139	MCHUGH CHRYSLER, DODGE, JEEP, RAM,		**Dealer Phone**	7404530663
Dealer Address	3420 MAPLE AVE				
	ZANESVILLE		OH	43701 1341	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	I
Subject	Door actuator				
Synopsis	declined GW request				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/08/2020 07:26 PM	Open
06/08/2020 07:31 PM	Closed

Initial Description

Door actuator is defective and will cost $1000.

Case Comments

Date	Comment
06/08/2020	Venus called and stated she has the vehicle in at the dealership for a repair. Stated she is trying to work with the dealership for assistance with the repair. Venus stated that the driver side sliding door stopped working, stated it is the lock actuator. Stated that the repair would be $1000. Stated she is not able to slide manually. Customer loyalty 0 CS 0 Warranty expired by time and miles. Agent advised we are not able to assist with GW Agent had apologized for the inconvenience.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2017	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/09/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/09/2020	**Origin**	Chat	**Reason**	
Mileage	0 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
					USA
Dealer	X7764	EAN HOLDINGS - JACKSONVILLE		**Dealer Phone**	9047413103
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Others				
Synopsis					
Customer Anomaly	Engine				
	Warning Light MIL				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	27	Check engine light is on
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/09/2020 08:42 PM	New
06/09/2020 09:24 PM	Open
06/09/2020 09:25 PM	Closed

Initial Description

Chat Started: Tuesday, June 09, 2020, 16:42:21 (-0400) Chat Origin: NAFTA Dodge Brand Chat Agent Brandi (6s) Brandi: Hi, my name is Brandi with Dodge Customer Care, How may I help you? (1m 51s) Visitor: HI I have a 2017 Dodge Caravan with 70,790 miles on it, it shudders when I'm driving feels like going over a washboard. It has gone to a dealership once already and they said maybe I hit the gear to change it into 2nd but that is not the case (2m 23s) Visitor: Is there a recall as I see over 788 complaints with the same issue (2m 39s) Brandi: Hello [redacted] am sorry to hear you are having this issue. I can certainly look into this to see what we can do. May I have your VIN? (3m 13s) Visitor: yes [redacted] 4m 3s) Brandi: Thank you. First May you please verify your address complete with Zip Code, Also may you verify your Email and phone number? (4m 20s) Visitor: Also having issues with driver door not unlocking with fob and doesn't lock automatically when in drive (4m 57s) Visitor: [redacted] Alcalde NM [redacted] 7m 33s) Brandi: I am sorry to hear you are having these issues with the vehicle! Did the dealership only do a diagnosis or have they attempted to fix the concerns? I do see the vehicle is under the previous owners name. May I send you an email for you to send in your ownership and we can have that updated for you? (9m 54s) Visitor: The vehicle is actually under my brother in laws name [redacted] and when they took it in the dealership told them it was because the gear was accidentally hit, so they did nothing to fix the car. Please update to my name and email (12m 9s) Brandi: It is under another name. I'll send the email to get your information and we can update it for you. What is the name of the dealership you had it diagnosed at? (14m 10s) Visitor: I'm going to ask my sister as they were the ones who took it. I just bought the van from them last month and just encountered the problem so when I called my sister she told me it had theat problem before (14m 53s) Visitor: hopefully they will answer I know it was taken to a dealership in ALbuqueruqe NM just [redacted] which one (17m 38s) Brandi: oh okay, thank you for calling. (18m 21s) Visitor: Your Welcome (25m 21s) Brandi: Were you able to get the dealers name [redacted] (25m 34s) Visitor: they never answered my call (26m 14s) Visitor: trying to call my sister agein (27m 25s) Brandi: I would like to call the dealer for more information however I would need their name to pull them up in our system. Thank you for calling again! (27m 42s) Visitor: Larry H. Miller on Lomas Blvd. In Albquerque NM (28m 7s) Brandi: Perfect thank you! Just a few minutes please. (29m 29s) Visitor: it is 8528 Lomas Blvd NE Albuquerque NM 87110 505 404-0108 (37m 22s) Brandi: Thank you for waiting! I spoke to the dealership and they said they were unable to duplicate the issue and they changed a coil cause that can sometimes cause a vibration. Since you are still having this issue I can certainly look into sending a case up to our case management team however we would need you to have an upcoming appointment with a dealership. Do you have an appointment? (38m 52s) Visitor: I do not have an appointment and I will be making one for Santa Fe dealership as it is closer to me The check engine light also came on when it started to shudder (40m 37s) Brandi: okay thank you, I am very sorry to hear you are having this issue with the vehicle [redacted] nce you have an upcoming appointment with that dealership please contact us back and we can send a case up at that time. (40m 55s) Visitor: I will thank you very much! (41m 10s) Visitor: Have a blessed day. (41m 25s) Brandi: I will have our chat documented under your VIN so the next agent can read it. Thank you for chatting in, You as well!

Live Chats

Date

Date	
06/09/2020	Chat Started: Tuesday, June 09, 2020, 16:42:21 (-0400) Chat Origin: NAFTA Dodge Brand Chat Agent Brandi (6s) Brandi: Hi, my name is Brandi with Dodge Customer Care, How may I help you? (1m 51s) Visitor: HI I have a 2017 Dodge Caravan with 70,790 miles on it, it shudders when I'm driving feels like going over a washboard. It has gone to a dealership once already and they said maybe I hit the gear to change it into 2nd but that is not the case (2m 23s) Visitor: Is there a recall as I see over 788 complaints with the same issue (2m 39s) Brandi: Hello [redacted] I am sorry to hear you are having this issue. I can certainly look into this to see what we can do. May I have your VIN? (3m 13s) Visitor: yes [redacted] (4m 3s) Brandi: Thank you. First May you please verify your address complete with Zip Code, Also may you verify your Email and phone number? (4m 20s) Visitor: Also having issues with driver door not unlocking with fob and doesn't lock automatically when in drive (4m 57s) Visitor: [redacted] Alcalde NM [redacted] (7m 33s) Brandi: I am sorry to hear you are having these issues with the vehicle! Did the dealership only do a diagnosis or have they attempted to fix the concerns? I do see the vehicle is under the previous owners name. May I send you an email for you to send in your ownership and we can have that updated for you? (9m 54s) Visitor: The vehicle is actually under my brother in laws name [redacted] and when they took it in the dealership told them it was because the gear was accidentally hit, so they did nothing to fix the car. Please update to my name and email (12m 9s) Brandi: It is under another name. I'll send the email to get your information and we can update it for you. What is the name of the dealership you had it diagnosed at? (14m 10s) Visitor: I'm going to ask my sister as they were the ones who took it. I just bought the van from them last month and just encountered the problem so when I called my sister she told me it had theat problem before (14m 53s) Visitor: hopefully they will answer I know it was taken to a dealership in ALbuqueruqe NM just not sure which one (17m 38s) Brandi: oh okay, thank you for calling. (18m 21s) Visitor: Your Welcome (25m 21s) Brandi: Were you able to get the dealers name [redacted] (25m 34s) Visitor: they never answered my call (26m 14s) Visitor: trying to call my sister agein (27m 25s) Brandi: I would like to call the dealer for more information however I would need their name to pull them up in our system. Thank you for calling again! (27m 42s) Visitor: Larry H. Miller on Lomas Blvd. In Albquerque NM (28m 7s) Brandi: Perfect thank you! Just a few minutes please. (29m 29s) Visitor: it is 8528 Lomas Blvd NE Albuquerque NM 87110 505 404-0108 (37m 22s) Brandi: Thank you for waiting! I spoke to the dealership and they said they were unable to duplicate the issue and they changed a coil cause that can sometimes cause a vibration. Since you are still having this issue I can certainly look into sending a case up to our case management team however we would need you to have an upcoming appointment with a dealership. Do you have an appointment? (38m 52s) Visitor: I do not have an appointment and I will be making one for Santa Fe dealership as it is closer to me.The check engine light also came on when it started to shudder (40m 37s) Brandi: okay thank you, I am very sorry to hear you are having this issue with the vehicle [redacted] Once you have an upcoming appointment with that dealership please contact us back and we can send a case up at that time. (40m 55s) Visitor: I will thank you very much! (41m 10s) Visitor: Have a blessed day. (41m 25s) Brandi: I will have our chat documented under your VIN so the next agent can read it. Thank you for chatting in, You as well!

Date
06/09/2020

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	Model Year	2016	Brand	DODGE
Body	RTKM53	Vehicle	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	06/10/2020	CAIR Type	Regular	Status	Closed
Close Date	06/10/2020	Origin	Chat	Reason	
Mileage	81,000 Miles	Market	U	Language	English
Contact Email	[redacted]				
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer	[redacted]				
Customer Address	[redacted]				
	BRONSON		MI	[redacted]	USA
Dealer	43527	BOBILYA CHRY-PLYM-DGE INC		Dealer Phone	5172785623
Dealer Address	144 EAST CHICAGO ROAD				
	COLDWATER		MI	49036 8423	USA
Dealer Zone	Great Lakes	Sales District		Service District	Q
Subject	Customer Assistance				
Synopsis					
Customer Anomaly	Wheels / Tires				
	Wheels				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	93	Vehicle wheel issue (rims)
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/10/2020 05:06 PM	New
06/10/2020 05:22 PM	Open
06/10/2020 05:36 PM	Closed

Initial Description

Chat Started: Wednesday, June 10, 2020, 13:06:40 (-0400) Chat Origin: NAFTA Chrysler Brand Chat Agent Mathew (5s) Mathew: Hi, my name is Mathew with Chrysler Customer Care, How may I help you? (17s) Mathew: Hello, how may I help you today? (7m 4s) Visitor: I own a 2016 dodgr grand caravan, it has 81000 miles on it. I have had it into bobilya Chrysler 2 times since we have bought it . 1st time was a clicking noise in the engine and a lh sliding door actuator noise, they repaired the clicking noise and replace the actuator, this was less than a year ago, the engine noisr came back a few months later and then the rh sliding door actuator started making a noise plus we developed a rf wheel bearing noise. I had it back into bobikya Chrysler on 6/9 to fix the clicking noise. They told me the rf wheel bearing was bad and needed a new actuator for the other door and since I'm out of warranty thr wheel bearing cost 480.00 and tur door lock actuator was gonna be 680.. i had the clicking noise repaired again and got the wheel bearimg replaced, i was hoping I could get some help from chrysler on these repairs, ie maybe you could pay for parts and I'd pay for labor. Any help you could give me, they also told me I had transmission lines leaking (7m 34s) Mathew: I do apologize for that issue [redacted] and I can look into this to see if there is anything that could be done. Could I have the VIn for your Dodge please? (8m 5s) Visitor: I also own a 2015 dodge journey that I have had to have all 4 wheel bearings replaced in a matter of 2 years (11m 55s) Visitor [redacted] 12m 13s) Mathew: Thank you [redacted] While I look into this, would you mind verifying the owner information on the vehicle so that I can be certain we have it up to date? Could I have the name it is registered under, the current physical mailing address with the zip code, and the primary phone number? Also if you would like to provide it, could I have the best email address contact as well? (12m 53s) Visitor [redacted] 14m 8s) Visitor: [redacted] bronson michigan [redacted] 14m 16s) Mathew: Thank you, one moment please. (20m 57s) Mathew: Thank you for waiting and I apologize for the long wait. I did look into this to see if we were able to assist, but unfortunately Chrysler is not able to offer assistance in regards to this. I will get this all documented in our system for you though, and if in the future a recall or extended warranty does go out for these concerns and you have had repairs done, you could file for reimbursement consideration at that time. (23m 44s) Visitor: So there is nothing ,you can do to help with these issues, is that what you are telling me, a 4 year old vehicle with 80000 miles and all this stuff gpung bad and Chrysler can not help with any of it (24m 30s) Mathew: I do apologize [redacted] but it is not something that Chrysler can assist with. (28m 10s) Visitor: well I own 2 chrysler vehicles and was looking to buy a new truck but if I can't get any [redacted] with this problem then I won't be back to chrysler, I spent good money on these vehicles and I wont do that again if customer service won't help out with anything.thank you for your time (29m 35s) Mathew: Thank you for contacting Chrysler customer care, have a good rest of your day [redacted]

Case Comments

Date	Comment
06/10/2020	Customer contacted in and advised of the following: I own a 2016 dodgr grand caravan, it has 81000 miles on it. I have had it into bobilya Chrysler 2 times since we have bought it . 1st time was a clicking noise in the engine and a lh sliding door actuator noise, they repaired the clicking noise and replace the actuator, this was less than a year ago, the engine noisr came back a few months later and then the rh sliding door actuator started making a noise plus we developed a rf wheel bearing noise. I had it back into bobikya Chrysler on 6/9 to fix the clicking noise. They told me the rf wheel bearing was bad and needed a new actuator for the other door and since I'm out of warranty thr wheel bearing cost 480.00 and tur door lock actuator was gonna be 680.. i had the clicking noise repaired again and got the wheel bearimg replaced, i was hoping I could get some help from chrysler on these repairs, ie maybe you could pay for parts and I'd pay for labor. Any help you could give me, they also told me I had transmission lines leaking. Agent advised that the due to the warranty being expired by the mileage, Dodge would not be able to assist with the current repairs.

Live Chats

Date

Date	
06/10/2020	Chat Started: Wednesday, June 10, 2020, 13:06:40 (-0400) Chat Origin: NAFTA Chrysler Brand Chat Agent Mathew (5s) Mathew: Hi, my name is Mathew with Chrysler Customer Care, How may I help you? (17s) Mathew: Hello, how may I help you today? (7m 4s) Visitor: I own a 2016 dodgr grand caravan, it has 81000 miles on it. I have had it into bobilya Chrysler 2 times since we have bought it . 1st time was a clicking noise in the engine and a lh sliding door actuator noise, they repaired the clicking noise and replace the actuator, this was less than a year ago, the engine noisr came back a few months later and then the rh sliding door actuator started making a noise plus we developed a rf wheel bearing noise. I had it back into bobikya Chrysler on 6/9 to fix the clicking noise. They told me the rf wheel bearing was bad and needed a new actuator for the other door and since I'm out of warranty thr wheel bearing cost 480.00 and tur door lock actuator was gonna be 680.. i had the clicking noise repaired again and got the wheel bearimg replaced, i was hoping I could get some help from chrysler on these repairs, ie maybe you could pay for parts and I'd pay for labor. Any help you could give me, they also told me I had transmission lines leaking (7m 34s) Mathew: I do apologize for that issue [redacted] and I can look into this to see if there is anything that could be done. Could I have the VIn for your Dodge please? (8m 5s) Visitor: I also own a 2015 dodge journey that I have had to have all 4 wheel bearings replaced in a matter of 2 years (11m 55s) Visito[redacted] (12m 13s) Mathew: Thank you [redacted] While I look into this, would you mind verifying the owner information on the vehicle so that I can be certain we have it up to date? Could I have the name it is registered under, the current physical mailing address with the zip code, and the primary phone number? Also if you would like to provide it, could I have the best email address contact as well? (12m 53s) Visitor: [redacted] (14m 8s) Visitor[redacted] bronson michigan[redacted] (14m 16s) Mathew: Thank you, one moment please. (20m 57s) Mathew: Thank you for waiting and I apologize for the long wait. I did look into this to see if we were able to assist, but unfortunately Chrysler is not able to offer assistance in regards to this. I will get this all documented in our system for you though, and if in the future a recall or extended warranty does go out for these concerns and you have had repairs done, you could file for reimbursement consideration at that time. (23m 44s) Visitor: So there is nothing ,you can do to help with these issues, is that what you are telling me, a 4 year old vehicle with 80000 miles and all this stuff gpung bad and Chrysler can not help with any of it (24m 30s) Mathew: I do apologize[redacted] it is not something that Chrysler can assist with. (28m 10s) Visitor: well I own 2 chrysler vehicles and was looking to buy a new truck but if I can't get any assistance with this problem then I won't be back to chrysler, I spent good money on these vehicles and I wont do that again if customer service won't help out with anything.thank you for your time (29m 35s) Mathew: Thank you for contacting Chrysler customer care, have a good rest of your day[redacted]
Date	
06/10/2020	

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/10/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/11/2020	**Origin**	Brand Site	**Reason**	assistance
Mileage	66,552 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	Vicksburg	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	VICKSBURG	MI	[redacted]	USA	
Dealer	68461	HENKEL CHRYSLER JEEP DODGE		**Dealer Phone**	2694418100
Dealer Address	1275 W DICKMAN ROAD				
	BATTLE CREEK	MI	49037 4841	USA	
Dealer Zone	Great Lakes	**Sales District**		**Service District**	Q
Subject	Recall? Lemon?				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/10/2020 05:13 PM	Open
06/11/2020 12:33 AM	Open
06/11/2020 12:41 AM	Closed

Initial Description

We purchased a 2016 Dodge Caravan with 36k miles on it in May 2018 from Cole Krum in Schoolcraft, MI. Since the van purchase we have had many large and expensive repairs all while still paying off the loan on the van. \n\n#1 \342 The air conditioning stopped working and no cool air was blowing in the back of the van. We took it to Kendall Auto Repair where they were able to get some temperature change. However, when we got the van back it takes 2-3 minutes for the air/heat to turn on. Upon further inspection from Kendall they stated that there was something faulty with the computer/electrical but that would be an extensive repair/costs. We chose to deal with the air/heat delay.\n\n#2 \342 In February of this year the transmission died costing us $2700 to repair. \n\n#3 \342 In June the driver\342 s side slider door will not open. The electrical does not work (key fob, buttons in the van) to open or even manually you cannot open the door. We are waiting to have it repaired with a Dodge dealership and have been told this will also be an expensive repair.\n\nIn 2008 we purchased a 2007 Dodge Caravan and loved it. We had no issues with it other than basic maintenance. We only traded it in for the new van because it had become to rusty. At the time there was no question to purchase another Caravan. \n\nI do not know what you can offer us but this is ridiculous. [redacted] We have huge loan payments on top of all the repairs for the van. And it isn\342 t like we can just pop over and get a replacement or return it.\n\nPlease help! Please advise!\n\nThank you.\n

Email(s)

Date	06/10/2020	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	06/10/2020 17:13 PM

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

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

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

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

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

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit [redacted]

Date	06/11/2020	**Subject**	Case Acknowledgement [[redacted]

From	[redacted]rcare@fcagroup.com	To	[redacted]	Sent Date/Time	06/11/2020 00:40 AM

Hello [redacted]

Thank you for contacting Dodge Customer Care.

In regards to your Dodge Grand Caravan, we fully appreciate your concern, particularly in view of the expense and inconvenience involved, however, we are unable to accommodate your request for out-of-warranty consideration. The vehicle has exceeded the time and/or mileage limitations of most of the factory warranties we offered on the vehicle at the time it was purchased. The only warranty available on this vehicle is the Corrosion Warranty which expires on September 30, 2020. Although we are unable to provide a more favorable reply, we appreciate the opportunity to review your request.

We're sorry we cannot provide a more favorable reply.

Please do not hesitate to contact us if you need any further assistance by calling us at 800-992-1997.

Thank you again for your email Stephanie. Have a great day.

Best wishes,

Rebecca

Dodge Customer Care

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

[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	

Open Date	06/12/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/13/2020	**Origin**	Brand Site	**Reason**	assistance
Mileage	94,650 Miles	**Market**	U	**Language**	English

Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address	[redacted]			**Source**	Customer
Caller City	Washington	**Caller Country**	USA	**Caller Postal Code**	[redacted]

Customer	[redacted]				
Customer Address					
	WASHINGTON		DC	[redacted]	USA

Dealer	66320	DARCARS CHRYSLER DODGE JEEP RAM OF		**Dealer Phone**	3014235111
Dealer Address	5060 AUTH WAY				
	TEMPLE HILLS		MD	20746 4205	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	O

Subject	Bad engine
Synopsis	
Customer Anomaly	Engine
	OTHER

Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	30	General engine issues

Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details

Case Status History

Create Date	Status
06/12/2020 03:05 AM	New
06/13/2020 01:50 AM	Open
06/13/2020 02:07 AM	Closed

Initial Description

[redacted]

I recently experienced problems with acceleration while driving up hills and on highways which sometime put me in danger of accidents the check engine light came on I also was hearing ticking noise coming from the car took it to a shop had a test done code showed I needed an o2 censor it was replaced a few days later the light came back on and the car was driving worst took it back code was reading misfire #6 replace coil and got a tune up with new spark plugs a week later my car started making knocking noise when I pushed on the gas engine light back on took it back code read misfire #3 replaced coil & another spark plug plus got an oil change even though it wasnt due left the shop drove for about an hour running errands the started doing the same thing took it back to the shop mechanic said the code was still reading #3 misfire even though it was replaced he then did a compression test to see if the psi reading were ok the test showed cylinder#3 compression only 50 PSI/IN\nI purchased this vehicle certified used from Darcars Dodge in 2017 I paid 21000 for this vehicle & it has been giving me problems one after another starting with the automatic doors motors being replaced I do not have any more to buy or repair this car Please let me know what is the reason behind this problem

Email(s)

Date	06/12/2020	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	06/12/2020 03:05 AM

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

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

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

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference numb[redacted]

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit

[redacted]

Date	06/13/2020	**Subject**	FCA Contact Center Case # [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	06/13/2020 02:02 AM

Hello [redacted],

Thank you for contacting Dodge Customer Care and for letting us know about your concerns regarding the issues you have been having with the engine misfires. I appreciate you making us aware and can understand your frustration.

I will certainly do my best to help you.

At this time Maricsha, we would only be able to provide details regarding the operation of the features in your vehicle.

Currently we do not have the capability of helping to diagnose your vehicle via email due to the many variables involved in diagnosing problems such as this we would recommend bringing the vehicle into one of our Dodge dealerships for inspection.

That would be the first step, if you run into any trouble after the diagnosis or the problem persists please feel free to contact us back and we will consider what options we have available.

In case you do not yet have a preferred Dodge dealership, here are your two closest options!

Darcars Chrysler Dodge Jeep Ram of Marlow Heights

5060 Auth Way

Temple Hills, MD 20746-4205

(301) 423-5111

Darcars Chrysler Dodge Jeep Ram of New Carrollton

8100 Annapolis Road

New Carrollton, MD 20784-3010

(301) 459-6800

Alternatively if you were not near home you may use this link to find a dealership in your area; [redacted]

Due to current public interest we apologize for any delays you may have receiving a response.

Should you require further assistance please do not hesitate to contact us again either by replying to this email or contacting us via chat, or calling us directly at (800) 423-6343.

Thank you again for your email [redacted] Have a great day.

Best wishes,

Michael

Dodge Customer Care
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/16/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/16/2020	**Origin**	Telephone	**Reason**	
Mileage	77,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**			
Caller Address				**Source**	Customer
Caller City	DENTON	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
	DENTON		TX		USA
Dealer	43290	HUFFINES CHRYSLER JEEP DODGE LEWIS		**Dealer Phone**	9724342288
Dealer Address	1024 S STEMMONS FWY				
	LEWISVILLE		TX	75067 5354	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	A
Subject	door panels				
Synopsis	closed				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/16/2020 07:19 PM	Open
06/16/2020 07:32 PM	Closed

Initial Description

Customer is seeking assistance, 2016 vehicle, 71k, door actuator and dealership states repair may require the door paneling to be broken with a cost of $146 on top of the deductible as repair is covered under MVP SC. Customer does not meet GW so I was planning to advise any repairs needed in order for the initial repair to be done would be Customer pay

Case Comments

Date	Comment
06/16/2020	Customer is seeking assistance, 2016 vehicle, 71k, door actuator and dealership states repair may require the door paneling to be broken with a cost of $146 on top of the deductible as repair is covered under MVP SC. Customer does not meet GW so Agent advised any repairs needed in order for the initial repair to be done would be Customer pay. Customer states that the Service Manager called him and advised that the cost would be charged.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/19/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/22/2020	**Origin**	Telephone	**Reason**	
Mileage	61,303 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	TRUMANN		AR	[redacted]	USA
Dealer	44909	FLETCHER DODGE-CHRYSLER-JEEP		**Dealer Phone**	8709322246
Dealer Address	3314 STADIUM BLVD				
	JONESBORO		AR	72404 9311	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	Q
Subject	Reimbursement request				
Synopsis	Approved check, email sent.				
Customer Anomaly					
Contact Reason	C83	Request For Goodwill Reimbursement	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Product - Reimbursement request - Compensation/Goodwill				

Case Status History

Create Date	Status
06/19/2020 06:03 PM	Open
06/19/2020 06:09 PM	Suspended
06/19/2020 08:39 PM	Open
06/22/2020 03:57 PM	Closed
06/22/2020 04:10 PM	Open
06/22/2020 05:06 PM	Closed

Initial Description

CST said the passenger sliding door started making noise. CST said he went DLR and had the issue fix. CST is request GW assistance in form of reimbursement for the repair.

Case Comments

Date	Comment
06/19/2020	CST said the passenger sliding door started making noise. CST said he went DLR and had the issue fix. CST is request GW assistance in form of reimbursement for the repair. CST said this is a known issue and requesting reimbursement for the repair. Repair amount $475.01
06/22/2020	All necessary documents have been received and the case is now being reviewed for possible reimbursement. If the customer calls in, please advise them that the documents were received and that they can expect a decision within 30-60 days from today's date.
06/22/2020	Check Request Information Repair Date: 06/17/2020 Breakdown: Labor: $250 Parts: $148 Actuator Sliding Door Misc Chg: 39.80 Tax: $37.21 Total: $475.01 Approved Goodwill 70% Total Reimbursement: $332.51 Documents: DOC-[redacted]RO & Credit card receipt Reason for reimbursement request: Customer paid for repair of Sliding Door Lock Actuator, Basic Warranty expired March 31, 2019. Will provide goodwill gesture. Justification: (Goodwill) In Service Date: 03/31/2016 Goodwill Score: LS 539 CCS 15 Customer is the original owner Current Mileage: 61,304 Approved check, email sent.

Email(s)

Date	06/19/2020	**Subject**	[redacted]	
From	uscustomercare@fcagroup.com	**To**	[redacted]	06/19/2020 18:08 PM

Hello [redacted]

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

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

Fiat Chrysler Automobiles Customer Care

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

[redacted]

Date	06/19/2020	**Subject**	Re: [redacted]

From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	06/19/2020 20:39 PM

Hello Chrysler Corporation,

Please find attached the requested documentation of invoice and proof of payment pertaining to the repair of the door lock actuator on my 2016 Chrysler Town & Country. This problem is a known issue that has affected many vehicles. I am reaching out to the Chrysler Corporate after speaking with the service manager about this issue.

Thank You

[redacted]

On Fri, Jun 19, 2020 at 1:08 PM US Customer Care <
uscustomercare@fcagroup.com> wrote:

> [image: Header]
> Hello [redacted]
>
> You may reply to this email with a copy for your receipt and proof of
> payment to submit for review for reimbursement consideration.
>
>
> Thank you for allowing Chrysler Customer Care an opportunity to address
> your concern. Our primary focus is your satisfaction.
>
>
> Fiat Chrysler Automobiles Customer Care
>
> [image: Footer]
> The content of this message is confidential. If you have received it by
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>

[redacted]

Date	06/22/2020	Subject	[redacted]		
From	uscustomercare@fcagroup.com	To			06/22/2020 15:55 PM

Dear [redacted]

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

We are pleased to inform you that we have approved a total of $332.51 for the repair. We will be sending the check to the mailing address on file for you. Please allow 30 calendar days for the check to arrive.

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

Sincerely,

Japhet
Reimbursement Specialist

---------- Original Message ----------
From [redacted]
Sent: 6/19/2020 8:39 PM
To: uscustomercare@fcagroup.com
Subject: Re: [redacted]

Hello Chrysler Corporation,

Please find attached the requested documentation of invoice and proof of payment pertaining to the repair of the door lock actuator on my 2016 Chrysler Town & Country. This problem is a known issue that has affected many vehicles. I am reaching out to the Chrysler Corporate after speaking with the service manager about this issue.

Thank You
[redacted]

On Fri, Jun 19, 2020 at 1:08 PM US Customer Care <
uscustomercare@fcagroup.com> wrote:

> [image: Header]
> Hello [redacted]
>
> You may reply to this email with a copy for your receipt and proof of
> payment to submit for review for reimbursement consideration.
>
>
> Thank you for allowing Chrysler Customer Care an opportunity to address
> your concern. Our primary focus is your satisfaction.
>
>
> Fiat Chrysler Automobiles Customer Care
>
> [image: Footer]
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>
[redacted]

Date	06/22/2020	***Subject***	Re: Cas[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	06/22/2020 16:10 PM

Hello Japhet,

Thank you for your response to my email pertaining to the reimbursement of the repair on my Town & Country van. I certainly appreciate your review and consent to reimburse a portion of the invoice. If possible, could you inform me as to how you came up with the reimbursement amount of $332.51 of the total amount $475.01? Was just curious as to the less $142.50.

Thank You,
[redacted]

On Mon, Jun 22, 2020 at 10:55 AM US Customer Care <
uscustomercare@fcagroup.com> wrote:

> *Dear [redacted], Thank you for contacting Chrysler Customer
> Care. We are happy to assist you with regards to your concern. Your
> satisfaction is important to us! We are pleased to inform you that we have
> approved a total of $332.51 for the repair. We will be sending the check to
> the mailing address on file for you. Please allow 30 calendar days for the
> check to arrive. Please don't hesitate to contact us for any other
> concerns. Thank you for your continued business with Chrysler Automobiles.
> Sincerely, Japhet Reimbursement Specialist*
>
> ---------- Original Message ----------
> From [redacted]
> Sent: 6/19/2020 8:39 PM
> To: uscustomercare@fcagroup.com
> Subject: Re: Case [redacted]
>
> Hello Chrysler Corporation,
>
> Please find attached the requested documentation of invoice and proof of
> payment pertaining to the repair of the door lock actuator on my 2016
> Chrysler Town & Country. This problem is a known issue that has affected
> many vehicles. I am reaching out to the Chrysler Corporate after speaking
> with the service manager about this issue.
>
> Thank You,
> [redacted]
>
> On Fri, Jun 19, 2020 at 1:08 PM US Customer Care <
> uscustomercare@fcagroup.com> wrote:
>
> > [image: Header]
> > Hello [redacted]
> >
> > You may reply to this email with a copy for your receipt and proof of
> > payment to submit for review for reimbursement consideration.
> >
> >
> > Thank you for allowing Chrysler Customer Care an opportunity to address
> > your concern. Our primary focus is your satisfaction.
> >
> >
> > Fiat Chrysler Automobiles Customer Care
> >
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> > liability for any damages caused by the content of this email.
> >
> >
> > [redacted]
> >
>
>
>

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/20/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/20/2020	**Origin**	Telephone	**Reason**	
Mileage	24,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	SAN MARCOS		CA	[redacted]	USA
Dealer	26550	BOB BAKER CHRYSLER JEEP DODGE		**Dealer Phone**	7607205337
Dealer Address	5555 CAR COUNTRY DR				
	CARLSBAD		CA	92008 4311	USA
Dealer Zone	California	**Sales District**		**Service District**	N
Subject	vehicle complaint				
Synopsis					
Customer Anomaly					
Contact Reason	C127	Negative Feedback On Vehicle	**Customer Anomaly**		
Reason Code	FCA World - Feedback - Product - Negative comments & Suggestions - Vehicle				

Case Status History

Create Date	Status
06/20/2020 04:53 PM	Open
06/20/2020 05:08 PM	Closed

Initial Description

vehicle complaint

Case Comments

Date	Comment
06/20/2020	Customer is calling in to complain about the buzzing noise that can be heard from the sliding door of her vehicle, it has been going on for a long time and customer is afraid that the door will get stuck on one of her children. Customer has done research about this issue about the vehicle from other owners of the same year, and customer wants to know if a recall has been issued. Agent advised that no open recall are with the vehicle and that it would be best to go to a DLR for them to look at the cause. Customer also advised that the AC is making a louder than normal sound, as of late. Agent advised that a DLR will need to determine what the cause is.

Email(s)

Date	06/20/2020	**Subject**	[redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]		06/20/2020 17:07 PM

Good Afternoon.

Case number [redacted]

I appreciate your time speaking with me today. The concerns have been notated with the case, after the dealership completes a diagnose's of the vehicle, you can always call back for further assistance. If you have any other questions please call the number 1-800-992-1997.

Jordan
FCA Customer Care
[redacted]

Date	06/20/2020	**Subject**	[redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]		06/20/2020 17:07 PM

Good Afternoon.

Case number [redacted]

I appreciate your time speaking with me today. The concerns have been notated with the case, after the dealership completes a diagnose's of the vehicle, you can always call back for further assistance. If you have any other questions please call the number 1-800-992-1997.

Jordan
FCA Customer Care???????
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/20/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/20/2020	**Origin**	Telephone	**Reason**	
Mileage	152,500 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	Selkirk		NY [redacted]		USA
Dealer	37000	ARMORY CHRYSLER DODGE JEEP RAM FIA		**Dealer Phone**	5186417777
Dealer Address	926 CENTRAL AVENUE				
	ALBANY		NY	12205 3504	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	K
Subject	Power door passenger won't open				
Synopsis	Decline GW				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/20/2020 05:22 PM	Open
06/20/2020 05:25 PM	Closed

Initial Description

Now both doors won't open

Case Comments

Date	Comment
06/20/2020	Customer feels that for safety these doors should be warranted for life of vehicle. Explained too many miles and had to decline any GW

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/22/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/23/2020	**Origin**	Telephone	**Reason**	
Mileage	49,500 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	Orion		IL	[redacted]	USA
Dealer	41060	TURPIN MOTORS INC		**Dealer Phone**	3099446454
Dealer Address	1024 SOUTH CHICAGO ST				
	GENESEO		IL	61254 1849	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	E
Subject	Ownership Update/ Doors				
Synopsis	Outside of warranty. Closing the case again.				
Customer Anomaly	Drivability				
	Product Handling (Poor Ride)				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	120	Poor Handling or Rough Ride
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/22/2020 06:44 PM	Open
06/22/2020 09:11 PM	Closed
06/22/2020 09:13 PM	Open
06/22/2020 10:31 PM	Suspended
06/23/2020 03:09 PM	Open
06/23/2020 06:45 PM	Closed
06/23/2020 06:59 PM	Open
06/23/2020 07:04 PM	Closed
06/23/2020 07:53 PM	Open
06/23/2020 07:55 PM	Closed

Initial Description

Vehicle having issue with sliding doors locks

Case Comments

Date	Comment
06/22/2020	Vehicle having issue with sliding doors locks. Customer states that the doors will not even unlock when he try to manually unlock the door that the lock is stuck and it won't move. Customer states that this is not the first time this has happened and that he has paid out almost $2000 just for the repairs. Customer feels that this is not something that he should be having repaired once a year.
06/22/2020	SA tom (41060) Vehicle purchased in new york and second owner , ownership not updated, dlr stated multiple issues and dlr replaced, left side Now issue with right side, actuator, and will not assist and different issue , first issue was left side, not defect , customer already approved repair Can review for reimbursement review , advised not able to escalate on dlr call
06/22/2020	$1131 is the total cost
06/23/2020	The customer request has been denied. Vehicle is outside of its warranties (mileage and time). Does not qualify under goodwill policies. No loyalty score, critical score is very low and not the original owner. Case did not meet criteria and guidelines under FCA reimbursement assistance policy. Email has been sent to the customer regarding the denial. Closing the case.
06/23/2020	Customer called in why he didn't meet the guidelines. Vehicle is outside of its warranties. decline repair.

Email(s)

Date	06/22/2020	**Subject**	Documents required for Reimbursement Request [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	06/22/2020 21:17 PM

Case [redacted]
Dear [redacted]
Thank you for your recent inquiry regarding reimbursement consideration for repairs made on your VIN.
Please forward your original repair order and proof of payment receipt by replying to this email.
Proof of payment consists of credit card receipt, front and back of cancelled check, repair order stamped "paid in full", credit card/bank statement, or cash register receipt if cash was paid.
We will review the matter when we receive the documents and contact you with the response.
Sincerely,
Michelle
Customer Care, FCA

Michelle
Advisor
Fiat Chrysler Automobiles Customer Care
US Customer Care: (800) 992-1997
[redacted]

Date	06/23/2020	***Subject***	Re: Documents required for Reimbursement Reques[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	06/23/2020 15:09 PM

Hello Michelle,

Please see attached Service Statement and Paid in Full Statement. Service for doors repairs in question totals $491.37. Please let me know if any other information is required.

Thanks,

[redacted]

On Mon, Jun 22, 2020 at 4:17 PM US Customer Care <
uscustomercare@fcagroup.com> wrote:

>
> Case [redacted]
> Dear
> Thank you for your recent inquiry regarding reimbursement consideration
> for repairs made on your VIN.
>
> Please forward your original repair order and proof of payment receipt by
> replying to this email.
>
> Proof of payment consists of credit card receipt, front and back of
> cancelled check, repair order stamped "paid in full", credit card/bank
> statement, or cash register receipt if cash was paid.
>
> We will review the matter when we receive the documents and contact you
> with the response.
> Sincerely,
>
> Michelle
> Customer Care, FCA
>
>
>
> Michelle
> Advisor
> Fiat Chrysler Automobiles Customer Care
> US Customer Care: (800) 992-1997
[redacted]

Date	06/23/2020	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***			06/23/2020 18:45 PM

Dear [redacted],

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

My Name is Cern and we appreciate your time and effort in bringing this matter to us.
Upon thorough review and consideration, we regret to inform you that your request for reimbursement has been denied due to the following reason/s:

- The vehicle is outside of its warranties
- Case did not meet criteria and guidelines under FCA reimbursement assistance policy

As much as quality service is our concern, please be informed that there are certain guidelines and qualifications that we need to meet in order to grant your request.

Thank you for your utmost understanding. We look forward to your continued business with us, and we appreciate you reaching out to us today.

Sincerely,

Cern
Reimbursement Specialist

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

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/22/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/22/2020	**Origin**	Telephone	**Reason**	
Mileage	38,334 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	LANSING		IL	[redacted]	USA
Dealer	44771	GRIFFIN'S HUB CHRYSLER JEEP DODGE		**Dealer Phone**	4143253333
Dealer Address	5700 S 27TH ST				
	MILWAUKEE		WI	53221 4129	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	I
Subject	vehicle features				
Synopsis	diagnosis				
Customer Anomaly					
Contact Reason	C160	Vehicle Product Specifications	**Customer Anomaly**		
Reason Code	Sales - Information & Assistance requests - Product - Vehicle features - Product Specifications				

Case Status History

Create Date	Status
06/22/2020 08:09 PM	Open
06/22/2020 08:20 PM	Closed

Initial Description

sliding door child safety locks

Case Comments

Date	Comment
06/22/2020	Customer's passenger sliding door will not open. Agent checked manual online but could not determine why only one door would be locked. Customer will search manual herself. otherwise agent advised dealer diagnosis. Customer asked if service contract will cover. Contract is through a 3rd party. Customer would have to call them

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2017	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/23/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/24/2020	**Origin**	Telephone	**Reason**	
Mileage	37,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	SMITHS CREEK		MI [redacted]		USA
Dealer	45767	MORAN BLUE WATER CDJR		**Dealer Phone**	8103854481
Dealer Address	4080 24TH AVE				
	FORT GRATIOT		MI	48059 3800	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	A
Subject	Cost Assistance				
Synopsis	diagnosis needed				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/23/2020 02:49 PM	Open
08/24/2020 08:34 PM	Closed

Initial Description

Cst having issue with the locks

Case Comments

Date	Comment
06/23/2020	Cst calling in because the vehicle is at the dlr due tot he sliding doors that lock then dont lock cst is online and seeing a lot of issues about the locks on the doors and that it has to do with the actuator cst advised that this is a safety issue and that there has not been a recall issued cst stated that he is just out of warranty and would like to know if there is any assistance that can be provided Advised the cst that I will get the case over to a specialist for review Cst understood provided the case number
06/24/2020	*****OUTBOUND DEALERSHIP CONTACT***** Moran Blue Water | | DEALER PHONE NUMBER | CM spoke with Dave SM and he stated that warranty pricing is 126.76 labor and 2 parts are $250.00. He is fine with a $100.00 deduct able and CM will add DM notes
06/24/2020	Goodwill Qualifier Narrative In-Service Date: 12-30-2016 Original Owner: yes Mileage: per DLR 34701 Vehicle purchase loyalty: 1 new. 2 used Multiple Repairs/ Previous related repairs: does not appear to have gone to a DLR before now MVP plans: none Recalls: none Other: wanting cost assistance for repair
06/24/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] | CM attempted to contact customer and was directed to his cell phone number which is [redacted]
06/24/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] | CM spoke with customer and he stated that the sliding door would not lock so brought it to the DLR. CM advised that CM has spoken with Dave SM and CM would be assisting with the door repair. He then mentioned a :plastic piece under passengers seat that was broken and forgot to mention to the DLR CM will look into that for him as well. He will speak to the DLR as well He confirmed his email on file as current
06/24/2020	Email sent to Dave Miller SM
06/26/2020	Email resent to Dave SM to see if he has looked into seat part
06/26/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] | CM spoke with the customer and he advised that he has his vehicle back and door repair is fine. They have ordered the seat part and stated that they are paying for that and will call him when the part comes in. CM will check on that for him next week
06/29/2020	Email sent to Dave SM to see when part is coming in
07/02/2020	Check with parts department tomorrow to see if part has come in yet
07/06/2020	*****OUTBOUND DEALERSHIP CONTACT***** Moran Blue Water |45767 |810-385-4481 | CM spoke with Chuck in parts and confirmed that parts have come in and customer has been notified.
07/06/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM spoke with the customer and he stated that the bottom of the seat is "tilted upwards so front of the seat is higher then the back." He stated that there is no way to adjust so that is why it broke. CM will have Dave SM look at the other side as well as its now "cracking" as well.
07/06/2020	Email sent to Dave Miller SM to see if he will look at the other seat as well.
07/10/2020	Email received from Dave SM that he will order additional seat part for other seat
07/21/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM left a detailed message to see if he was able to get his vehicle back in for the repair as was discussed
07/21/2020	DM notes sent to Dave SM
07/27/2020	Vehicle has arrived at dealership MORAN BLUE WATER CDJR and attended by dealer employee

Date	Comment
07/29/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM left a message for return call back. CM checking to see if happy with the repair, and if so CM will be closing case in 2 days with a closing email
07/31/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] Agent contacting to offer additional assistance, customer was unavailable agent LVM with phone and ext to follow up.
08/04/2020	****OUTBOUND CUSTOMER CONTACT***** [redacted] CM spoke with customer and he stated that he spoke with a Cathy at the DLR and was told it was an "engineering flaw". CM advised that CM will check back with Dave Miller SM to see was he recommends at this point. CM will reach back out to him.
08/05/2020	Email sent to Dave Miller SM to have him look into this situation for customer
08/11/2020	*****OUTBOUND DEALERSHIP CONTACT***** Moran Blue Water |45767 |810-385-4481 | CM spoke with Cassie SA and she did speak with customer over his concerns and agreed that he needs to bring it in so they can look at it
08/11/2020	****OUTBOUND CUSTOMER CONTACT**** [redacted] CM left a detailed message for return call back stating that an appointment was needed in order to look into this seat concern
08/11/2020	Email resent to Dave SM seeing if an appointment can be set up

Email(s)

Date	06/24/2020	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 06/24/2020 16:18 PM

My name is Susan and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your case number is [redacted]

The Chrysler Case Management telephone number is: 1-844-827-1999

My direct extension: 3020216

My work hours are: 9:00am - 5:30pm Eastern Standard Time Monday-Friday.

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

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216

[redacted]

Date	06/26/2020	***Subject***	[redacted] f]
From	uscustomercare@fcagroup.com	***To***	[redacted] 06/26/2020 21:21 PM

My name is Susan and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your case number is [redacted]

The Chrysler Case Management telephone number is: 1-844-827-1999

My direct extension: 3020216

My work hours are: 9:00am - 5:30pm Eastern Standard Time Monday-Friday.

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

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216

[redacted]

Date	06/27/2020	***Subject***	RE: Case# [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	06/27/2020 00:49 AM

Thank You Susan.

On Jun 26, 2020 5:21 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:

My name is Susan and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your case number is [redacted]

The Chrysler Case Management telephone number is: 1-844-827-1999

My direct extension: 3020216

My work hours are: 9:00am - 5:30pm Eastern Standard Time Monday-Friday.

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

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216

[redacted]

Date	06/27/2020	***Subject***	RE: Case# [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	06/27/2020 01:47 AM

Hi Susan. The reason the plastic around the bottom of the front seat is cracking is because you cant adjust the seats to tip down like you can with power seats. This causes a tremendous amount of pressure on the hamstrings area of the legs and you have to twist and almost jump out of the van because the seat are set so high and are set from the factory. Was not engineered very well. If there is one complaint we have it is that constant pressure on our hamstrings. We noticed tonight that the drivers side plastic is cracking in the same place as the passenger seat.

On Jun 26, 2020 8:49 PM, [redacted] rote:
Thank You Susan.

On Jun 26, 2020 5:21 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:

My name is Susan and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your case number is [redacted]

The Chrysler Case Management telephone number is: 1-844-827-1999

My direct extension: 3020216

My work hours are: 9:00am - 5:30pm Eastern Standard Time Monday-Friday.

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

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216

[redacted]

Date	06/30/2020	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]		06/30/2020 22:34 PM

Hi [redacted]
I'm sorry that you are having problems with the seats. I am waiting for the Dealership to get back with me as to when the part will arrive. I will keep checking in with them. Thanks.

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216

---------- Original Message ----------
From: [redacted]
Sent: 6/26/2020 9:47 PM
To: uscustomercare@fcagroup.com
Subject: RE: Case# [redacted]

Hi Susan. The reason the plastic around the bottom of the front seat is cracking is because you cant adjust the seats to tip down like you can with power seats. This causes a tremendous amount of pressure on the hamstrings area of the legs and you have to twist and almost jump out of the van because the seat are set so high and are set from the factory. Was not engineered very well. If there is one complaint we have it is that constant pressure on our hamstrings. We noticed tonight that the drivers side plastic is cracking in the same place as the passenger seat.

On Jun 26, 2020 8:49 PM [redacted]
Thank You Susan.

On Jun 26, 2020 5:21 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:

My name is Susan and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your case number [redacted]

The Chrysler Case Management telephone number is: 1-844-827-1999

My direct extension: 3020216

My work hours are: 9:00am - 5:30pm Eastern Standard Time Monday-Friday.

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

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216

[redacted]

Date	07/03/2020	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 07/03/2020 22:21 PM

Hi [redacted]
I have not hear back if your part has arrived. I will try and call them Monday and let you know. Have a great 4th weekend. Thanks

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216

[redacted]

Date	07/13/2020	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 07/13/2020 22:54 PM

Hi [redacted]
I'm just waiting to hear back from Dave to see if your additional part has arrived yet. I will follow up once it arrives. Thanks

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 7/3/2020 6:21 PM
T[redacted]
S[redacted]

H[redacted]
I have not hear back if your part has arrived. I will try and call them Monday and let you know. Have a great 4th weekend. Thanks

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216

[redacted]

Date	07/14/2020	Subject	RE: Case# [redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	07/14/2020 01:41 AM

Thank You. They did call me. I will be setting up an appointment first of next week with them. Thank you so much for your help.

On Jul 13, 2020 6:54 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
Hi [redacted]
I'm just waiting to hear back from Dave to see if your additional part has arrived yet. I will follow up once it arrives. Thanks

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 7/3/2020 6:21 PM
To [redacted]
Su [redacted]

Hi [redacted]
I have not hear back if your part has arrived. I will try and call them Monday and let you know. Have a great 4th weekend. Thanks

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216
[redacted]

Date	07/17/2020	Subject	[redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]		7/17/2020 21:00 PM

Hi [redacted]
If you let me know when your appointment is I will check back with you to make sure that you are happy with the repair. Thanks

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216
[redacted]

Date	07/23/2020	Subject	[redacted] f]		
From	uscustomercare@fcagroup.com	To	[redacted]		07/23/2020 23:15 PM

Hi [redacted]
Just checking to see if you were able to get your vehicle in yet? Thanks

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216
[redacted]

Date	07/24/2020	Subject	RE: Case# [redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	07/24/2020 14:12 PM

Yes. I have an appointment Monday. Thank You.

On Jul 23, 2020 7:15 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
Hi Wayne,
Just checking to see if you were able to get your vehicle in yet? Thanks

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216
[redacted]

Date	07/27/2020	Subject	[redacted] ef]		
From	uscustomercare@fcagroup.com	To	[redacted]		07/27/2020 16:37 PM

Hi [redacted]
I heard back from Dave as well. I will reach out to you by Wednesday to make sure that you are happy with the repairs. Thanks

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216

---------- Original Message ----------
From [redacted]
Sent: 7/24/2020 10:12 AM
To: uscustomercare@fcagroup.com
Subject: RE: Case [redacted]

Yes. I have an appointment Monday. Thank You.

On Jul 23, 2020 7:15 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
Hi [redacted]
Just checking to see if you were able to get your vehicle in yet? Thanks

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216

[redacted]

Date	07/30/2020	***Subject***	RE: [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	07/30/2020 13:27 PM

Hi Susan. Im so frustrated with the seats on the van. They are already broken again. Very poor design. The seat is not positioned correctly from the factory and this is the cause of the problem. Please help.

On Jul 27, 2020 12:37 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
Hi [redacted]
I heard back from Dave as well. I will reach out to you by Wednesday to make sure that you are happy with the repairs. Thanks

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216

---------- Original Message ----------
From [redacted]
Sent: 7/24/2020 10:12 AM
To: uscustomercare@fcagroup.com
Subject: RE: Case [redacted]

Yes. I have an appointment Monday. Thank You.

On Jul 23, 2020 7:15 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
Hi [redacted]
Just checking to see if you were able to get your vehicle in yet? Thanks

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216

[redacted]

Date	08/13/2020	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]		08/13/2020 22:39 PM

Hi [redacted]
I have left messages for you. I have spoken with Cassie at the Dealership and has recommended bringing vehicle back in to get it looked at. If you will let me know once that is done so I can follow up afterwards. Thanks

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216
[redacted]

Date	08/17/2020	***Subject***	[redacted] ef]		
From	uscustomercare@fcagroup.com	***To***	[redacted]		08/17/2020 18:19 PM

Hi [redacted]

Im contacting you because I havent heard from you regarding an appointment at the dealer.

However, I will leave your case open for two business days before temporary closing it. In the future if you require assistance with your vehicle you can contact me and we can re-open your file. I can be reached at (844) 827-1999, ext. 3020216 or you may simply reply to this email.

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216

[redacted]

Date	08/18/2020	***Subject***	RE: Case# [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	08/18/2020 13:20 PM

Hi susan. Do you know if they are just going to put the same parts on? Because if they are, then its just a waste of everyones time. They need something different. Thank You.

On Aug 17, 2020 2:19 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
Hi [redacted]

Im contacting you because I havent heard from you regarding an appointment at the dealer.

However, I will leave your case open for two business days before temporary closing it. In the future if you require assistance with your vehicle you can contact me and we can re-open your file. I can be reached at (844) 827-1999, ext. 3020216 or you may simply reply to this email.

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216

[redacted]

Date	08/20/2020	***Subject***	[redacted] ef]		
From	uscustomercare@fcagroup.com	***To***	[redacted]		08/20/2020 14:32 PM

Hi [redacted]
We would need a diagnosis to see why this is happening. If you need help making an appointment please let me know. Thanks

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216

---------- Original Message ----------
From [redacted]
Sent: 8/18/2020 9:20 AM
To: uscustomercare@fcagroup.com
Subject: RE: Case# [redacted]

Hi susan. Do you know if they are just going to put the same parts on? Because if they are, then its just a waste of everyones time. They need something different. Thank You.

On Aug 17, 2020 2:19 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
Hi [redacted]

Im contacting you because I havent heard from you regarding an appointment at the dealer.

However, I will leave your case open for two business days before temporary closing it. In the future if you require assistance with your vehicle you can contact me and we can re-open your file. I can be reached at (844) 827-1999, ext. 3020216 or you may simply reply to this email.

Susan | FCA Case Manager

Phone: 1-844-827-1999 | 3020216

[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYT53	**Vehicle**	CHRYSLER TOWN & COUNTRY S		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/24/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/24/2020	**Origin**	Telephone	**Reason**	
Mileage	30,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	PLEASANT HILL		CA	[redacted]	USA
Dealer	27176	Future Chrysler Dodge Jeep Ram of		**Dealer Phone**	9252462295
Dealer Address	4901 MARSH DR				
	CONCORD		CA	94520 5346	USA
Dealer Zone	California	**Sales District**		**Service District**	F
Subject	Reoccurring electrical issue				
Synopsis	Customer choose to proceed with arbitration even after we provided goodwill assistance. Case Closed.				
Customer Anomaly	Electronics				
	Dashboard Electronics				
Contact Reason	C184	Request For Rental Vehicle	**Customer Anomaly**	15	Gage electronic issues
Reason Code	After Sales - Complaint - Product - Rental Request - Rental				

Case Status History

Create Date	Status
06/24/2020 12:30 AM	Open
06/24/2020 12:38 AM	Closed
06/24/2020 07:32 PM	Open
07/15/2020 07:22 PM	Suspended
07/21/2020 11:15 AM	Open
07/24/2020 10:07 PM	Closed

Initial Description

Customer is having multiple reoccurring electrical concerns with vehicle and needs to take it into DLR but also would need a loaner vehicle.

Case Comments

Date	Comment
06/24/2020	Customer is having multiple reoccurring electrical concerns with vehicle and needs to take it into DLR but also would need a loaner vehicle. Customer states he has children that he has to take around as he is out of work due to COVID-19. Agent understood and advised that customer would need an appointment scheduled and offered to schedule an appointment. Customer understood and thanked agent. Agent attempted to contact DLR at 9256026230 two times, however, it went to voice message. Agent returned to customer and advised that customer will need to schedule an appointment and call back for case escalation. Customer understood and thanked agent.
06/24/2020	cx called back with appt date states their appt is for 6/25 at 7:30am escalating per case notes
06/25/2020	***Case Prep*** Warranty/SC: Powertrain (6 months/ 30,000 miles) Current Mileage: 30,000 miles ISD: December 14, 2015 Original owner: No Household vehicles: 6 vehicles Reason for Case Escalation: Rental Assistance Repeat issue: Yes Star tickets open: No Recalls: No RRTs: No Relevant Previous Cases: No Prior Goodwill/DM notes: No R/O History: No Vehicle location: DLR Vehicle Concern: Customer is having multiple reoccurring electrical concerns with vehicle. Is the customer in a rental: No VOR: No Parts on Order: B/O? ETA? No Customer Email: (Needs to be verified with the customer) N/A Customer preferred contact: (Email/Phone & establish frequency of contacts) N/A Customer seeking: (What is the customer expecting from FCA?) N/A
06/25/2020	OB to Customer: No answer, LVM for a call back. (Attempt 1)
06/25/2020	OB to Customer: Customer informed that he has been in contact with SM Steve at the dealer. Writer asked customer what assistance is needed at this time. Customer informed that after a month of purchasing the vehicle electrical issues started to occur. Customer informed that vehicle issues keeps reoccurring and if vehicle is going to be at the dealer for a lengthy time they will need a rental vehicle. Writer informed the customer that rental would need to be reviewed and I only have a total of $10 days max. Writer advised the customer that dealer can contact their corporate office for more rental if needed. Customer advised he understood. Writer informed that I will follow up with the dealer to review rental for him whether though the AM or CAC. Customer wanted to know if dealer can't duplicate his issues how can he proceed with lemon. Writer advised of lemon procedures through our system when requested. Writer to proceed as the last step in the case only if dealer can't duplicate issues.
06/26/2020	@ Dorothy Baptiste SA Jason asking for Callback from CM at 9256026234 SA Jason Email: jmonroe@futurecdjr.com
06/30/2020	OB to DLR(SA Jason): No answer, LVM for a call back.
06/30/2020	Agent received a call from [redacted] The customer said that the dealer has been waiting to hear back from us since Friday about possible approval for cruise control that is out of warranty. Agent informed the customer that there was discussion about a possible rental but agent does not see a decision about the repair. Agent informed the customer that agent will notify the case manager that the customer would like a call back.
06/30/2020	OB to DLR(SA Jason): Email Sent: Hello Jason, I notice you went ahead and called me. I tried to give you a call a few minutes ago and unfortunately was unable to reach you. I'm seeking information about the customers vehicle as far as, Has the vehicle been diagnosed? If so, what repairs are needed? Are all parts needed for the repair available?If not what is the Part# and Order#? What is the ETA of the repair? Is the repair being covered under warranty, if not what is the warranty pricing for the repair? Thank you, Dorothy

Date	Comment
07/02/2020	IB from DLR(SA Jason): Email Received: Good morning Dorothy, My tech has looked all over this Pacifica. As far as all the customer concerns, the cruise control being inop was the only thing he could confirm. As far as the sliding doors being unresponsive, my tech wrote this: UNABLE TO DUPLICATE CUSTOMER CONCERN OF SLIDING DOORS NOT FUNCTIONING AS DESIGNED. HOWEVER, WHEN THE VEHICLES ELECTRONIC CONTROL MODULES WERE INTERROGATED, STORED DIAGNOSTIC TROUBLE CODES U0230, U0202, AND U0201 WERE ALL FOUND STORED IN THE TIPM FOR LOSS OF COMMUNICATION WITH BOTH SLIDING DOOR MODULES, AND THE POWER LIFT GATE MODULE. OPERATED ALL THREE DOORS WHILE MONITORING POWER, GROUND, AND BUS VOLTAGES, AND NO CAUSE FOR CONCERN WAS FOUND. THE CONDITIONS REQUIRED TO DUPLICATE THESE FAULTS ARE NOT CURRENTLY PRESENT. MORE TIME WITH VEHICLE IS REQUIRED TO ATTEMPT TO DUPLICATE CONCERN. He could not repeat the issue the noise coming from the steering on the freeway. Thank you, Jason
07/03/2020	Agent, Adolfo called, Agent stated he was rerouted, Agent was seeking to speak to a Specialist from California case management. Agent advise other agent, Agent is also a Level 1 ADVISER. Agent understood.
07/03/2020	Customer wanted information on pending case. Agent advised them of updated information regarding the case. Customer is in need of a rental as soon as possible for transportation. Agent advised customer they would get in contact with case manager to further assist.
07/06/2020	IBC from Customer: Cx contacted FCA to speak to Cm,Cm unavailable sent alert for CM to contact customer
07/07/2020	IB from DLR(SA Jason): Email Received: Dorothy, Customer would like a rental. Do I have authorization to fix the cruise control and get her into a rental? Thanks,
07/07/2020	IB from DLR(SA Jason): Email Sent: Hello Jason, Sorry for the late response. In regards to authorizing a repair unfortunately that is not something I handle as a case manager. Issues need to be replicated first before any repairs are made. as for the rental the same policy does apply since rental is not covered so it becomes a consideration towards that customer. Before we can consider assistance vehicle issues need to be replicated. Please let me know the status of the vehicle so far? I will contact the customer. Thank You,Dorothy
07/07/2020	OB to Customer: Writer contacted the customer to inform her without a duplicating issue I cannot review for rental. Customer informed she spoke with Jason at the dealer and he was able to duplicate one of her issues. Writer informed the customer that I would need to follow up with the dealer then advise her of the next steps/ decision.
07/07/2020	OB to DLR(SA Jason): Email Sent: Hello Jason, I spoke with the customer and it seems that she is looking for cost assistance towards the repair. Please advise me of the warranty pricing for that specific repair so we can review. As far as any authorizations we do not provide and are only here for goodwill assistance and parts expediting. Customer informed that since you were able to replicate one of her issues she would like a rental. I can only provide 10 days of rental is that enough? please let me know. Thank You,Dorothy
07/10/2020	IB from DLR(SA Jason): Email received: Hello Dorothy, As stated in the previous email I sent you, My tech has looked all over this Pacifica. As far as all the customer concerns, the cruise control being inop was the only thing he could confirm. I would like to know if I can proceed with this fix, It is not covered under any warranty that I can see. Thank you, Jason
07/10/2020	OB to DLR(SA Jason): Email Sent: Hello Jason, If that is the case please send me the warranty pricing for this repair so we can review for cost assistance. Only when this is approved then repairs can be done. Thank You, Dorothy
07/13/2020	IB from DLR(SA Jason): Email Received: Hi Dorothy, I have the cost of fixing the cruise control for [redacted] Warranty pricing is as follows: $218.40 for parts and $160.20 for labor. Total with tax is $397.71.
07/15/2020	OB to DLR(SA Jason): Email Sent: Hello Jason, Here are the DM notes for the repairs. The DM notes are attached to this email for reference. Thank You,Dorothy
07/21/2020	OB to Customer: Writer contacted the customer to check on repairs. The customer informed that her vehicle is still not repaired yet. The customer advised that the vehicle lock her in the car with her kids the other day and the dealer can't duplicate. Customer states that the issues has occurred for over a year. The customer informed that she would like lemon law. Writer advised her case will be sent up to customer retention for review. Writer advised that the case will be reviewed but I can't promise a call back from them and that is a 1-2 day request. Customer understood.
07/22/2020	**Dispute Resolution Review** Reviewed warranty history at customer request. Writer determined this case should be handled by BC Specialist per normal case-handling guidelines. Do not return this case to Dispute Resolution (LLQ) queue Assigned case to Specialist. Review next steps in Case Activity. Provide feedback on L1/L2 handling to your Team Leader.
07/24/2020	OB to Customer: No answer, LVM for a call back. (Attempt 1)
07/24/2020	Customer [redacted] called in to reach CM advised he just missed her call. Writer transferred to CM
07/24/2020	IB from Customer: Writer contacted the customer to advise him of the decision on his case. Customer choose to proceed with arbitration. Writer sent the customer details via email. Writer also advised that the case will be closed and if assistance is still needed regarding any other issues to contact us back.

Email(s)

Date	07/24/2020	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 07/24/2020 22:06 PM

Hello [redacted]

In regards to the National Center of Dispute; they are an organization that facilitates arbitration for the company. If a customer wants to file for Lemon Law relief they would assist.
You can contact them at:

NCDS
12900 Hall Road Suite 401
Sterling Heights MI 48313

866-662-4639 option 5
586-226-2470 ext 118
Fax: 586-226-2559

[redacted]

Thank You,
Dorothy
Fiat Chrysler Specialist
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/26/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/26/2020	**Origin**	Telephone	**Reason**	
Mileage	105,000 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
	WILMINGTON		OH		USA
Dealer	X8424	EAN HOLDINGS - DES MOINES		**Dealer Phone**	5158222595
Dealer Address	600 Corporate Park Drive				
	St. Louis		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	DRIVER REAR DOOR				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/26/2020 06:10 PM	Open
06/26/2020 06:14 PM	Closed

Initial Description

Customer states that the driver sliding door will not open and it is not making any noise as if it's trying to open.

Case Comments

Date	Comment
06/26/2020	Customer states that the driver sliding door will not open and it is not making any noise as if it's trying to open. Agent advised that there are no open recalls and the vehicle is out of warranty so it would be an out of pocket expense.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/29/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/03/2020	**Origin**	Telephone	**Reason**	
Mileage	53,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address	[redacted]			**Source**	Customer
Caller City	Belleville	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address	[redacted]				
	BELLEVILLE		IL	[redacted]	USA
Dealer	67092	HOLZHAUER AUTO&TRK SLS IN		**Dealer Phone**	6183278264
Dealer Address	17933 HOLZHAUER AUTOMALL DR				
	NASHVILLE		IL	62263 3413	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	P
Subject	sliding door issue				
Synopsis	Vehicle repaired and returned back to the customer per DLR.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/29/2020 04:42 PM	Open
07/03/2020 12:26 PM	Closed

Initial Description

customer is looking for assist on driver side rear sliding door `

Case Comments

Date	Comment
06/29/2020	***Customer concern*** Customer is calling in because on her drive side rear sliding door it will not open with the key fob or from inside the vehicle and it also will not lock. Customer got a diagnosis done at an IRF and they advised tis the actuator that needs to be replaced and customer contacted DLR 67092 and they advised that would be the issue. ***Agent advised*** Agent advised customer that we can get a case sent up to CM for cost assistance but we do need an appointment made to get case sent up. Agent contacted DLR 67092 and spoke with Nathan SA and got appointment made for June 30th at 10am. Agent advised customer case will be sent up for cost assistance
06/30/2020	*****VEHICLE QUALIFIER*** [redacted] 2016 DODGE GRAND CARAVAN SXT, Case # [redacted] OPEN Recalls: None In-Service Date: April 30, 2016 Original Owner: Yes Owners: (1) Mileage: 53,000 Vehicle purchase loyalty: (1) new, (2) used Multiple Repairs/Previous related repairs: No Mechanical MVP plans: None Other: Issue/complaint: Customer is calling in because on her drive side rear sliding door it will not open with the key fob or from inside the vehicle and it also will not lock.
06/30/2020	*****OUTBOUND DEALERSHIP CONTACT***** HOLZHAUER AUTO&TRK SLS IN, 67092, 618-327-8264 CS attempted to contact Dealer, SA Nathan however, not available. CS left customers name, last (8) of VIN, case number and request for a return call at 1-844-827-2003 ext. 3020198.
06/30/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] 2016 DODGE GRAND CARAVAN SXT CS attempted to contact customer, however, customer was not available. CS left VM for a return call at 1-844-827-2003 extension 3020198.
06/30/2020	*****INBOUND DEALERSHIP CONTACT***** HOLZHAUER AUTO&TRK SLS IN, 67092, 618-327-8264 SA Nathan advised returning call back, advised customer is at the dealership and to contact him back.
06/30/2020	*****OUTBOUND DEALERSHIP CONTACT***** HOLZHAUER AUTO&TRK SLS IN, 67092, 618-327-8264 CS attempted to contact Dealer, SA Nathan however, not available. CS left customers name, last (8) of VIN, case number and request for a return call at 1-844-827-2003 ext. 3020198.
06/30/2020	*****INBOUND CUSTOMER CONTACT***** [redacted] 2016 DODGE GRAND CARAVAN SXT Customer advised returning call.

Date	Comment
06/30/2020	*****DEALER FUNNEL***** CS called dealership [HOLZHAUER AUTO&TRK SLS IN, 67092] to confirm details of diagnosis. Asked for SA Nathan. Spoke with SA Nathan. What is the diagnosis? SA Nathan: Left Door actuator needs replacement and to get to it the applique may break and need replacement. What is the exact mileage? Is the concern a result of misuse/abuse/lack of maintenance? No, everything looking normal. Could the customer have caused/prevented concern? No Is the concern related to age and mileage? No, its common Is vehicle maintained? Yes What is the general condition of the vehicle? Very good. Have there been any previous related repairs? No Have there been a previous out-of-pocket repairs? n/a *If unable to duplicate concern, *Have you had an opportunity to do a test drive with the customer? *Has STAR been contacted? (If yes, obtain STAR case #) What is the estimated cost of the repair? When could it be completed? Do you feel this customer should receive assistance? Yes, customer gets regular maintenance done. Has this customer been provided assistance previously? Would your dealership be willing to provide assistance? (co-pay, D-17-18, discount) If upon review, will your dealership accept DM goodwill notes from Case Management and if yes, could I get warranty pricing: Total labor, total parts & Warranty total? SA Nathan advised SM Kenneth is at their Green Mount location, texted him to see if okay with CAC DM GW notes and was advised yes. SA Nathan advised the following warranty pricing: $160.35 warranty labor $126.91 warranty parts, left actuator $88.27 warranty parts, applique $375.53 warranty total - SA Nathan was advised Case Management able to assist with customer copay/deductible $100.00 and advised there has to be a copay in order for customer to have warranty coverage. SA Nathan was advised CS will need to see if customer accepts the offer. SA Nathan advised customer of the $100.00 copay and that there has to be a copay in order for customer to have warranty coverage. SA Nathan advised customer accepted the offer. SA Nathan advised customer thanked for the assistance and didnt need to discuss anything further with CS. - SA Nathan advised he has the case number: [redacted] for the RO and will wait until the repairs are completed to have CAC DM GW notes put into the system.
06/30/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] 2016 DODGE GRAND CARAVAN SXT [redacted] reconfirmed email address. Customer was advised waiting on SA Nathan for return call to discuss her vehicle. Customer advised shes currently at the dealership and transferred phone over to SA Nathan. - SA Nathan was advised Case Management able to assist with customer copay/deductible $100.00 and advised there has to be a copay in order for customer to have warranty coverage. SA Nathan was advised CS will need to see if customer accepts the offer. SA Nathan advised customer of the $100.00 copay and that there has to be a copay in order for customer to have warranty coverage. SA Nathan advised customer accepted the offer. SA Nathan advised customer thanked for the assistance and didnt need to discuss anything further with CS.
07/01/2020	*****INBOUND DEALERSHIP CONTACT***** HOLZHAUER AUTO&TRK SLS IN, 67092, 618-327-8264 VM left on 06/30/2020 SA Nathan advised they were able to get part, ready to finalize claim and requesting callback.
07/01/2020	*****OUTBOUND DEALERSHIP CONTACT***** HOLZHAUER AUTO&TRK SLS IN, 67092, 618-327-8264 SA Nathan advised vehicle is repaired, customer paid the $100.00 deductible and vehicle was returned back to the customer. SA Nathan advised warranty pricing as followsL $138.84 warranty labor $215.18 warranty parts $354.02 warranty total - $100.00 customer copay/deductible SA Nathan was advised CS will put DM GW notes into the system and SA Nathan verified he has Case [redacted] or the RO.
07/01/2020	[redacted] As a one-time goodwill gesture, Chrysler is approving this out of warranty left door actuator and applique repair due to customer original owner, Dealer input and for customer satisfaction. According to the dealer, the warranty costs of the repair are as follows: Parts = $215.18 Labor = $138.84 Total = $354.02 Co-pay = $100.00 ########## DIRECT-TO-DEALER ########## Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care. ### ##########################
07/01/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] 9 2016 DODGE GRAND CARAVAN SXT CS attempted to contact customer, however, customer was not available and unable to leave VM due to mailbox full. CS sending email to customer due to vehicle repaired and returned back to customer per SA Nathan of HOLZHAUER AUTO&TRK SLS.
07/01/2020	Hello [redacted] am sending you this email regarding the temporary closure of Case # [redacted] with FCA Case Management. Your reference number is: [redacted] The FCA Case Management Telephone Number is: 1-844-827-2003 My Direct Extension is: 3020198 Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may open a new case with you. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer. It has been a pleasure working with you, all the best. Maxine Senior Case Management Specialist Phone: 1-844-827-2003| Ext. 3020198

Email(s)

Date	06/30/2020	***Subject***	[redacted]	
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	06/30/2020 15:35 PM

Hello [redacted]

My name is Maxine and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your case number is [redacted]
The Chrysler Case Management telephone number is: 1-844-827-2003
My extension is: 3020198
My work hours are: 10:00 am 6:30 pm Eastern Standard Time Monday-Friday.

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

Sincerely,

Maxine
Senior Case Management Specialist
[redacted]

Date	07/01/2020	***Subject***	[redacted] ef]	
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	07/01/2020 14:54 PM

Hello [redacted]

Re: Case [redacted]

I tried contacting you by phone earlier however wasnt able to and not able to leave voicemail due to the mailbox full.

I spoke with Service Adviser Nathan of the Holzhauer Auto &Truck Sales dealership who advised your vehicle has been repaired and returned to you and I wanted to find out if everything is okay. If everything is to your satisfaction, there is no need for you to call me back. If I dont hear back from you within two business days you file will close with the assumption everything is fine. If you do need to contact me, please contact me at 1-844-827-2003 ext. 3020198. I will be sending you an email regarding the closure of your case which will contain your case number and my contact information. You may also get a potential survey which will be for customer satisfaction purposes to see how we are doing and what improvements we can make.

Maxine
Senior Case Management Specialist
Phone: 1-844-827-2003| Ext. 3020198
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/29/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/29/2020	**Origin**	Telephone	**Reason**	
Mileage	100,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	EVANSVILLE		IL	[redacted]	USA
Dealer	54604	OLIVER C JOSEPH INC		**Dealer Phone**	6182338140
Dealer Address	3795 WEST STATE ROUTE 15				
	BELLEVILLE		IL	62226 3100	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	P
Subject	Door Stays Locked				
Synopsis					
Customer Anomaly					
Contact Reason	C81	Vehicle Open Recalls	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Recall Campaign - Recall Campaign - VIN check & Contents				

Case Status History

Create Date	Status
06/29/2020 05:11 PM	Open
06/29/2020 05:38 PM	Closed

Initial Description

Customer is calling in due to the driver side door having issues with staying locked.

Case Comments

Date	Comment
06/29/2020	Customer is calling in due to the driver side door having issues with staying locked. Customer states she went to the dealer and they provided her with lube and it still did not work. Customer wanted to know if her vehicle had this recall? agent advised no. Customer wanted to know why is it not a recall. Agent advised FCA does not make a recall a recall she would need to find out who does (did not provide information) and advise of the situation. Customer then began to talk about the million people with her issue. Agent advised unable to reference others but only her vehicle. Can not track how many people if i did not take the call. Customer was in disbelief as agent can not see a record of how many people had this issue. Eventually disconnect the call abruptly.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/30/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/16/2020	**Origin**	Telephone	**Reason**	
Mileage	100,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	AURORA		CO	[redacted]	USA
Dealer	60666	AutoNation Chrysler Jeep Arapahoe		**Dealer Phone**	3037909300
Dealer Address	9980 E ARAPAHOE RD				
	ENGLEWOOD		CO	80112 3712	USA
Dealer Zone	Denver	**Sales District**		**Service District**	D
Subject	Back hatch				
Synopsis	NO ASSISTANCE WITH LIFT GATE LATCH AT 100,000 m				
Customer Anomaly	Body				
	Liftgate				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	170	Liftgate Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/30/2020 08:19 PM	Open
07/01/2020 08:42 PM	Suspended
07/06/2020 09:15 AM	Open
07/16/2020 06:15 PM	Closed

Initial Description

Customer states DLR can't figure out how to get the back hatch open and customer needs assistance.

Case Comments

Date	Comment
06/30/2020	Ref. case# [redacted] Customer is calling to get update on case. Agent advised customer case was closed and agent will escalate to case manager for assistance. Customer feels like her family and herself are not safe in the vehicle because of the back hatch not being able to open. Customer seeking assistance with: CUSTOMER CALLING IN STATING THAT THE LOCK ON THE DOOR IS NOT WORKING PROPERLY. CUSTOMER STATED THAT SHE TOOK THE VEHICLE TO THE DLR AND THEY TOLD HER TO CONTACT HER INSURANCE. CUSTOMER STATED VEHICLE WAS NOT IN AN ACCIDENT SO IT DOES NOT QUALIFY FOR AN INSURANCE CLAIM. Customer expecting: TECHNICAL ASSISTANCE. Agent advised the case will be escalated to a CM. Follow up will occur within 1-2 business days by COB customer time. Preferred phone number: [redacted] arliest call time: ANY Latest call time: ANY Updates via email: NO Vehicle location: DLR Date and Time of appointment: 5/21/2020 Confirmed appointment with: Customer in rental: Authorized by: Rental start date: TL Authorization if over 100,000 miles/ 7 years (Current Mileage) :
07/01/2020	****Outbound Customer Contact*******: [redacted] poke with the customer and found that the dealership on file was not updated. Agent updated the file and another CM works with this dealership. The customer brought her vehicle in around the end of May. It took the dealer two weeks before they told her they can not fix the lock. Was told to bring to body shop and have the lock cut off. She is wanting the dealership to remove the lock and fix it under warranty.She has been working with SA Jared. Seeking technical assistance for the dealership. Let the customer know her CM Robin would reach out to dealer and then to her.
07/01/2020	**OUTBOUND DEALER CALL** 60666 |Autonation Chrysler Jeep Arapahoe CM was advised they have a lift gate latch on order for customer. The lift gate will not open so they advised customer to go to a body shop so they could manually open it. The SA who handled this previously no longer works there, CM ended up leaving a VM for SM Wes to call back.
07/06/2020	CM reviewing.
07/07/2020	**OUTBOUND CUSTOMER CALL** CM called customer to follow up. Customer stated that the Dealer told her to go to a Body Shop at her cost. Customer stated no as this is a defect that the latch is stuck and there has been no accident. CM stated she will speak with SM and review.
07/08/2020	Email sent to SM seeking information on lift gate latch.
07/09/2020	**OUTBOUND DEALER CALL** 60666 |Autonation Chrysler Jeep Arapahoe CM spoke with SA Matt. SA Matt stated he is not sure why the customer has to go to a Body Shop and will speak with his SM Wes and talk tomorrow.
07/10/2020	Email from SM - I spoke with Wes and he too unfortunately doesnt have much information on this vehicle. The technician is currently on vacation and will be back on Monday. I will speak with him when I get back on Tuesday and get the summary of whats going on. Thank you and have a good weekend.
07/14/2020	CM to call technician now that he is back from Holiday.
07/15/2020	**OUTBOUND DEALER CALL** CM left a VM for SM Matt to call back.
07/16/2020	**OUTBOUND DEALER CALL** SM WES SM Wes and CM discussed file and SM stated customer is too far outside of warranty. No assistance for Goodwill. Customer must return the loner immediately.

Date	Comment
07/16/2020	**OUTBOUND CUSTOMER CALL** CM called customer and stated we will not be assisting with repairs and asked customer to reach out to Wes the SM as she still has a loner. Customer states she has an extended warranty through Autonation. CM stated to call Wes.
07/16/2020	Customer has been declined assistance with the llift gate latch.Customer has a 2015 with 100,000 M on it. Customer has extended warranty through Autonation. CM encouraged her to work with Dealer. CM closing file.

Email(s)

Date	07/01/2020	***Subject***	[redacted]		
From	chryslercustomercare@fcagroup.com	***To***	[redacted]		07/01/2020 20:42 PM

Good Afternoon,

My name is Robin and I will be handling your Case moving forward. I have placed a call out to the SM to discuss repairs. Once I have more information, I will be in touch.

Regards,

Robin

FCA Case Manager

Phone 1-844-827-1926 | Ext. 3020185

[redacted]

Date	07/01/2020	***Subject***	Re: Cas[redacted]		
From	[redacted]	***To***	chryslercustomercare@fcagroup.com	***Sent Date/Time***	07/01/2020 20:43 PM

Sounds good, thank you.

On Wed, Jul 1, 2020 at 2:42 PM Chrysler Customer Care <
chryslercustomercare@fcagroup.com> wrote:

> Good Afternoon,
>
> My name is Robin and I will be handling your Case moving forward. I have
> placed a call out to the SM to discuss repairs. Once I have more
> information, I will be in touch.
>
> Regards,
>
> Robin
>
> FCA Case Manager
>
> Phone 1-844-827-1926 | Ext. 3020185

[redacted]

>

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2017	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/01/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/06/2020	**Origin**	Telephone	**Reason**	
Mileage	39,000 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
	PHILA		PA		USA
Dealer	44413	FAMILY CHRYSLER DODGE JEEP RAM		**Dealer Phone**	2154928600
Dealer Address	6735-39 ESSINGTON AVENUE				
	PHILADELPHIA		PA	19153 3410	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	A
Subject	vehicle concern				
Synopsis	Goodwill offered.				
Customer Anomaly					
Contact Reason	C280	Corona Virus / COVID-19	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Corporate - COVID-19 / Corona Virus Related - COVID-19 / Corona Virus Related				

Case Status History

Create Date	Status
07/01/2020 01:01 PM	Open
07/06/2020 08:08 PM	Closed

Initial Description

customer state driver side but passenger sliding door will not open

Case Comments

Date	Comment
07/01/2020	briefly summarize what the customer said: Customer calling issue with driver passenger sliding door does not work . customer state do to covid 19 she could go to the dealer when was under warranty customer state going to cost over 300 for repair customer looking for help with cost Briefly summarize why the customer is calling cost help with passenger door
07/01/2020	Less than 24 months AND yes 24,000 miles ago yes
07/01/2020	Escalate to Level 2: Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number:Click to dial [redacted] rliest call time:anytime Latest call time:anytime Updates via email: yes [redacted] n Vehicle location: Account Dealer Details BC-Dealer code 44413 Account Name FAMILY CHRYSLER DODGE JEEP RAM Phone 2154928600 Billing Address 6735-39 ESSINGTON AVENUE PHILADELPHIA, PA 19153 3410 USA Date and Time of Appointment: 07-1-2020 Confirmed appointment with: n/a Customer in rental: n/a Rental start date: n/a Authorized by:
07/01/2020	***EMAIL to dealer What is the diagnosis? What is the cost?
07/01/2020	****EMAIL from dealer Morning Kristen , I found the ro , has not gone in the shop yet for diag . as soon as we get a diag , ill let you know what the issue is. Eddie
07/01/2020	***EMAIL from dealer Its ok , just letting you know we havnt gotten it in yet.
07/01/2020	****EMAIL from dealer Latch 68030381ae $225.30 Actuator - $145.37 Applique 5020669aa - $103.69 PARTS $ 474.36 LABOR$ 349.83 Total $ 824.19 OK , VEH DIAG , THE LFT/SIDE SLIDING LATCH IS SEIZED , GOING TO NEED A NEW LATCH , ACTUATOR , AND APPLIQUE FOR THE LFT/SIDE SLIDING DOOR. Door has to be taken apart from the inside cause the door wont open. CUSTOMER HAS A $130.00 diag charge on top of whatever her co-pay is , if any.
07/01/2020	****EMAIL from dealer Im good with that. Parts have to be ordered.
07/01/2020	****OUTBOUND CUSTOMER CALL**** [redacted] CM spoke to the customer and was advised that we are able to assist in the cost. We will cover $70.00 of the repair. She is responsible for $200 total with the diagnostic charge.
07/01/2020	****EMAil from dealer Already done.
07/06/2020	Customer calling in to see if FCA can assist with more, customer is unhappy that she has to pay $200, feels she should get more assistance for being left without any communication or vehicle.
07/06/2020	****EMAIL from dealer Beard we are working on now will be done today
07/06/2020	****OUTBOUND CUSTOMER CALL** [redacted] Customer states she has the vehicle. She picked up the vehicle.

Email(s)

Date	07/01/2020	**Subject**	[redacted]		
From	uscustomercare@fcagroup.com	**To**		07/01/2020 19:54 PM	

My name is Kristine and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your case number is [redacted]

The FCA Case Management telephone number is : 1-866-932-3873

My direct extension for leaving a Voice Mail is: 3020103 (best way to reach me is to speak to any Case Manager and have them locate me for the call)

FCA Case Managements hours are: Monday through Friday

My work hours are: Monday through Friday.

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

[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/01/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/01/2020	**Origin**	Telephone	**Reason**	
Mileage	20,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	MYRTLE BEACH		SC	[redacted]	USA
Dealer	44059	ADDY'S HARBOR DODGE RAM FIAT		**Dealer Phone**	8432362277
Dealer Address	4849 HIGHWAY 501				
	MYRTLE BEACH		SC	29579 9446	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	M
Subject	Vehicle Concern				
Synopsis	Diagnosis				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/01/2020 03:00 PM	Open
07/01/2020 03:07 PM	Closed

Initial Description

Sliding Door

Case Comments

Date	Comment
07/01/2020	Caller states sliding door will not open on one side. Agent checked manual but it does not appear child safety lock is on. Agent advised dealer diagnosis.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/07/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/10/2020	**Origin**	Telephone	**Reason**	
Mileage	50,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	ORION		IL	[redacted]	USA
Dealer	41060	TURPIN MOTORS INC		**Dealer Phone**	3099446454
Dealer Address	1024 SOUTH CHICAGO ST				
	GENESEO		IL	61254 1849	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	E
Subject	reimbursment				
Synopsis	Check Approve. Email sent				
Customer Anomaly					
Contact Reason	C87	Warranty Repair Reimbursement	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Warranty - Reimbursement request - Repair carried out and paid by Customer				

Case Status History

Create Date	Status
07/07/2020 03:36 PM	Open
07/07/2020 03:38 PM	Suspended
07/08/2020 10:27 PM	Open
07/09/2020 02:19 PM	Suspended
07/09/2020 02:26 PM	Open
08/07/2020 10:59 AM	Closed
08/07/2020 11:46 AM	Open
08/10/2020 08:46 PM	Closed
08/10/2020 08:48 PM	Open
08/10/2020 08:54 PM	Closed

Initial Description

cst seeking reimbursement for a repair

Case Comments

Date	Comment
07/07/2020	Summary of Conversation: Does Caller have these documents: Yes Select the address of the Repair Payer: Owner Mailing address: Street: [redacted] City: ORION State: IL Zip [redacted] Country: USA Mileage at the time of Repair: 49,500 Date of Repair: June 29, 2020 Repair Facility: @ a DLR Amount of Reimbursement Request: $647 Does the caller currently own the vehicle ? Yes How Caller paid for the repairs ? Credit Card How will Caller submit the docuents ? Email Select the email address of Repair Payer : Owner
07/09/2020	The case is now being reviewed for possible reimbursement. If the customer calls in, please advise them that additional document/s RO and proof of payment is needed
07/09/2020	All necessary documents have been received and the case is now being reviewed for possible reimbursement. If the customer calls in, please advise them that the documents were received and that they can expect a decision within 30-60 days from today's date.
07/09/2020	Customer submitted request for reimbursement for: Actuator latch/lock assembly Customers proof of payment is: Cash Date of repair:06/29/20 Labor: $323.49 (remove and replace) Parts: $281.37 (Applique sliding door 117.83) (Actuator sliding door 163.54) Tax: $24.55 Total Reimbursement: $645.58 For Documents reference DOC[redacted] (RO) DOC-[redacted](POP) Reason for Reimbursement: Customer seeking reimbursement for the repair of actuator JUSTIFICATION: repair is covered under the basic warranty 24/24 and provide all necessary documents
07/09/2020	Sending an Email to the customer to confirm on whose name should the check be named to and where should the check be addressed to. Waiting for the customers response for seven days.
07/13/202	Customer replied to our email regarding the check details and here is the information that should be put on check "The correct address is [redacted] Orion, IL [redacted] The check can be issued to [redacted]
07/13/2020	Check has been processed and submitted for approval amounting of 645.58. Check may approve within 30-60 days. Will sent a notification to the customer once the check is approve.
07/29/2020	First check issued was deny due to basic warranty is already expired during the repair date 06/22/20 with miles of 49948. After reviewing the case again, we can consider the repair under goodwill policy with LS: 489 CCS: 30. Check will be re issued
07/29/2020	Customer submitted request for reimbursement for: Actuator latch/lock assembly Customers proof of payment is: Cash Date of repair:06/29/20 Labor: $323.49 (remove and replace) Parts: $281.37 (Applique sliding door 117.83) (Actuator sliding door 163.54) Tax: $24.55 Total Reimbursement: $645.58 For Documents reference DOC[redacted]O) DOC-[redacted](POP) Reason for Reimbursement: Customer seeking reimbursement for the repair of actuator JUSTIFICATION: repair is covered under goodwill policy since basic warranty is already expired. LS: 489 CCS: 30 Check#CR-[redacted]has been re issued. Check may take 30-60 days to approve
08/07/2020	check has been approve. Sending an email to the customer to update the status of the reimbursement request. Closing case.

Date	Comment
08/10/2020	Sent an email to the customer to inform that check has been sent already. Closing case

Email(s)

Date	07/07/2020	***Subject***	Documents required for Reimbursement Request [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	07/07/2020 15:38 PM

Case [redacted]

Dear [redacted]
Thank you for your recent inquiry regarding reimbursement consideration for repairs made on your VIN.

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

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

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

Sincerely,
JENNA
Customer Care, FCA.

Vanessa Ventura
FCA Advisor / Alta Resources

Date	07/08/2020	***Subject***	Re: Documents required for Reimbursement Request re [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	07/08/2020 22:27 PM

Please see attached invoices

On Tue, Jul 7, 2020 at 10:38 AM US Customer Care <
uscustomercare@fcagroup.com> wrote:

> Case [redacted]
> Dear [redacted]
> Thank you for your recent inquiry regarding reimbursement consideration
> for repairs made on your VIN.
>
> Please forward your original repair order and proof of payment receipt by
> replying to this email.
>
> Proof of payment consists of credit card receipt, front and back of
> cancelled check, repair order stamped "paid in full", credit card/bank
> statement, or cash register receipt if cash was paid.
>
> We will review the matter when we receive the documents and contact you
> with the response.
> Sincerely,
>
> Vanessa
> Customer Care, FCA
>
>
> Vanessa Ventura
> FCA Advisor / Alta Resources
>

Date	07/09/2020	***Subject***	Documents required for Reimbursement Reque [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	S [redacted]	M

Dea[redacted]

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

This is to inform you that we have reviewed your case and for us to process your request for Repair Reimbursement, please submit any of the following documents:

1) A copy of the Repair Order from the dealer.

2) The necessary proof of payment. Documents acceptable as proof of payment are as follows:

· Repair order (stamped)

· Credit card receipt

· Credit card or bank statement

· Cancelled check (both sides)

· Cash register receipt (if paid cash)

Your case number is [redacted]hould you have any more questions or concerns, please don't hesitate to make contact and we would be more than willing to assist you. Thank you for your patience and cooperation!

Regards,

Danica
Reimbursement Specialist
[redacted]

Date	07/09/2020	***Subject***	Re: Documents required for Reimbursement Reques[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	07/09/2020 14:26 PM

Please see attached documents

On Thu, Jul 9, 2020, 9:18 AM US Customer Care <uscustomercare@fcagroup.com>
wrote:

> Dear [redacted]
>
>
>
>
>
> Good day! Thank you for allowing CHRYSLER Customer Care an opportunity to
> address your concern. Our primary focus is your satisfaction.
>
>
>
> This is to inform you that we have reviewed your case and for us to
> process your request for Repair Reimbursement, please submit any of the
> following documents:
>
>
>
> 1) A copy of the Repair Order from the dealer.
>
>
>
> 2) The necessary proof of payment. Documents acceptable as proof of
> payment are as follows:
>
> · * Repair order (stamped)*
>
> · * Credit card receipt*
>
> · * Credit card or bank statement*
>
> · * Cancelled check (both sides)*
>
> · * Cash register receipt (if paid cash)*
>
> Your case number is [redacted] Should you have any more questions or
> concerns, please don't hesitate to make contact and we would be more than
> willing to assist you. Thank you for your patience and cooperation!
>
>
> Regards,
>
>
>
>
> Danica
> Reimbursement Specialist
>
> [redacted]

Date	07/09/2020	***Subject***	Check Details [re[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	07/09/2020 17:07 PM

Dea[redacted]

My name is Danica and I will be your advocate to ensure your questions and concerns are addressed accordingly.

Upon reviewing your case for Reimbursement, we found out that your Name and Address in the system and in the repair order does not match. Please confirm on whose name the check should be named to and where should the check be addressed to. Send us the details and reply to this email.

Please do not hesitate to contact us for any questions or concerns. Thank you for your patience and cooperation!

Sincerely,

Danica

Reimbursement Specialist

[redacted]

Date	07/09/2020	***Subject***	Re: Check Details [ref[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	07/09/2020 17:29 PM

The correct address is [redacted] Orion, IL [redacted] The check can be issued to [redacted]

Thanks for your help

On Thu, Jul 9, 2020, 12:07 PM US Customer Care <uscustomercare@fcagroup.com> wrote:

> Dear [redacted]
>
>
>
> My name is Danica and I will be your advocate to ensure your questions
> and concerns are addressed accordingly.
>
>
>
> Upon reviewing your case for Reimbursement, we found out that your Name
> and Address in the system and in the repair order does not match. Please
> confirm on whose name the check should be named to and where should the
> check be addressed to. Send us the details and reply to this email.
>
>
>
> Please do not hesitate to contact us for any questions or concerns. Thank
> you for your patience and cooperation!
>
>
>
>
>
> Sincerely,
>
>
>
>
>
>
>
>
> Danica
>
> Reimbursement Specialist
>
> [redacted]

Date	07/13/2020	***Subject***	Re: Check Details [redacted]		
From	[redacted]	***To***	uscustomercare@[redacted]	***Sent Date/Time***	07/13/2020 15:36 PM

Hello Danica,

Just wanted to make sure you had everything you needed from me. And if there was an update on the status of the claim.

Thanks,

[redacted]

On Thu, Jul 9, 2020, 12:07 PM US Customer Care <uscustomercare@fcagroup.com> wrote:

> Dear [redacted]
>
>
>
> My name is Danica and I will be your advocate to ensure your questions
> and concerns are addressed accordingly.
>
>
>
> Upon reviewing your case for Reimbursement, we found out that your Name
> and Address in the system and in the repair order does not match. Please
> confirm on whose name the check should be named to and where should the
> check be addressed to. Send us the details and reply to this email.
>
>
>
> Please do not hesitate to contact us for any questions or concerns. Thank
> you for your patience and cooperation!
>
>
>
>
>
> Sincerely,
>
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>
>
>
>
> Danica
>
> Reimbursement Specialist
>

[redacted]

Date	07/13/2020	***Subject***	Acknowledgement of the request [[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	07/13/2020 16:12 PM

Good day

Hi [redacted] your request has been reviewed and all documents has been received. We will notify you once your check has been approve.

Should you have anymore question feel free to email and ask us your concern. Have a great day!

Danica
Reimbursement Team

[redacted]

Date	07/29/2020	***Subject***	Re: Acknowledgement of the reques [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	07/29/2020 13:08 PM

Good morning,

I wanted to check on the status of my request, and see if there was anything else I needed to do?

[redacted]

On Mon, Jul 13, 2020, 11:12 AM US Customer Care <uscustomercare@fcagroup.com> wrote:

> Good day
>
> Hi, [redacted] your request has been reviewed and all documents has
> been received. We will notify you once your check has been approve.
>
> Should you have anymore question feel free to email and ask us your
> concern. Have a great day!
>
>
>
> Danica
> Reimbursement Team
>
> [redacted]

Date	07/29/2020	***Subject***	Request Update [ref: [redacted]]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	07/29/2020 13:41 PM

Dear [redacted]

This is to inform you that we already created a check for your reimbursement request. However the check is still subject for approval.

Once check has been approve we will notify you through this email.

should you have any more concern don't hesitate to message us. Thank you!

Danica
Reimbursement Specialist
[redacted]

Date	08/07/2020	***Subject***	Approval of reimbursement request [[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	08/07/2020 10:58 AM

Dea[redacted]

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

We are pleased to inform you that we have approved a total of $645.58 for the Actuator repair reimbursement. We will be sending the check to the mailing address on file for you. Please allow 30 calendar days for the check to arrive.

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

Sincerely,

Danica
Reimbursement Specialist
[redacted]

Date	08/07/2020	***Subject***	Re: Approval of reimbursement request [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	08/07/2020 11:46 AM

Good morning Danica,

We actually moved at the end of July. Would it be possible to switch the address to [redacted]Orion, Illinois[redacted]

Thanks again for your help

On Fri, Aug 7, 2020, 5:58 AM US Customer Care <uscustomercare@fcagroup.com> wrote:

> Dear [redacted]
>
> Thank you for contacting CHRYSLER Customer Care. We are happy to assist
> you with regards to your concern. Your satisfaction is important to us!
>
> We are pleased to inform you that we have approved a total of $645.58 for
> the Actuator repair reimbursement. We will be sending the check to the
> mailing address on file for you. Please allow 30 calendar days for the
> check to arrive.
>
> Please don't hesitate to contact us for any other concerns. Thank you for
> your continued business with CHRYSLER Automobiles.
>
> Sincerely,
>
> Danica
> Reimbursement Specialist
>
> [redacted]
>

Date	08/10/2020	***Subject***	Sending Check [ref: [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	08/10/2020 20:44 PM

Good Day!

Hi [redacted]We want to inform you that check was already sent for payment. So far, we can't do anything about the check but we advise you to request for an update to your details.

Should you have anymore concern, sent us email for us to help you.

Have a Great!

Sincerely Yours,

Danica
Reimbursement Specialist
[redacted]

Date	08/10/2020	***Subject***	Re: Sending Check [[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	08/10/2020 20:48 PM

No worries, the mail is forwarding so shouldn't be an issue. Thanks again for all your help.

On Mon, Aug 10, 2020, 3:44 PM US Customer Care <uscustomercare@fcagroup.com> wrote:

> Good Day!
>
> Hi [redacted]We want to inform you that check was already sent for
> payment. So far, we can't do anything about the check but we advise you to
> request for an update to your details.
>
> Should you have anymore concern, sent us email for us to help you.
>
> Have a Great!
>
>
>
> Sincerely Yours,
>
>
> Danica
> Reimbursement Specialist
>
[redacted]

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/07/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/08/2020	**Origin**	Brand Site	**Reason**	assistance
Mileage	52,500 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City	terre haute	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	TERRE HAUTE		IN	[redacted]	USA
Dealer	42282	DAN PILSON AUTO CENTER INC		**Dealer Phone**	2172346461
Dealer Address	2212 LAKE LAND BLVD				
	MATTOON		IL	61938 5928	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	R
Subject	Doors				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/07/2020 07:16 PM	New
07/08/2020 03:07 PM	Open
07/08/2020 03:10 PM	Closed

Initial Description

For the second time, my rear sliding door(s) are frozen in a locked position. The first time it was the drivers side and I was finally able to get it open and then there was a constant loud buzzing sound when the doors locked or unlocked. This was at least a year ago and I was told by many online that it was the actuator and it was a "costly" replacement. Since it continued to work okay... I let it go since I really didn't have the funds. Today my wife was taking my [redacted] to the dentist and now the passenger side froze in the locked position. I have not been able to get it open. I bought this van brand new when my older van was totaled by a drugged out driver. Although my son was not in the van when it was totaled, he saw the after..and since the impact was so severe...his car seat had to be replaced (the police officer told us to have them replaced for safety)... He is now afraid to be in this van because he is afraid that he is "trapped." I am not sure how this has not been a safety recall as I have seen a lot of people with the exact same issue. I most definitely do not have the funds not to have it fixed properly. I splurged on the van in the first placed.. it is an 8 year loan with a good interest rate... but the payments are still more than our other van was.. by quite a bit. And with the current situation as it is.. I cannot afford to have the accuators replaced. Thank you for any help or info you can provide.

Email(s)

Date	07/07/2020	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	07/07/2020 19:17 PM

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

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

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

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

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

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit

[redacted]

Date	07/08/2020	**Subject**	[redacted]	
From	uscustomercare@fcagroup.com	**To**		07/08/2020 15:09 PM

Hello [redacted]

Thank you for contacting Jeep Customer Care.

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

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

To move ahead with this escalation, your vehicle would need to be at an authorized dealership. If it is not at the dealer currently, it will be necessary for you to arrange an appointment and then advise us of the name of the dealership, the date and the time of the appointment. Once you have that date and time please contact us at 1-800-992-1997 and we will have the file escalated right away.

Escalating your situation to a Case Manager will provide the dealership and yourself with an individual who will review your concerns, then assist you and the dealership in exhausting all available resources to have this addressed and resolved.

At this time I will be closing this case but thank you again for your email. Should you require additional assistance, or have any new information to provide, please call 1-800-992-1997.

JR
Customer Service Representative
FCA Customer Assistance Center
[redacted]

Date	07/20/2020	***Subject***	Regarding your Case [redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted]

Dear [redacted]
Thank you for contacting FCA Customer Care.
Our records indicate that case number [redacted]s closed.
If you require further assistance please contact us and we would be happy to assist.
Thank you and have a great day.
FCA Customer Care
[redacted]

Date	07/20/2020	***Subject***	RE: Doors [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	07/20/2020 13:13 PM

I just got off the phone with the "customer care" and just wanted to say how ridiculous it was. Nothing will be taken care of? Because it is out of warranty.. at any point we could my children could be trapped in the van... and that's not a safety issue that should be on a recall? What a joke! I will get rid of this van as soon as I can.. and never have another. Sent via the Samsung Galaxy S9+, an AT&T 5G Evolution capable smartphone
-------- Original message --------From: US Customer Care <uscustomercare@fcagroup.com> Date: 7/8/20 11:09 AM (GMT-05:00) To: [redacted] Subject: RE: Doors [r[redacted]

Thank you for contacting Jeep Customer Care.

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

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

To move ahead with this escalation, your vehicle would need to be at an authorized dealership. If it is not at the dealer currently, it will be necessary for you to arrange an appointment and then advise us of the name of the dealership, the date and the time of the appointment. Once you have that date and time please contact us at 1-800-992-1997 and we will have the file escalated right away.

Escalating your situation to a Case Manager will provide the dealership and yourself with an individual who will review your concerns, then assist you and the dealership in exhausting all available resources to have this addressed and resolved.

At this time I will be closing this case but thank you again for your email. Should you require additional assistance, or have any new information to provide, please call 1-800-992-1997.

JR
Customer Service Representative
FCA Customer Assistance Centerref:[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/08/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/09/2020	**Origin**	Brand Site	**Reason**	assistance
Mileage	117,500 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]		
Caller Address	[redacted]			**Source**	Customer
Caller City	Cambria	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	CAMBRIA		CA	[redacted]	USA
Dealer	45349	COLORADO SPRINGS DODGE		**Dealer Phone**	7194758550
Dealer Address	7455 AUSTIN BLUFFS PKWY				
	COLORADO SPRINGS		CO	80923 9272	USA
Dealer Zone	Denver	**Sales District**		**Service District**	E
Subject	SLIDING DOOR LOCK ACTUATOR FAILURES				
Synopsis					
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/08/2020 02:08 AM	New
07/09/2020 12:49 AM	Open
07/09/2020 01:07 AM	Closed

Initial Description

I HAVE A 2016 DODGE CARAVAN WHICH I HAVE HAD SINCE IT WAS NEW. IT IS ONE OF FIVE THAT I HAVE HAD TO DRIVE IN THE LAST 10 YEARS OR SO, THE 2016 I OWN NOW. IN 2018 THE LOCK ACTUATOR FAILED IN THE DRIVER SIDE CAUSING IT NOT TO LOCK. IT WAS REPLACED AT A COST OF $705. TODAY I TOOK THE VAN BACK TO THE SERVICING DEALER WHO DIAGNOSED THE PASSENGER DOOR ACTUATOR AS FAILED IN THE UNLOCK POSTITION. I AM UNABLE TO LOCK THE CAR BEYOND SETTING THE ALARM. THE REPAIR WILL COST NEARLY $800.\nTHIS TO ME SEEMS A SAFETY CONCERN. THE CHILD LOCKS ARE NOT EFFECTIVE WHEN THE DOOR ACTUATOR FAILS, AND COULD BE OPENED WHEN THE CAR IS MOVING. THE LOCK CANNOT BE SET MANUALLY OR BY THE KEY FOB. THE CAR IS DESIGNED TO LOCK ALL DOORS AUTOMATICALLY WHEN THE CAR IS DRIVEN, SO THIS IS CLEARLY A FAILURE OF A DESIGNED SAFETY SYSTEM.\nTHE FACT THAT THE SAME ACTUATOR PART HAS FAILED AT THE TWO YEAR AND FOUR YEAR MARK POINTS TO A QUALITY ISSUE WITH IT. AS A CONSUMER I AM NOT HAPPY THAT THE FAILURE HAS COST $1,500 TO CORRECT TWICE.\nIT IS HARD TO SEE WHY DODGE WOULD NOT PROACTIVELY ADDRESS THIS ISSUE, AND GIVE OWNERS AT LEAST SOME MANUAL OVERRIDE ON THE LOCK. YOU CAN IMAGING THE POTENTIAL SAFETY CONCERNS.\nI LOOK FORWARD TO YOUR RESPONSE. THANK YOU.\n

Email(s)

Date	07/08/2020	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	07/08/2020 02:08 AM

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

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

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

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference numbe[redacted]

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit

[redacted]

Date	07/09/2020	**Subject**	Case Acknowledgement [redacted]

From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	07/09/2020 01:07 AM

Hello [redacted]

Thank you for reaching out to Dodge Customer Care.

We are disappointed to hear about the door lock actuator regarding your Dodge Grand Caravan, and understand how this would cause you concern.

Looking into your request, the locks can be manually locked on the doors; however if this also cannot be done then unfortunately they would need to be replaced. Your warranty for this issue was for 3 years or 36,000 miles whichever occurs first. Furthermore, there are no service contracts, recalls or pertaining to the door lock actuator.

I thank you for taking the time and effort for bringing this matter to our attention, and encourage you to continue to work with your dealership.

Thank you again for your email. Should you require additional assistance, please call 800-992-1997.

Best wishes,

Rebecca

Dodge Customer Care

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

[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/08/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/17/2020	**Origin**	Telephone	**Reason**	
Mileage	47,306 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	MAYFIELD		KY	[redacted]	USA
Dealer	60801	David Taylor Chrysler Dodge Jeep R		**Dealer Phone**	2702473272
Dealer Address	915 PADUCAH RD				
	MAYFIELD		KY	42066 3605	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	P
Subject	Vehicle Concern				
Synopsis	Customer refusing diagnosis of doors locks and going to wait for a recall to come out on them. Customer has no email. File closed.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/08/2020 03:10 PM	Open
07/17/2020 07:44 PM	Closed

Initial Description

Driver and Passenger side door locks are getting jammed and the dealership is charging to unlock them but not fixing them.

Case Comments

Date	Comment
07/08/2020	Driver and Passenger side door locks are getting jammed and the dealership is charging t9o unlock them but not fixing them.
07/09/2020	*****VEHICLE QUALIFIER*** [redacted] 2016 DODGE GRAND CARAVAN SE, Case # [redacted] OPEN Recalls: None In-Service Date: August 9, 2016 Original Owner: Yes Owners: (1) Mileage: 47,306 Vehicle purchase loyalty: (1) new, (2) used Multiple Repairs/Previous related repairs: Yes, to passenger side Mechanical MVP plans: No Other: n/a Issue/complaint: Driver and Passenger side door locks are getting jammed and the dealership is charging to unlock them but not fixing them.
07/09/2020	*****OUTBOUND CUSTOMER CONTACT**** [redacted] 016 DODGE GRAND CARAVAN SE CS attempted to contact customer, however, customer was not available. CS left VM for a return call at 1-844-827-2003 extension 3020198.
07/10/2020	*****OUTBOUND CUSTOMER CONTACT*** [redacted] no email 2016 DODGE GRAND CARAVAN SE Customer, [redacted] dvised he had the door lock diagnosed about a year ago, and declined repairs. Customers advised they were charged $250 to get the doors unlocked. Customers were advised their vehicle doesnt have any recalls on their vehicle and that the basic warranty 3/36,000 had expired August 09/2019. Customers were advised they will need a diagnosis of the door locks with will be OOP. Customers were advised they won't be reimbursed for diagnosis and that it would be needed on the vehicle if seeking assistance. Customers were advised when vehicle is diagnosed Case Management will be able to see if able to assist with the repair if its found to be a manufacturers defect. Customers were advised if concern found to be a manufactures defect they will be responsible for undermined copay for the repairs. Customer, David understood and advised he will contact the DLR.
07/14/2020	*****OUTBOUND CUSTOMER CONTACT**** [redacted] no email 2016 DODGE GRAND CARAVAN SE CS attempted to contact customer, however, customer was not available. CS left VM for a return call at 1-844-827-2003 extension 3020198 inquiring if door locks were diagnosed.
07/17/2020	*****OUTBOUND CUSTOMER CONTACT**** [redacted] no email 2016 DODGE GRAND CARAVAN SE Customer advised they didnt get the door locks diagnosed and wont be getting them diagnosed. Customer advised he will wait until there is a recall for them.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYS53	**Vehicle**	CHRYSLER TOWN & COUNTRY LTD PLATINUM		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/08/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/08/2020	**Origin**	Telephone	**Reason**	
Mileage	40,572 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address	[redacted]			**Source**	Customer
Caller City	CLINTON TOWNSHIP	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	MIAMI		FL	[redacted]	USA
Dealer	60535	KENDALL DODGE CHRYSLER JEEP RAM		**Dealer Phone**	7862312000
Dealer Address	13355 SW 137TH AVE				
	MIAMI		FL	33186 5307	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	A
Subject	SLIDING DOORS				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/08/2020 07:16 PM	Open
07/08/2020 07:28 PM	Closed

Initial Description

Customer states that the sliding doors are not locking when she hits the lock button

Case Comments

Date	Comment
07/08/2020	Customer states that the sliding doors are not locking when she hits the lock button and it has been replaced once. Agent reviewed the repair orders and found it had been replace in 2016 and 2018 so the repairs may be out of pocket and there are no recalls

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/08/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/08/2020	**Origin**	Chat	**Reason**	
Mileage	0 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	X7768	HERTZ DAILY RENTALS-Dania FL		**Dealer Phone**	9547125280
Dealer Address	1950 NE 7TH AVE				
	DANIA		FL	33004 2507	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Customer Assistance				
Synopsis					
Customer Anomaly					
Contact Reason	C109	FCA Contacts Or Dealership	**Customer Anomaly**		
Reason Code	FCA World - Information & Assistance requests - Network - Contacts & various information - Network				

Case Status History

Create Date	Status
07/08/2020 08:43 PM	New
07/08/2020 08:55 PM	Open
07/08/2020 08:55 PM	Closed

Initial Description

Chat Started: Wednesday, July 08, 2020, 16:43:17 (-0400) Chat Origin: NAFTA Dodge Brand Chat Agent Steven (10s) Steven: Hi, my name is Steven with Dodge Customer Care, How may I help you? (1m 2s) Visitor: hELLO, MY NAME IS [redacted] ND i AM LOOKING FOR HELP REGARDING A PROBLEM WITH MY DOOR. (1m 32s) Visitor: Sorry did realize caps lock was on (1m 58s) Steven: For what brand of vehicle [redacted] (2m 51s) Visitor: Dodge Grand Caravan SXT. My van has been modified for a wheelchair ramp by AMS (3m 9s) Steven: For that I can get you over to a Dodge advisor is that okay? (3m 24s) Visitor: yes that fine. thank you (3m 34s) Steven: You're welcome will be one moment Chat Transferred From Steven To Brandi (3m 57s) Brandi: Hi, my name is Brandi with Dodge Customer Care, How may I help you? (5m 25s) Visitor: Hello, my mechanic working on my van is having difficulties with by side door opening and staying latched. (6m 17s) Brandi: I am sorry to hear that [redacted] s the vehicle at a certified dealership? (6m 22s) Visitor: I do not have it at a regular deal due to it being a wheelchair ramp door. Locally noone is comfortable working with it, (7m 10s) Visitor: It is at a certified emergency vehicle gargare (7m 18s) Visitor: garage (8m 15s) Visitor: They are the only one willing to work with the wheel chair ramp and door (10m 46s) Brandi: I apologize we are not mechanically trained here. We are only able to assist with factory equipment if you are at a certified dealership. I recommend reaching out to a certified dealer in your area for them to take a look. (11m 23s) Visitor: if they will thank yo

Live Chats

Date

Date	
07/08/2020	Chat Started: Wednesday, July 08, 2020, 16:43:17 (-0400) Chat Origin: NAFTA Dodge Brand Chat Agent Steven (10s) Steven: Hi, my name is Steven with Dodge Customer Care, How may I help you? (1m 2s) Visitor: hELLO, MY NAME IS [redacted] AND i AM LOOKING FOR HELP REGARDING A PROBLEM WITH MY DOOR. (1m 32s) Visitor: Sorry did realize caps lock was on (1m 58s) Steven: For what brand of vehicle [redacted] (2m 51s) Visitor: Dodge Grand Caravan SXT. My van has been modified for a wheelchair ramp by AMS (3m 9s) Steven: For that I can get you over to a Dodge advisor is that okay? (3m 24s) Visitor: yes that fine. thank you (3m 34s) Steven: You're welcome will be one moment Chat Transferred From Steven To Brandi (3m 57s) Brandi: Hi, my name is Brandi with Dodge Customer Care, How may I help you? (5m 25s) Visitor: Hello, my mechanic working on my van is having difficulties with by side door opening and staying latched. (6m 17s) Brandi: I am sorry to hear tha[redacted]Is the vehicle at a certified dealership? (6m 22s) Visitor: I do not have it at a regular deal due to it being a wheelchair ramp door. Locally noone is comfortable working with it, (7m 10s) Visitor: It is at a certified emergency vehicle gargare (7m 18s) Visitor: garage (8m 15s) Visitor: They are the only one willing to work with the wheel chair ramp and door (10m 46s) Brandi: I apologize we are not mechanically trained here. We are only able to assist with factory equipment if you are at a certified dealership. I recommend reaching out to a certified dealer in your area for them to take a look. (11m 23s) Visitor: if they will thank yo

Date
07/08/2020

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYT53	**Vehicle**	CHRYSLER TOWN & COUNTRY S		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/14/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/12/2020	**Origin**	Telephone	**Reason**	
Mileage	68,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	CIRCLE PINES		MN	[redacted]	USA
Dealer	60383	COON RAPIDS CHRYSLER JEEP DODGE		**Dealer Phone**	7634218000
Dealer Address	10541 WOODCREST DR NW				
	COON RAPIDS		MN	55433 6535	USA
Dealer Zone	Denver	**Sales District**		**Service District**	M
Subject	clunking noise				
Synopsis	Close email sent 08/07 /2020 no further response from customer closed case file				
Customer Anomaly	Drivability				
	Product Handling (Poor Ride)				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	120	Poor Handling or Rough Ride
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/14/2020 06:32 PM	Open
08/07/2020 10:25 PM	Suspended
08/12/2020 01:00 PM	Open
08/12/2020 11:50 PM	Closed

Initial Description

customer calling in reference in case # [redacted]

Case Comments

Date	Comment
07/14/2020	***inbound call *** customer is calling in reference of [redacted] ase customer stated the issue is repair but now she is having a clunking noise coming from the transmission and she will be bringing the vehicle to the DLR Thus 7/14/2020 for diagnosis customer is asking for tech assistance she wanted the vehicle to be fix and not have issue again
07/15/2020	***OB DEALER CONTACT*** CM contacted dealer and spoke to SW Jasmine who advised the SA working on the vehicle was not at his desk and advised that CM could leave a VM for call back, CM was sent to SA VM with information left for return call.
07/15/2020	email sent to customer
07/15/2020	****Out Bound Dealership Contact**** The SA called back. They did repairs on her vehicle for oil leak from the oil pan. Issue was fixed. The customer does have appointment for July 17/2020 at 7 am for diagnosis. There will be a new SA on the vehicle , he will not be there.
07/21/2020	OB DEALER CONTACT CM contacted dealer to get diagnosis on vehicle however SA was not available, CM left VM for call back
07/22/2020	OB DEALER CONTACT cm contacted dealer to get update on customers vehicle however SM was not available spoke to SA Jasmine who took CM's contact information for SM to contact back
07/23/2020	OB DEALER CONTACT cm contacted dealer to get update on customers vehicle however SM was not available, CM left VM for SM to return call
08/04/2020	In-Service Date: 07/14/2015 OOW 2 wk Miles in 68 k/100 k 2/24 Original Owner: Yes Mileage: 68,0000 miles Vehicle purchase loyalty: LS cc 30 Purchased: 6/17/2017 2nd owner MSRP $ 37,075 Other info 2nd product used Household currently 2 FCA product Other NOTE to DEALER ******** ********** Service Customer: Yes CM Dennis Recommend
08/04/2020	OUTBOUND DEALERSHIP CONTACT dealer seems to think all is good and the only thing that needs to be done is the customer was probably looking for reimbursement. of the deductible.
08/05/2020	OUTBOUND CUSTOMER CONTACT CM LVM for customer call back if required

Email(s)

Date	07/15/2020	**Subject**	CHRYSLER CASE MANAGEMENT# [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	07/15/2020 15:21 PM

[redacted]

This is Bobbi-Jo from the FCA Case Management Division. I am still trying to get in contact with the dealership, and once I have made contact and I have an update for you I will be giving you a call.

Here is some information that will be helpful for you to have:

Your case number is: [redacted]
The FCA Case Management telephone number is: 1-844-827-1926
My direct extension is: 3024951

I do apologize for the inconvenience of this. If you have any questions or concerns please feel free to contact me by phone or you can respond to this email.

Regards,
Bobbi-Jo
[redacted]

Date	07/15/2020	***Subject***	CHRYSLER CASE MANAGEMENT# [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	07/15/2020 15:21 PM

[redacted]

This is Bobbi-Jo from the FCA Case Management Division. I am still trying to get in contact with the dealership, and once I have made contact and I have an update for you I will be giving you a call.

Here is some information that will be helpful for you to have:

Your case number is: [redacted]
The FCA Case Management telephone number is: 1-844-827-1926
My direct extension is: 3024951

I do apologize for the inconvenience of this. If you have any questions or concerns please feel free to contact me by phone or you can respond to this email.

Regards,
Bobbi-Jo
[redacted]

Date	07/18/2020	***Subject***	Re: CHRYSLER CASE MANAGEMEN [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	07/18/2020 00:03 AM

Thank you for the reply. I picked my vehicle up again, for the third time, I hope it is fixed now. I just want to point out that the first time I took it into the dealer (dealer = Coon Rapids Chrysler; I also purchased this vehicle here) it was for a blue plume of smoke, which is typically something engine internal. They couldn't find anything at first, then they found the timing cover gasket leaking. They fixed that and then I picked it up and within a couple of days I realized my van was leaking oil. I called the dealer back, made another appointment took it in and they found the main seal and upper oil pan gasket leaking. Before the first fix I did not have any oil leaks so they had to have caused those oil leaks while fixing that timing cover gasket and now my engine is no longer factory sealed and in my opinion they potentially harmed my engine and I am not happy about this as this van only has 62000 miles on it. I picked it up again and this time it sounded like something was loose. I made another appointment with the dealer, took it in and a motor mount was not tightened. I picked it up again today and now hope that I don't have any more issues, but based on the last 3 services I am not going to hold my breath.

Also, while all of this is going on both the passenger and drivers side slider doors wont completely close/disengage when using the door buttons, the motor wont stop engaging until I manually open/close the door. I paid for diagnostics on this issue while it was in the shop and the dealer can't find anything wrong even though there were stored codes. I was told that the service department contacted Chrysler about this and that the dealer was told by someone from Chrysler that the problem was probably something blocking it, or it was user error (I am not happy about this, it definitely isn't either of these two comments). As I was pulling out of the dealer lot today, the drivers side sliding door started engaging and wouldn't stop (this in my opinion is dangerous, I have a child that typically sits in the backseat, what happens if that door slides open while she is sitting in the rear seat?). I took it BACK to the dealer so they could see what it is doing and they have video of it now. I was told they (dealer) will contact me on Monday.

I am an extremely patient person and I've owned Chrysler/Dodge brand vehicles for a while now and typically see this brand as fairly reliable. I take my van to the dealer for routine oil changes because I have high expectations that a dealer will take care of my vehicle properly. I have that same high expectation when something needs fixed. I expect them to fix it right the first time, not 3 engine service calls later (possibly not even fixed) and a not diagnosed potentially dangerous door problem.

Thank you

[redacted]

> On 07/15/2020 10:21 AM US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> [redacted]
> This is Bobbi-Jo from the FCA Case Management Division. I am still trying to get in contact with the dealership, and once I have made contact and I have an update for you I will be giving you a call.
>
> Here is some information that will be helpful for you to have:
>
> Your case number is [redacted]
> The FCA Case Management telephone number is: 1-844-827-1926
> My direct extension is: 3024951
>
>
> I do apologize for the inconvenience of this. If you have any questions or concerns please feel free to contact me by phone or you can respond to this email.
>
> Regards,
> Bobbi-Jo
>

[redacted]

Date	08/07/2020	***Subject***	Re: CHRYSLER CASE MANAGEMENT [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	08/07/2020 22:23 PM

Hi [redacted],

I am sending you this email regarding the closure of your Case with Chrysler Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is:
The FCA Case Management Telephone Number is: 1-844-827-1926
My Direct Extension is: 3025414

I would also like to thank you for allowing Chrysler Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give me a call back so we may re-open your case.

We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience.

Thank you for your time and participation and for being a Chrysler customer. It has been a pleasure working with you! Again, if you need anything please contact me right away and I will assist you as best as I can.

Dennis FCA Chrysler Case Manager
1-844-827-1926- ext. 3025414

---------- Original Message ----------
From: [redacted]
Sent: 7/17/2020 8:03 PM
To: uscustomercare@fcagroup.com
Cc: [redacted]
Subject: Re: CHRYSLER CASE MANAGEMENT# [redacted]

Thank you for the reply. I picked my vehicle up again, for the third time, I hope it is fixed now. I just want to point out that the first time I took it into the dealer (dealer = Coon Rapids Chrysler; I also purchased this vehicle here) it was for a blue plume of smoke, which is typically something engine internal. They couldn't find anything at first, then they found the timing cover gasket leaking. They fixed that and then I picked it up and within a couple of days I realized my van was leaking oil. I called the dealer back, made another appointment took it in and they found the main seal and upper oil pan gasket leaking. Before the first fix I did not have any oil leaks so they had to have caused those oil leaks while fixing that timing cover gasket and now my engine is no longer factory sealed and in my opinion they potentially harmed my engine and I am not happy about this as this van only has 62000 miles on it. I picked it up again and this time it sounded like something was loose. I made another appointment with the dealer, took it in and a motor mount was not tightened. I picked it up again today and now hope that I don't have any more issues, but based on the last 3 services I am not going to hold my breath.

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Thank you

[redacted]

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> [redacted]
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> Here is some information that will be helpful for you to have:
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> Your case number is: [redacted]
> The FCA Case Management telephone number is: 1-844-827-1926
> My direct extension is: 3024951
>
>
> I do apologize for the inconvenience of this. If you have any questions or concerns please feel free to contact me by phone or you can respond to this email.
>
> Regards,
> Bobbi-Jo
>
>
> [redacted]
>

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/17/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/20/2020	**Origin**	Telephone	**Reason**	
Mileage	82,500 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	HAGERSTOWN		MD		USA
Dealer	68394	HOFFMAN CHRYSLER JEEP DODGE		**Dealer Phone**	3017331414
Dealer Address	171 S EDGEWOOD DR				
	HAGERSTOWN		MD	21740 6617	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	N
Subject	vehicle concerns				
Synopsis	declined GW request				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/17/2020 04:34 PM	Open
07/17/2020 05:40 PM	Closed
07/20/2020 06:10 PM	Open
07/20/2020 06:43 PM	Closed
07/20/2020 07:23 PM	Open
07/20/2020 07:48 PM	Closed

Initial Description

cst calling in because his doors are not opening and the DLR quoted 1000 per door cst disagrees

Case Comments

Date	Comment
07/17/2020	cst calling in because his doors are not opening and the DLR quoted 1000 per door cst disagrees and is mad that the vehicle will not No LS or or CCS , 2nd owner of vehicle Basic warranty expired : April 27, 2018 Millage : 82500 (Not within the 24 moths & 24000 mile) agent declined assistance cst is wanting a way to manually open his doors with no charge
07/20/2020	Customer stated that he has been waiting for a call back from a supervisor for two days, agent confirmed that customer was denied and customer requesting to speak with supervisor.
07/20/2020	***Live Supervisor Call** Attempted to reach customer by phone and phone was busy was no available voicemail. Returning customer request for supervisor callback due to GW denial. Customer vehicle does not qualify for GW consideration. Vehicle is 2nd owned used rental. Vehicle has no dealer service history. GW denial will remain in effect.
07/20/2020	Attempted second call back to customer. Customer phone is still busy and will not accept voicemails.
07/20/2020	Spoke with customer and provided the decline. Customer was irate and would not accept the decline. Customer demanding to speak the writer's supervisor, as he does not agree with the decision. Informed customer that writer could provide him with the corporate mailing address to contest the terms of the warranty that came with the vehicle. Customer refused to disconnect the call until a higher level supervisor took over the call. Informed customer that there would be no other supervisors to discuss this concern with. Customer began yelling at writer. Supervisor disconnected call after customer refused corporate address for third time

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/20/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/20/2020	**Origin**	Telephone	**Reason**	
Mileage	58,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	TERRE HAUTE		IN	[redacted]	USA
Dealer	42282	DAN PILSON AUTO CENTER INC		**Dealer Phone**	2172346461
Dealer Address	2212 LAKE LAND BLVD				
	MATTOON		IL	61938 5928	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	R
Subject	Warranty				
Synopsis					
Customer Anomaly					
Contact Reason	C183	Vehicle Warranty Plan Coverage	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Warranty - Warranty - Coverage Information				

Case Status History

Create Date	Status
07/20/2020 01:02 PM	Open
07/20/2020 01:11 PM	Closed

Initial Description

Information

Case Comments

Date	Comment
07/20/2020	*Cx calling in regarding the door that they continue having issues with the lock and the vehicle is now being taken to the DLR for the repairs however they would like to know if cost assistance can be provided. *Agent review concern and made cx aware that warranty has expire and that he will be responsible for the cost of the repairs and diagnosis fee. *Agent also made cx aware that if the DLR can't resolve his issue to call us back for further assistance.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2017	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN GT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/20/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/20/2020	**Origin**	Telephone	**Reason**	
Mileage	70,000 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	NEVADA CITY		CA		USA
Dealer	52912	GLENN E THOMAS DODGE CHRYSLER JEEP		**Dealer Phone**	5624265111
Dealer Address	2100 E SPRING ST				
	SIGNAL HILL		CA	90755 2115	USA
Dealer Zone	California	**Sales District**		**Service District**	M
Subject	Recall				
Synopsis	Request for Goodwill is denied.				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/20/2020 04:34 PM	Open
07/20/2020 07:33 PM	Closed

Initial Description

Cx called to inquire if she had a recall for the door locks on her vehicle.

Case Comments

Date	Comment
07/20/2020	Cx is requesting Goodwill assistance to assist with getting her actuator repaired on her vehicle. The agent reviewed the case and does not think that the cx merits Goodwill. Cx requested to speak with a Supervisor but the Supervisor on call was currently busy. Agent sent the case to a TL for review.
07/20/2020	The agent reached out to the cx and informed her of the denial.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/20/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/22/2020	**Origin**	Telephone	**Reason**	
Mileage	80,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	HAGERSTOWN		MD	[redacted]	USA
Dealer	68695	FITZGERALD AUTO MALL		**Dealer Phone**	3017370088
Dealer Address	22231 THREE NOTCH RD				
	LEXINGTON PARK		MD	20653 2006	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	O
Subject	actuator has malfunctioned				
Synopsis	Declined cost assistance.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/20/2020 08:35 PM	Open
07/20/2020 09:17 PM	Closed
07/21/2020 08:53 PM	Open
07/22/2020 06:29 PM	Closed

Initial Description

actuator has malfunctioned therefore locking all doors

Case Comments

Date	Comment
07/20/2020	the actuator malfunctioned so vehicle doors will not open. They have go from front to get in the vehicle to the back seat. Wants to know if there is less expensive fix then replacing the actuator or to doors unlocked what solution is there
07/21/2020	Supervisor call out. Informed Customer that he is denied Goodwill cost assistance due to outside FCA goodwill per AH#1267, not original owner, no service contract and not a certified preowned. Recommended Customer contact dealer. Customer stated dealer told him to call FCA for repair recommendations on bypassing the actuator. Advised Customer that technical support will be contacted to see if alternate repair to manually open doors. Customer stated he doesn't feel he should have to pay for a defect. Advised he would have to pay out of pocket for out of warranty repairs. Customer stated he needed to disconnect to take another call and will call back. Advised no direct line and case will be noted of Supervisor call back.
07/21/2020	Brand Mentors: Customer wants to know if there is a way to bypass electric doors to manually open doors rather than break doors to repair and replace actuator?
07/22/2020	Attempted to contact Customer back. Phone number not working. Sent email with information from Tech-Pod. Closing case

Email(s)

Date	07/22/2020	**Subject**	Case Acknowledgemen[redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	07/22/2020 18:27 PM

Good afternoon [redacted]

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

I sent your request to our Technical Support Team, below is the information I received back.

"We can not assist the Customer with altering the vehicle outside of factory Specs as this could be a liability for FCA. Please advise Customer that they would need to pay out of pocket for repairs or go to Techauthority.com and get a service manual"

Thank you for contacting Customer Care. If you need additional clarification and or have any further questions, pleased don't hesitate to call Customer Care.

Melissa
Fiat Chrysler Automobiles Customer Care Supervisor

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[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/21/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/03/2020	**Origin**	Telephone	**Reason**	
Mileage	98,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	CLOVIS		CA	[redacted]	USA
Dealer	65940	FRESNO CHRYSLER DODGE JEEP RAM FIA		**Dealer Phone**	5594314000
Dealer Address	6162 N BLACKSTONE AVE				
	FRESNO		CA	93710 5010	USA
Dealer Zone	California	**Sales District**		**Service District**	J
Subject	Dealership / Vehicle Concern				
Synopsis	Refer to DLR for DX				
Customer Anomaly	Battery				
	Additional details				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	102	Battery Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/21/2020 12:16 AM	Open
08/03/2020 06:16 PM	Closed

Initial Description

Dealership has not have good customer service.
Customer is having batteries concern and tire concern with the dealership.

Case Comments

Date	Comment
07/21/2020	Customer has many concerns with this vehicle and she is traveling from California and Kentucky. Batteries Tires Vehicle locked in park sliding door is not working. Customer needs to bring the vehicle to the dealership ASAP. Customer was advised I can schedule an appointment and then we can move forward with trying to repair the vehicle. Customer also stated she is having a smell coming out the air conditioning that's been resolved.
07/21/2020	Customer stated the dealership advised her she will have to pay 3000.00 to break down the vehicle to see if there is a transmission concern customer is not happy about it. Customer stated she is going to send in documentation that the dealership gave her. Customer feels the dealership damaged this vehicle when getting a diagnosis. Customer stated dodge should do something and she stated she does not trust the dealership. Customer stated she is not handing out 3000.00 up front to tell her whats wrong with this vehicle. Customer stated she will get her attorney.
07/21/2020	Customer was advised I will contact the dealership tomorrow. And also I will get her a supervisor call back in 24 hours.
07/23/2020	Reason Caller states-That She was suppose to receive a Supervisor callback. Desired Outcome Caller seeks-Dodge Advisor to provide Customer with an Update. Response Response-While assisting Customer, Customer got disconnected. Per instructions Genesys, Logged Off for Advisor Jonay, and TL Melissa. Reached out to TL David, and He Advised Me to call the Customer back to see, if She hired an Attorney, Customer states that She did not hire an Attorney. Customer states that She is requesting to speak to a Supervisor, due to a Manufacturer's Defect. Advised Customer that the DLR 65940, will have to Diagnose Her Vehicle. Customer states after She picked Her Vehicle up from the DLR, She have a Ticking Noise, and Clicking Noise in the Dashboard. Customer states that She did a Test Drive with Foreman Eddie, and He states that Her Transmission Fluid is Green, from Debris. Reached out to the DLR 65940, But I was sent to Service Manager Wendy Baker VM, But I did not leave a message. Called Customer back, and got a Busy Signal. Disposition Next steps-Leaving CAIR Open.
07/23/2020	cx called in. Was disconnected from previous agent. Cx was told by another agent that a sup would call her back, cx has not received that call.
08/03/2020	Supervisor call out No answer left VM with case # and to call back if additional assistance is still needed. Researched case for possible escalation. Findings: Last Repair Date 6/9/2020 Vehicle no longer under warranty, no extended power-train contract, no LS and not original owner. Case can't be escalated for GW based on AH#1267. If dealer unable to DX concern case can be denied rental and GW and escalated for technical assistance.

Email(s)

Date	07/21/2020	**Subject**	Case Acknowledgement [redacted]		
From	fcacustomercarecanada@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	07/21/2020 00:49 AM

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

Your case number is [redacted]

Thank you

Fiat Chrysler Automobiles Customer Care Specialist

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[redacted]

Date	07/21/2020	***Subject***	Re: Case Acknowledgement [redacted]		
From	[redacted]	***To***	fcacustomercarecanada@fcagroup.com	***Sent Date/Time***	07/21/2020 04:36 AM

Sent from my iPhone

> On Jul 20, 2020, at 5:49 PM, Customer Care Canada <fcacustomercarecanada@fcagroup.com> wrote:
>
>
>
> ,
> Thank you for allowing Chrysler Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.
>
> Your case number is [redacted]
>
>
>
> Thank you
>
> Fiat Chrysler Automobiles Customer Care Specialist
>
>
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>

[redacted]

Date	07/21/2020	***Subject***	Re: Case Acknowledgement [redacted]		
From	[redacted]	***To***	fcacustomercarecanada@fcagroup.com	***Sent Date/Time***	07/21/2020 05:06 AM

The initial appointment was on 6/05/2020.

The attached invoice which you said is non-existent in your system as of today, is for the COMEBACK APPOINTMENT on 6/25/2020.

The transmission issue with vehicle not moving into gears properly between speeds of 30-35 and 40-45mph, both during acceleration and deceleration, was one of the issues for initial appointment on 6/05/2020. We were told that this was happening due to "bad engine mounts" and therefore paid for the mounts to be replaced. We paid more than $2,000 for the recommended repair, but have the same issue the very day that we picked the vehicle up after the repair(s) were done.

We received the vehicle back with the same problem; and, with NEW PROBLEMS CAUSED OR CREATED DURING THE REPAIR ON 6/05/2020, issues that were not present prior to the dealership performing their repairs. We now have a clicking noise in the engine which is getting worse. Eddie told me that this was either because of "BAD SPARK PLUGS OR LIFTER AND CAM ISSUES". NOTE: The dealership replaced the spark plugs on 6/05/2020 and were supposed to check their work on 6/25/2020, but there is no record that the spark plugs were checked on 6/25/2020. We also have a clicking noise in the dashboard when the air conditioning is turned on. It sounds as if there is a moving part that is attempting to move into place. The a/c is now not putting out air flow when it is in the floor venting position. The a/c issue with "musty" smell was not serviced or corrected as was requested on 6/05/2020. The steering wheel movement feels much stiffer than prior to the 6/05 repairs, and now is not centering properly.

There is also the issue of the dealership telling me that the transmission fluid is "green, but it should be red". The dealership stated that they had done ALL required maintenance prior to selling us the vehicle. There is no record of a transmission flush being performed on this vehicle at 60,000 miles as the manufacturer states should be done on all vehicles used for "fleet or taxi". We have not done a transmission flush. The dealer states that they have not done a transmission flush. This tells me that the vehicle came to the dealer with an existing issue with the transmission/transmission fluid incorrect. Perhaps if they would have performed the recommended maintenance, as they told as that they had, they would have discovered the issues with the transmission and not passed these issues onto an unsuspecting buyer.

We are obligated for car payments for several years. DODGE CARE and FRESNO CHRYSLER need to get this vehicle properly diagnosed and repaired. We should not have to be absorbing potentially thousands of dollars in repairs, for a vehicle that we owned for less than a year at the time of the 6/05/2020 appointment.

Please have a supervisor contact me within the 24 hours promised. I can be reached at [redacted].

[redacted]

On Mon, Jul 20, 2020 at 5:49 PM Customer Care Canada <
fcacustomercarecanada@fcagroup.com> wrote:

> [image: Header]
> ,
> Thank you for allowing Chrysler Customer Care an opportunity to address
> your concern. Our primary focus is your satisfaction.
>
> Your case number is[redacted]
>
>
>
> Thank you
>
> Fiat Chrysler Automobiles Customer Care Specialist
>
> [image: Footer]
> The content of this message is confidential. If you have received it by
> mistake, please inform us by an email reply and then delete the message.
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>
>
>[redacted]
>

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/23/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/23/2020	**Origin**	Telephone	**Reason**	
Mileage	67,000 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	DWIGHT		IL		USA
Dealer	67753	TYSON MOTOR CORPORATION		**Dealer Phone**	8157415530
Dealer Address	1 SW FRONTAGE RD				
	SHOREWOOD		IL	60404 4731	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	B
Subject	VEHICLE CONCER-MVP INQUIRY				
Synopsis	AGENT ADVICE BASIC WARRANTY EXPIRED BUT HAS A MVP CONTRACT AND WARM TRANSFER CALL TO MVP				
Customer Anomaly	Electronics				
	Dashboard Electronics				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	15	Gage electronic issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/23/2020 02:52 PM	Open
07/23/2020 02:55 PM	Closed

Initial Description

CUSTOMER SAID THE RIGHT SLIDING DOOR IS NOT OPENING AND WANTS TO KNOW IF COVER UNDER WARRANTY. AGENT ADVICE BASIC WARRANTY EXPIRED BUT HAS A MVP CONTRACT AND WARM TRANSFER CALL TO MVP

Case Comments

Date	Comment
07/23/2020	CUSTOMER SAID THE RIGHT SLIDING DOOR IS NOT OPENING AND WANTS TO KNOW IF COVER UNDER WARRANTY. AGENT ADVICE BASIC WARRANTY EXPIRED BUT HAS A MVP CONTRACT AND WARM TRANSFER CALL TO MVP

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/24/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/10/2020	**Origin**	Telephone	**Reason**	
Mileage	47,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	NUNNELLY		TN	[redacted]	USA
Dealer	60645	STEVE JONES CHRYSLER DODGE JEEP		**Dealer Phone**	6153261234
Dealer Address	2612 HIGHWAY 46 S				
	DICKSON		TN	37055 9056	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	S
Subject	vehicle concern				
Synopsis	vehicle repaired and picked up				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/24/2020 05:29 PM	Open
09/10/2020 08:09 PM	Closed

Initial Description

door lock actuater

Case Comments

Date	Comment
07/24/2020	seeking goodwill for repair had diagnosed 07/24/2020 with dealer on file SA Rex/ $900 repair/customer states he looked online and this is a common issue/ just purchased a 2019 scat pac Challenger
07/28/2020	Vehicle concern: door lock actuator In-Service Date: 8/29/2016 Original Owner: y Mileage: 47,000 Vehicle Purchase Loyalty: New: 6 Used: 3 Multiple Repairs/ Previous related repairs: n MVP plans: 0 Open Recalls: 0 Other: Has brand loyalty
07/28/2020	*****outbound dlr contact***** Steve Jones Chrysler Dodge Jeep * 2706859000 / Jerry Ray Davis DLR since June/20 CM spoke to SA Nate & advised that they never looked at this customer's vehicle at all.
07/28/2020	*****outbound customer contact***** [redacted] CM called customer. No answer or VM. *****Next Agent ***** If customer calls back, please find out what DLR he went to as Steve Jones dlr has not existed since June of 2020 as it is now Jerry Ray Davis and this customer has never been to that dlr before.
07/29/2020	CM reaches out to Customer who is seeking assistance with Slide door. Customer states he find part online for $40 $50 and dealer charging $1000.00
07/31/2020	CM reaches out to dealer there was no answer. CM reaches out to Customer and advised that CM is working on case.
08/03/2020	Vehicle concern: door lock actuator In-Service Date: 8/29/2016 Original Owner: y Mileage: 47,000 Vehicle Purchase Loyalty: New: 6 Used: 3 Multiple Repairs/ Previous related repairs: n MVP plans: 0 Open Recalls: 0 Other: Has brand loyalty. CM reaches out to dealer spoke to REX who states he will provide CM with warranty price shortly. CM reaches out to Customer and provides update
08/04/2020	Total repair $390.76, LOP 08301012 1.3HRS, LABOR $116.34, PARTS $274.42, 5020678AC $114.92 5020666AA $80.14, 5020668AA $79.36. CM will give Customer 90.76 copay and CM will cover 300.00. Customer accepts 90.76 copay
08/11/2020	CM reaches out to Customer who states parts are still nit in. CM reaches out to dealer spoke to Wade in Parts who advised parts 5020678AC, 5020668AA are in stock. Part 5020666AA ETA 8/14/2020. CM provides Customer with update
08/14/2020	ETA moved to the 17th
08/17/2020	CM reaches out to dealer spoke to PA Zack that states ETA have move to 8/21/2020 and statues is that part is in process of being packed. CM reaches out to Customer and provides update. Customer states he got a phone for SA stating all parts are in. CM reaches out to dealer spoke with SA Rex who states far as he knows all parts are in. SA states will will confirm tomorrow with PM Wade
08/19/2020	CM reaches out to dealer spoke to PA Zack who states that there was a mess up on parts and part is not in yet. ETA 8/21/2020. CM reaches out to Customer a[redacted]ere was no answer. CM leaves VM
08/21/2020	Part 5020666AA Order Isen order was upgraded to special handling. If part does not arrive on 8/24/2020 CM will expedite. CM reaches out to Customer and provides update
08/26/2020	CM reaches out to dealer spoke to Zack in part who states that all part have arrived. CM reaches out to Customer and provided update. CM reaches out to dealer to speak with SA Rex there was no answer.
08/28/2020	CM reaches out to Customer who states that appointment for repair is 9/4/2020
09/02/2020	Vehicle has arrived at dealership Steve Jones Chrysler Dodge Jeep Ram FIAT and attended by dealer employee
09/08/2020	CM reaches out to Customer at [redacted] there was no answer. CM leaves VM
09/10/2020	CM reaches out to Customer who states vehicle has been repaired and picked up

Email(s)

Date	07/29/2020	***Subject***	Level 2 Initial Contact [[redacted]		
From	[redacted]@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	07/29/2020 21:58 PM

Dea[redacted]

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

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

Your case number i[redacted]
The Chrysler South East Case Management telephone number: 844-378-0573
My direct extension: 4060408
My work hours are: 9:00 am - 5:30 pm Eastern Standard Time Monday-Friday).
I will contact you within one business day of your appointment by telephone to discuss your case.

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

Jameelah

[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/24/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/24/2020	**Origin**	Telephone	**Reason**	
Mileage	34,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**			
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	SEWICKLEY		PA		USA
Dealer	65561	HUMES CHRYSLER JEEP DODGE		**Dealer Phone**	8147962666
Dealer Address	1010 ROUTE 19 NORTH				
	WATERFORD		PA	16441 9736	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	G
Subject	VEHICLE DOOR MAKING NOISE				
Synopsis	No further action needed				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/24/2020 06:00 PM	Open
07/24/2020 06:18 PM	Closed

Initial Description

Customer called and stated that her sliding door is making loud noise

Case Comments

Date	Comment
07/24/2020	Customer called and stated that the passenger sliding door is make a loud noise and customer was calling to see if recall was on the vehicle door. Informed customer not at this time customer stated she was calling to make complaint
07/24/2020	Customer called to file complaint for future reference should this problem become worse

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/24/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/24/2020	**Origin**	Telephone	**Reason**	
Mileage	82,540 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	EDINBURGH		IN	[redacted]	USA
Dealer	36464	TOM O'BRIEN CHRYSLER JEEP DODGE		**Dealer Phone**	3178816791
Dealer Address	750 US 31 N				
	GREENWOOD		IN	46142 3933	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	M
Subject	Vehicle Issue				
Synopsis	Referred customer to dealer for diagnosis.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/24/2020 10:44 PM	Open
07/24/2020 10:52 PM	Closed

Initial Description

Customer says the driver side sliding door does not work. She stated that the door does not unlock and she can not use.

Case Comments

Date	Comment
07/24/2020	Customer says the driver side sliding door does not work. She stated that the door does not unlock and she can not use. Attempted to contact closest dealer but they were closed due to after-hours as well as closed on Saturdays. Advised customer that the next closest dealer open on Saturday is Tom O'Brien Chrysler Jeep Dodge -Greenwood. Offered to provide customer with dealer phone # due to them being closed at time of call. Customer stated that she will call them to set an appointment and also take her other vehicle (JG192020) for recall servicing. Customer thanked Agent and disconnected.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/27/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/27/2020	**Origin**	Telephone	**Reason**	
Mileage	65,500 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	KING GEORGE		VA	[redacted]	UNITED STATES
Dealer	60376	WHITTEN BROTHERS OF ASHLAND, INC.		**Dealer Phone**	8047986071
Dealer Address	11409 WASHINGTON HWY				
	ASHLAND		VA	23005 8008	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	Q
Subject	Driver's Slide Door Lock -				
Synopsis					
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/27/2020 03:25 PM	Open
07/27/2020 03:38 PM	Closed

Initial Description

Driver's Side Door Lock - making a terrible noise, every once in a while it wont remote lock

Case Comments

Date	Comment
07/27/2020	Description Driver's Side Door Lock - making a terrible noise, every once in a while it wont remote lock agent verifed, no recalls, referred owner to DLR/MVP

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/27/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/10/2020	**Origin**	Telephone	**Reason**	
Mileage	49,393 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**			
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	HEMET		CA		USA
Dealer	60515	HEMET CHRYSLER DODGE JEEP RAM		**Dealer Phone**	9516527900
Dealer Address	425 MOTOR WAY				
	HEMET		CA	92545 5612	USA
Dealer Zone	California	**Sales District**		**Service District**	N
Subject	vehicle concern				
Synopsis	cx requested bank information				
Customer Anomaly	Body				
	Trunk				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	7	Trunk Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/27/2020 07:10 PM	Open
08/06/2020 04:48 PM	Closed
08/10/2020 03:45 PM	Open
08/10/2020 04:00 PM	Closed

Initial Description

after cx purchased the vehicle cx was had numerous problems since the purchase

Case Comments

Date	Comment
07/27/2020	after cx purchased the vehicle cx was had numerous problems since the purchase cx is having issue with the DLR cx requested an inspection before the vehicle was delivered DLR is Hemet last time in the Dlr was 7/25/20 pass rear door does not lock the vehicle pulls to the right a lot cx wants a complete inspection done / cx requesting help to get the vehicle repaired
08/01/2020	OBC to Customer: CM was not able to speak with the customer. CM LVM for the customer informing them to give CM a call back. CM provided their contact information.
08/05/2020	OBC to Customer: Cm spoke to cx she stated she currently at work and can't talk to call back tomorrow CM agreed
08/06/2020	IBC from Customer: Customer called in stating DLR BC-Dealer code 60515 Account Name Hemet Chrysler Dodge Jeep Ram was disrespected and treated like dirt by two associates at the DLR sales Rep Jeon Flores, and second person the supervisor Tommy pillow, when cx would call to complaint DLR wouldn't pickup and stated she was never afforded the opportunity to speak to the GM at the DLR CM ask cx how vehicle operating she stated working fine.
08/06/2020	OBC to Customer: Cm spoke to cx to update DLR dispute
08/06/2020	OBC to Dealer: CM contacted the DL. CM was not able to speak with SA. CM not able to LVM for SA informed them that they are seeking updates for the vehicles. CM will try again later.
08/06/2020	OBC to Dealer: CM contacted the DL. CM was not able to speak with SA. CM not able to LVM for SA informed them that they are seeking updates for the vehicles. CM will try again later.
08/10/2020	Transferred call to CM
08/10/2020	IBC from Customer: Customer called in stating her vehicle was finance be well forgo but a different company called her stating they the ones that financing the vehicle CM stated for cx to call wells forgo for additional information in regards to the exact bank that actually process the loan
08/10/2020	OBC to Customer: Cm spoke to cx call drop cx LVM for cx to contact her bank closing case

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/28/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/28/2020	**Origin**	Telephone	**Reason**	
Mileage	30,464 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	VALENCIA		CA	[redacted]	USA
Dealer	26974	AUTONATION CHRYSLER DODGE JEEP		**Dealer Phone**	6612598770
Dealer Address	23820 CREEKSIDE ROAD				
	VALENCIA		CA	91355 1719	USA
Dealer Zone	California	**Sales District**		**Service District**	K
Subject	back sliding doors open when vehicle is locked				
Synopsis	diagnosis needed				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/28/2020 03:02 AM	Open
07/28/2020 03:03 AM	Closed

Initial Description

back sliding doors open when vehicle is locked

Case Comments

Date	Comment
07/28/2020	Rear sliding doors can be opened when vehicle is locked advised to bring vehicle to the dealership for a diagnosis

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/28/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/30/2020	**Origin**	Brand Site	**Reason**	assistance
Mileage	72,222 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address	[redacted]			**Source**	Customer
Caller City	OFallon	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	O FALLON	MO	[redacted]	USA	
Dealer	45346	ROB LAMBDIN'S UNIVERSITY DODGE		**Dealer Phone**	9544345995
Dealer Address	5455 S UNIVERSITY DR				
	DAVIE	FL	33328 5305	USA	
Dealer Zone	Southeast	**Sales District**		**Service District**	A
Subject	sliding door repair to the tune of $1,024.81				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/28/2020 07:53 PM	New
07/29/2020 07:52 PM	Open
07/30/2020 02:30 AM	Closed

Initial Description

My driver side sliding door would not open manually or electrically from inside or outside of the vehicle. I've taken it to the dealer where they tell me that a sliding door latch costs $1,024.81. This is a common problem I've discovered, and I'm not rich. This is my second Dodge Grand Caravan and I've been a loyal customer since I had my 2003 and replaced with 2016. Please provide some compassion, insight and help with this. Thank you for your time.

Email(s)

Date	07/28/2020	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	07/28/2020 19:53 PM

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

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

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

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

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

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit [redacted]

Date	07/29/2020	**Subject**	[redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]		07/29/2020 19:57 PM

Hello [redacted]
Thank you for contacting Dodge Customer Care.
We have received your email and fully appreciate the concerns you have raised regarding the door latch on your Dodge Grand Caravan.

After thoroughly reviewing your request and our files on this matter, we respectfully concur with our previous decision.
Please do not hesitate to contact us if you need any further assistance by calling us at (800) 423-6343.
Thank you again for your email Sharon, Have a great day.
Best wishes,
Cara
Dodge Customer Care
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/29/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/06/2020	**Origin**	Telephone	**Reason**	
Mileage	32,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	BROOKSVILLE		FL	[redacted]	USA
Dealer	26602	CRYSTAL CHRYSLER DODGE JEEP		**Dealer Phone**	3525632277
Dealer Address	1005 SOUTH SUNCOAST BLVD				
	HOMOSASSA		FL	34448 1459	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	C
Subject	Sliding Doors				
Synopsis	working with dealer.				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/29/2020 08:51 PM	Open
08/06/2020 03:51 PM	Closed

Initial Description

Cst stated that she has been having issues with the sliding door latch

Case Comments

Date	Comment
07/29/2020	Cst stated that she has been having issues with the sliding door latch. dlr est cost to fix is $1000 cst state dshe can not afford this and seeking assistance
07/31/2020	Customer second owner, 32,000 miles, still in 2/24, no Brand loyalty, SC-certified pre owned. CM reaches out to dealer to speak with SM there was no answer. CM leaves VM. CM reaches out to Customer and advised Case is being worked on.
08/03/2020	CM reaches out to dealer SM not in until tomorrow. CM reaches out to Customer at [redacted] there was no answer. No VM
08/03/2020	Customer calls back in and states she was having problems with other dealer in cortez and does not want to go back there. Customer seeking to schedule appointment on file
08/04/2020	Custo[redacted] to speak with the CM. Agent advised that they will document the case for the CM to call back the customer @ [redacted] or cel[redacted] and has an apt with 1pm today at DLR 26602 does not want to pay diag fee again pls call to discuss.
08/04/2020	Vehicle has arrived at dealership Crystal Chrysler Dodge Jeep and attended by dealer employee
08/04/2020	CM reaches out to Customer who advised she was on her way to dealer. CM spoke to SM who will work with CM on GW. SM will reach put when vehicle is diagnosed
08/04/2020	SM calls in and advised CM that he has offer Customer repair at discounted price. Customer accepts. CM will follow up with Customer
08/06/2020	CM reaches out to Customer who is happy with dealer and repairs. Case closed

Email(s)

Date	07/31/2020	**Subject**	Level 2 Initial Contact [redacted]		
From	chryslercustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	07/31/2020 14:10 PM

Dear [redacted]

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

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

Your case number is [redacted]
The Chrysler South East Case Management telephone number: 844-378-0573
My direct extension: 4060408
My work hours are: 9:00 am - 5:30 pm Eastern Standard Time Monday-Friday).
I will contact you within one business day of your appointment by telephone to discuss your case.

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

Jameelah

[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/31/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/31/2020	**Origin**	Telephone	**Reason**	
Mileage	60,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	SNELLVILLE		GA	[redacted]	USA
Dealer	67962	PLANET DODGE CHRYSLER JEEP		**Dealer Phone**	3054708000
Dealer Address	9975 N W 12TH STREET				
	MIAMI		FL	33172 2762	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	A
Subject	Vehicle Concern				
Synopsis	cst needs a diagnosis				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/31/2020 04:09 PM	Open
07/31/2020 04:14 PM	Closed

Initial Description

Cst stated the driver side passenger door won't open and when you lock the door it makes a loud buzzing sound.

Case Comments

Date	Comment
07/31/2020	Cst stated the driver side passenger door won't open and when you lock the door it makes a loud buzzing sound. Made cx aware that he would have to get the vehicle to his nearest local FCA certified dls for them to diagnosis the vehicle.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/01/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/05/2020	**Origin**	Telephone	**Reason**	
Mileage	61,644 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	MARYVILLE		TN	[redacted]	USA
Dealer	60818	Harper Jeep Ram Chrysler Dodge		**Dealer Phone**	8659703056
Dealer Address	3033 ALCOA HWY				
	ALCOA		TN	37701 3120	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	R
Subject	Warranty				
Synopsis	Vehicle has been repaired and returned,				
Customer Anomaly					
Contact Reason	C183	Vehicle Warranty Plan Coverage	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Warranty - Warranty - Coverage Information				

Case Status History

Create Date	Status
08/01/2020 02:18 PM	Open
08/05/2020 03:23 PM	Closed

Initial Description

Customer is seeking information on warranty coverage.

Case Comments

Date	Comment
08/01/2020	MVP transferred customer over. Customer states he took his vehicle into Harper CJDR dealership on Thursday for repairs on his sliding door that wouldn't lock. His repairs were done under warranty, customer states while it was getting fixed a clip broke and the SA Lafeatte told him he would have to pay for it out of pocket. Customer also states in order to repair his vehicle they need to take off the ap leak panel molding part number 05020668aa, was told there was a 99 percent chance it would break that it will cost him 102 dollars to repair it. Customer reached out to MVP and was told it's not covered because it is plastic. Customer states he understands that, but since the SA is gonna break it in order to fix a repair under warranty he shouldn't have to pay for it. Agent reached out to Harper dealership and spoke to SA Ricky. Ricky states both SA Lafeatte and technician were currently out till Monday so he wasn't able to provide me with information. Agent informed customer of this. Customer wants an explanation on why the parts won't be covered and wants them covered since the repair is covered under his warranty/ service contract. Agent provided customer with case number.
08/05/2020	CM spoke with the dealership and they advised the particular part/piece is not covered under any warranties or SC. The particular item is covered under basic 3/36. CM advised she would reach out to the cx and advise.
08/05/2020	CM spoke with the cx and his concern is that they removed the item during repair and they broke it. CM explained the warranty to the cx and he insisted Dodge should be responsible because the initial repair was covered under warranty. CM explained again the particular item is not covered under the SC or any warranties, he's pass the 2/24 on the basic and he will be responsible. The cx then stated well isn't his warranty and SC through Mopar. CM explained the dealer, manufacturer and Mopar roles to the cx. CM advised the cx he'd spoken with Mopar directly on the initial phone call and they explained his warranties to him. CM apologized for the cx not wanting to accept the answers from Mopar and explained again Mopar would be able to answer all questions and breakdowns of his SC for him/. He then stated he does not want to speak with Mopar anymore he is going to go to the BBB. He thanked CM and we ended the call.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/03/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/03/2020	**Origin**	Chat	**Reason**	
Mileage	60,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	99999	Dealer99999		**Dealer Phone**	
Dealer Address					
Dealer Zone		**Sales District**		**Service District**	
Subject	Recall Information				
Synopsis	No diagnosis				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/03/2020 02:24 PM	New
08/03/2020 02:49 PM	Open
08/03/2020 02:50 PM	Closed

Initial Description

Chat Started: Monday, August 03, 2020, 10:24:11 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Sarah (23s) Sarah: Hi, my name is Sarah with FCA Customer Care, How may I help you? (2m 44s) Visitor: I need to find someone who can help me with a safety issue with my van. The drivers side sliding door won't unlock and is unusable (huge safety issue) and I have already had to have this fixed once since I purchase the van brand new. The first time it was still under warranty and of course now its not and I don't feel like I should have to pay for an issue that should not be happening and certainly not happening more than once on a vehicle that is barely 4 years old and has less than 60,000 miles on it. (3m 39s) Sarah: I am sorry to hear you are having that sliding door issue. I would be happy to look into this here for you. (3m 57s) Sarah: When was the previous repair performed? (4m 37s) Visitor: Thank you I would very much appreciate the help. It was in 2018 so it seems like it is an every 2 year problem with the va. (5m 14s) Sarah: Thank you. Are you currently working with a Dealer on this issue? (5m 47s) Visitor: I have an appointment on Friday to take it to the dealer that worked on it in 2018 (6m 57s) Sarah: Ok Great thank you. Would you ,ind a brief hold while I review your vehicle information? (7m 3s) Visitor: thank you (7m 56s) Sarah: My pleasure. While you wait, can you please provide the approximate mileage on your vehicle, your complete address, Zip, pho[redacted]email to verify we have updated information on file? (8m 44s) Visitor: Absolutely. We have approximately 60,000 miles on the van. Our current address is [redacted] Evansville I[redacted] 14m 4s) Sarah: Thank you so much for holding. I was able to review your vehicle information here. I am showing that the vehicle is out of warranty however we can absolutely do our best to assist. I have documented this issue here for you today. Your case number is [redacted] Once the Dealer has diagnosed the vehicle and determined the required repair I would encourage you to contact us back. We can also be reached anytime at 1-800-992-1997 (15m 8s) Visitor: Great thank you for your help. I will be in touch after the appointment on Friday 8/7/20 (15m 47s) Sarah: My pleasure. Is there anything else I can assist with today? (15m 52s) Visitor: No not today. (16m 17s) Sarah: Thank you for contacting Dodge Customer Care. Please chat with us again if you need further assistance. You can also look on our website www.Dodge.com. Have a Great Day!

Live Chats

Date

Date	
08/03/2020	Chat Started: Monday, August 03, 2020, 10:24:11 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Sarah (23s) Sarah: Hi, my name is Sarah with FCA Customer Care, How may I help you? (2m 44s) Visitor: I need to find someone who can help me with a safety issue with my van. The drivers side sliding door won't unlock and is unusable (huge safety issue) and I have already had to have this fixed once since I purchase the van brand new. The first time it was still under warranty and of course now its not and I don't feel like I should have to pay for an issue that should not be happening and certainly not happening more than once on a vehicle that is barely 4 years old and has less than 60,000 miles on it. (3m 39s) Sarah: I am sorry to hear you are having that sliding door issue. I would be happy to look into this here for you. (3m 57s) Sarah: When was the previous repair performed? (4m 37s) Visitor: Thank you I would very much appreciate the help. It was in 2018 so it seems like it is an every 2 year problem with the va. (5m 14s) Sarah: Thank you. Are you currently working with a Dealer on this issue? (5m 47s) Visitor: I have an appointment on Friday to take it to the dealer that worked on it in 2018 (6m 57s) Sarah: Ok Great thank you. Would you ,ind a brief hold while I review your vehicle information? (7m 3s) Visitor: thank you (7m 56s) Sarah: My pleasure. While you wait, can you please provide the approximate mileage on your vehicle, your complete address, Zip, phone number and email to verify we have updated information on file? (8m 44s) Visitor: Absolutely. We have approximately 60,000 miles on the van. Our current address is [redacted] Evansville IN [redacted] (14m 4s) Sarah: Thank you so much for holding. I was able to review your vehicle information here. I am showing that the vehicle is out of warranty however we can absolutely do our best to assist. I have documented this issue here for you today. Your case number is [redacted] Once the Dealer has diagnosed the vehicle and determined the required repair I would encourage you to contact us back. We can also be reached anytime at 1-800-992-1997 (15m 8s) Visitor: Great thank you for your help. I will be in touch after the appointment on Friday 8/7/20 (15m 47s) Sarah: My pleasure. Is there anything else I can assist with today? (15m 52s) Visitor: No not today. (16m 17s) Sarah: Thank you for contacting Dodge Customer Care. Please chat with us again if you need further assistance. You can also look on our website www.Dodge.com. Have a Great Day!

Date	
08/03/2020	

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2017	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN GT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/03/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/03/2020	**Origin**	Telephone	**Reason**	
Mileage	40,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	NEVADA CITY		CA	[redacted]	USA
Dealer	52912	GLENN E THOMAS DODGE CHRYSLER JEEP		**Dealer Phone**	5624265111
Dealer Address	2100 E SPRING ST				
	SIGNAL HILL		CA	90755 2115	USA
Dealer Zone	California	**Sales District**		**Service District**	M
Subject	Recall				
Synopsis	REcalls and Warranty information regarding vehicle door locks.				
Customer Anomaly					
Contact Reason	C200	Vehicle Not Part Of The Recall Campaign	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Recall Campaign - Recall Campaign - VIN Check - Recall Doesn't Apply				

Case Status History

Create Date	Status
08/03/2020 07:40 PM	Open
08/03/2020 07:49 PM	Closed

Initial Description

Inquired about Recall

Case Comments

Date	Comment
08/03/2020	***Customer concern*** Car doors and want warranty also Inquiry about recalls seeking basic warranty for door locks ***Agent Advised*** Checking recalls through NHTSA or Mopar website. NO recall was showing and basic warranty expired

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/03/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/27/2020	**Origin**	Telephone	**Reason**	
Mileage	53,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**ntact Phone**	[redacted]		
Caller Address	[redacted]			**Source**	Customer
Caller City	SAN DIEGO	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	SAN DIEGO		CA	[redacted]	USA
Dealer	26914	SAN DIEGO CHRYSLER DODGE JEEP RAM		**Dealer Phone**	6192244151
Dealer Address	777 CAMINO DEL RIO SOUTH				
	SAN DIEGO		CA	92108 3513	USA
Dealer Zone	California	**Sales District**		**Service District**	N
Subject	POWER CIRCUIT				
Synopsis	Approved in VBBS				
Customer Anomaly					
Contact Reason	C83	Request For Goodwill Reimbursement	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Product - Reimbursement request - Compensation/Goodwill				

Case Status History

Create Date	Status
08/03/2020 10:00 PM	Open
10/27/2020 03:29 PM	Closed

Initial Description

cst stated that she is having electronic issues with her vehicle

Case Comments

Date	Comment
08/03/2020	cst stated that she is having electronic issues with her vehicle cx requesting GW for the repairs vehicle is at the San Deigo as of 8/3/20 power module no good, needs to be replaced SA is Kent @ 619-293-6338 cx has LC and CC within the 24/24
08/03/2020	Cst stated that she is having electronic issues with her vehicle. Cst stated that this has been happening for a couple of years and she has voiced this concern to a couple of DLR's before in CT before the cst moved. Cst stated that when she turns on her vehicle her windows will not go down, her Uconnect system freezes/glitches, her doors will not lock, and all the lights on her dashboard will come on. Cst stated that she was informed that it was a shortage of her power circuit and it would cost $3000 to fix. Cst is seeking cost assistance cst stated that she was unsure of what the exact issue with the vehicle was. Agent advised the cst that we can send her case up for cost assistance but, we would have to know exactly what is wrong with her vehicle. Agent tried to reach out to the DLR with no response. Agent advised cst that case will be sent to specialist and advised that we nwill reach out to the DLR for further information
08/05/2020	Customer reiterated the concerns that the lv1 agent claimed. Insisted hse had it looked at before CM looked at the previous records only show really good maintenance records. does every tire rotation and oil change at the dlr. Left message with Kent.
08/06/2020	Kent called in from dealership looking to speak with cm. Agent advised that cm is not in yet, as she does work a later shift. SA Kent states that he has not been able to speak with cm as their schedules clash. SA requesting cm try to communicate with him through email since calling is not working. kjohnson@sandiegocdjr.com
08/06/2020	Sent email to Kent.
08/07/2020	Parts: 699.30 Labor: 340.18 Total: 1039.48 Spoke with TL about it offering 300 copay.
08/07/2020	Customer called stating they have not received a call back and would like one at [redacted] hytime.
08/10/2020	Customer agreed to amount of 300 copay. putting DM notes in and informing Kent he can continue with repairs.
08/11/2020	Dm notes sent to the DLR.
08/13/2020	Checking up with Kent to see where we are on repairs by email.
08/14/2020	8/18 is our ETA for the part to come in.
08/14/2020	Repeat issue: N Star tickets open: N Recalls: N Prior Goodwill/DM notes: Y current CM R/O History: N Vehicle location: Customer Vehicle Concern: module was on back order Is the customer in a rental: N Parts on B/O? N Customer Email: [redacted] Customer preferred contact: Email Customer seeking: Part to come in faster.
08/18/2020	Part changed to 8/25 date.
08/27/2020	Show that it arrived to the DLR verifying with Kent sent email.
08/28/2020	Giving time for dlr to respond.
09/01/2020	Verifying with SM and SA.
09/04/2020	Sent follow up email with Kent to verify where we are on this.
09/10/2020	Verifying when the customer can get back into the dealership.
09/10/2020	Vehicle has arrived at dealership San Diego Chrysler Dodge Jeep Ram and attended by dealer employee
09/15/2020	Reached out to Kent.

Date	Comment
09/17/2020	added manager and advisor in asking about the diagnosis.
09/18/2020	Waiting for response from customer before reaching out to dlr again.
09/18/2020	Customer seeking to speak to CM. Unfortunately CM was unavailable at the time. Made cx aware of that and also told cx that I did reach out and sent the CM an email stating you've calling in to speak with her and to return your phone call at her earliest convenience.
09/18/2020	Customer informed me it is completely random and there is no way for her to duplicate it. Customer stated it is a safety hazard and doesn't feel safe in her vehicle.
09/18/2020	Does Qualify **Dispute Resolution Review** **Case Escalated to CRT** Reviewed warranty history at customer request. Writer determined this should be escalated to CRT for case management. Assigned case to CRT.
09/21/2020	Sent email to intro self
09/23/2020	LVm, for cst
09/28/2020	Received note that cst is upset they don't have their veh. called cst before I was off for a couple of days. cst never called back. Will contact today
09/28/2020	LVM for cst
09/29/2020	Spoke to Sps said her name is [redacted]
09/29/2020	Spoke to sps. Said works with Kent Said they called her last Friday to pick up the veh . Said it was 10 min from home and it started to do it again Said has a lot of videos Sunday drove and it started acting up again it was holiday weekend so she dropped it back off on Thursday Said had issues in Florida when they went for a military assignment said she is about to move to Florida and can't do anything about it Ordered from overseas picked it up in CT
09/29/2020	Researched CA LL for Military [redacted]
10/01/2020	LVM for Kent
10/01/2020	LVM for sps at tel 2
10/01/2020	Sent cst an email also
10/01/2020	Received return call from sps. will contact back. spoke to Kent at dealership said this is a big issue. electical issues with the veh since purchase. said they fixed the veh then they retuned to the cst . cst drove 50-55 miles and the electronics started acting up again. said they brought the veh back, drove it for about 5 days everything was fine then the cst picked it up again and drove it about 50 miles and it acted up again. said star has been involved aslo and they just advise to try to duplicate it
10/02/2020	LVm for Kent. need to know that they have fixed on the veh
10/02/2020	Spoke to sps. said they have not been able to duplicate anything and did not fix anything
10/02/2020	Sent email to Kent to find out what was repaired
10/05/2020	spoke to Kent swapped a module a 2nd time and it seemed ok and then it started acting up again. brought it across country and needs to be in florida said the previous person was [redacted] said was told we would work with them on a rental 2 repairs - power module and handsfree module then replaced the tempum the second time. windshield wippers run and won't turn off. a/c doesn't work, the radio doesn't work, windows won't roll down, no horn, and headlights, blinkers don't work. tempum was back order the first time and the second time it was easier to get not safe to drive
10/07/2020	LVM for cst.. did speak with dealership.. would like to dicsuss options
10/08/2020	Spoke to sps. said she to call her [redacted] advised sps that I would submit for a review of a BB. discussed mileage . said they had an issue in 2017 while in FL. avdised RO don't indicate. said she has an appt next week with an attny and will call me back. can't take veh back to dealership at this time. Husband is working and friends are moving
10/14/2020	Submitted for BB
10/19/2020	received 2 declines for BB.. sent to attny for review.
10/19/2020	reviewing again for BB..LVM for Kent at dealership
10/19/2020	LVM for sps a [redacted] dvised I am still waiting to speak to Kent to verify Sent email and LVM for Kent
10/23/2020	spoke to sps. advised approved and submitted in VBBS
10/27/2020	LVM for cst

Email(s)

Date	08/04/2020	***Subject***	Cas[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	08/04/2020 20:32 PM

Dear [redacted]

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

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

Your case number [redacted]
The Case Management telephone number: 1-844-888-0601
My direct extension: 4060338
My work hours are: 11:00 am - 7:30 pm Eastern Standard Time Monday-Friday

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

Best Regards,
Lori
California Case Manager
844-888-0601 Ext: 4060338
[redacted]

Date	08/14/2020	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***me***	08/14/2020 18:12 PM

Good Morning,

It looks like we are waiting on the part. It is on it's way to the dealership. We're looking at Tuesday for it to arrive I will let you know if that for some reason changes.

Best Regards,
Lori
California Case Manager
844-888-0601 Ext: 4060338
[redacted]

Date	08/14/2020	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	08/14/2020 18:22 PM

Good morning!

Thank you for the update. Have a wonderful day.

Sent from my iPhone

> On Aug 14, 2020, at 11:12 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> Good Morning,
>
> It looks like we are waiting on the part. It is on it's way to the dealership. We're looking at Tuesday for it to arrive I will let you know if that for some reason changes.
>
> Best Regards,
> Lori
> California Case Manager
> 844-888-0601 Ext: 4060338
> [redacted]

Date	08/18/2020	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	08/18/2020 16:09 PM

Good Morning,

The date changed to 8/25 I'm going to work on trying to get this date closer I apologise it changed.

Best Regards,
Lori
California Case Manager
844-888-0601 Ext: 4060338
[redacted]

Date	08/18/2020	***Subject***	Re: Case: [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	08/18/2020 16:18 PM

Good morning Maam.

Ohhh my! Is there a loaner car for situations? It is really hard :(.

Have a wonderful day. Stay safe.

Sent from my iPhone

> On Aug 18, 2020, at 9:09 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> Good Morning,
>
> The date changed to 8/25 I'm going to work on trying to get this date closer I apologise it changed.
>
> Best Regards,
> Lori
> California Case Manager
> 844-888-0601 Ext: 4060338
> [redacted]

Date	08/18/2020	***Subject***	Re: Case [redacted]		
Fro	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	08/18/2020 16:36 PM

I should not be experiencing this situation If the 1st report was fix :(.

Have a wonderful day.

Sent from my iPhone

> On Aug 18, 2020, at 9:18 AM [redacted] wrote:
>
> Good morning Maam.
>
> Ohhh my! Is there a loaner car for situations? It is really hard :(.
>
> Have a wonderful day. Stay safe.
>
> Sent from my iPhone
>
>>> On Aug 18, 2020, at 9:09 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>>>
>> Good Morning,
>>
>> The date changed to 8/25 I'm going to work on trying to get this date closer I apologise it changed.
>>
>> Best Regards,
>> Lori
>> California Case Manager
>> 844-888-0601 Ext: 4060338
[redacted]

Date	08/21/2020	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***/Time***	08/21/2020 20:48 PM

Good Afternoon,

I reached out to Kent in regards of setting up a rental for you.

Best Regards,
Lori
California Case Manager
844-888-0601 Ext: 4060338
[redacted]

Date	08/24/2020	***Subject***	Re: Case: [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	08/24/2020 21:00 PM

Hello,

Any news about the loaner car?

Sent from my iPhone

> On Aug 21, 2020, at 1:48 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> Good Afternoon,
>
> I reached out to Kent in regards of setting up a rental for you.
>
> Best Regards,
> Lori
> California Case Manager
> 844-888-0601 Ext: 4060338
[redacted]

Date	08/24/2020	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***/Time***	08/24/2020 21:42 PM

Good Afternoon,

I would be unable to assist with the rental as we are assisting with the repairs at this time.

Best Regards,
Lori
California Case Manager
844-888-0601 Ext: 4060338
[redacted]

Date	09/01/2020	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	09/01/2020 21:14 PM

Good afternoon!

Did you hear anything about our car? I dont think this is just about the short circuit anymore. It feels like forever just to fix for short circuit :(. And this situations put our family into a very uncomfortable and tiring game of waiting.

Have a wonderful day. Stay safe.

Sent from my iPhone

> On Aug 24, 2020, at 2:00 PM, [redacted] wrote:
>
> Hello,
>
> Any news about the loaner car?
>
> Sent from my iPhone
>
>>> On Aug 21, 2020, at 1:48 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>>>
>> Good Afternoon,
>>
>> I reached out to Kent in regards of setting up a rental for you.
>>
>> Best Regards,
>> Lori
>> California Case Manager
>> 844-888-0601 Ext: 4060338
[redacted]

Date	09/04/2020	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Time***	09/04/2020 17:31 PM

Good Morning,

Kent informed me there was a module that was affected as well they are waiting on a part. I'm currently getting in touch with Kent to find out if we can get it in faster. I do apologise for the wait.

Best Regards,
Lori
California Case Manager
844-888-0601 Ext: 4060338
[redacted]

Date	09/04/2020	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	09/04/2020 17:59 PM

Good morning,

I got the car already :). Thank you so much for everything. Have a wonderful day & stay safe Maam.

Respectfully
[redacted]

Sent from my iPhone

> On Sep 4, 2020, at 10:31 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> Good Morning,
>
> Kent informed me there was a module that was affected as well they are waiting on a part. I'm currently getting in touch with Kent to find out if we can get it in faster. I do apologise for the wait.
>
> Best Regards,
> Lori
> California Case Manager
> 844-888-0601 Ext: 4060338
[redacted]

Date	09/06/2020	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	09/06/2020 00:07 AM

Hello again,

We are experiencing it again. Have to take the car back to Kent on Tuesday because their close on Monday.

Have a wonderful weekend. Stay safe.

Respectfully
[redacted]

Sent from my iPhone

> On Sep 4, 2020, at 10:59 AM, [redacted] wrote:
>
> Good morning,
>
> I got the car already :). Thank you so much for everything. Have a wonderful day & stay safe Maam.
>
> Respectfully
> [redacted]
>
> Sent from my iPhone
>
>>> On Sep 4, 2020, at 10:31 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>>>
>> Good Morning,
>>
>> Kent informed me there was a module that was affected as well they are waiting on a part. I'm currently getting in touch with Kent to find out if we can get it in faster. I do apologise for the wait.
>>
>> Best Regards,
>> Lori
>> California Case Manager
>> 844-888-0601 Ext: 4060338
[redacted]

Date	09/09/2020	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***ime***	09/09/2020 22:25 PM

Good Afternoon,

I apologise that it's happened again. Were you able to take it in yesterday?

Best Regards,
Lori
California Case Manager
844-888-0601 Ext: 4060338
[redacted]

Date	09/09/2020	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	09/09/2020 22:43 PM

:(I did not because my husband has to go to work so early and the online class for our kids starts at 9am...

Sent from my iPhone

> On Sep 9, 2020, at 3:25 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> Good Afternoon,
>
> I apologise that it's happened again. Were you able to take it in yesterday?
>
> Best Regards,
> Lori
> California Case Manager
> 844-888-0601 Ext: 4060338
>
[redacted]

Date	09/09/2020	***Subject***	Re: Cas [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	09/09/2020 22:44 PM

Did you see the video?

Sent from my iPhone

> On Sep 9, 2020, at 3:43 PM, [redacted] wrote:
>
> :(I did not because my husband has to go to work so early and the online class for our kids starts at 9am...
>
> Sent from my iPhone
>
>>> On Sep 9, 2020, at 3:25 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>>>
>> Good Afternoon,
>>
>> I apologise that it's happened again. Were you able to take it in yesterday?
>>
>> Best Regards,
>> Lori
>> California Case Manager
>> 844-888-0601 Ext: 4060338
>>
[redacted]

Date	09/10/2020	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***te/Time***	09/10/2020 19:10 PM

Good Afternoon,

I understand with the busy schedule not being able to get in. In regards of the video I didn't see it maybe it didn't go through I know our system is very strange with videos.

Best Regards,
Lori
California Case Manager
844-888-0601 Ext: 4060338
[redacted]

Date	09/11/2020	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	09/11/2020 02:08 AM

Dropped off the car today. Kent said he will know more about it on Monday. Have a wonderful evening.

Sent from my iPhone

> On Sep 10, 2020, at 12:10 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> Good Afternoon,
>
> I understand with the busy schedule not being able to get in. In regards of the video I didn't see it maybe it didn't go through I know our system is very strange with videos.
>
> Best Regards,
> Lori
> California Case Manager
> 844-888-0601 Ext: 4060338
>
[redacted]

Date	09/15/2020	***Subject***	Re: Case: [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	09/15/2020 19:55 PM

Hello,

Just talked to Kent & for some reasons they cant figure it out whats going on :(. And I missed lots of stuff for my kids school stuff.

Sent from my iPhone

> On Sep 10, 2020, at 7:08 PM, [redacted] wrote:
>
> Dropped off the car today. Kent said he will know more about it on Monday. Have a wonderful evening.
>
> Sent from my iPhone
>
>>> On Sep 10, 2020, at 12:10 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>>>
>> Good Afternoon,
>>
>> I understand with the busy schedule not being able to get in. In regards of the video I didn't see it maybe it didn't go through I know our system is very strange with videos.
>>
>> Best Regards,
>> Lori
>> California Case Manager
>> 844-888-0601 Ext: 4060338
>>
[redacted]

Date	09/18/2020	**Subject**	[redacted]
From	uscustomercare@fcagroup.com	**To**	[redacted] **Sent Date/Time** 09/18/2020 17:43 PM

Good Morning,

I was informed that the technician was going to test drive it it seems like since they can not duplicate the concern. I wanted to know if you were willing to do a drive with them to try and duplicate the concern? I can set one up for you if you would like.

Best Regards,
Lori
California Case Manager
844-888-0601 Ext: 4060338
[redacted]

Date	09/18/2020	**Subject**	Re: Case [redacted]]
From	[redacted]	**To**	uscustomercare@fcagroup.com **Sent Date/Time** 09/18/2020 18:05 PM

Duplicate??? It just happens I cant control it when ever I want it...

Sent from my iPhone

> On Sep 18, 2020, at 10:43 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> Good Morning,
>
> I was informed that the technician was going to test drive it it seems like since they can not duplicate the concern. I wanted to know if you were willing to do a drive with them to try and duplicate the concern? I can set one up for you if you would like.
>
> Best Regards,
> Lori
> California Case Manager
> 844-888-0601 Ext: 4060338
[redacted]

Date	09/21/2020	**Subject**	[redacted]]
From	uscustomercare@fcagroup.com	**To**	[redacted] **Sent Date/Time** 09/21/2020 16:20 PM

Hello,

My name is Sangeya and I will be working with you on your account now
Please allow me a day or so to review your account and get acquainted with your vehicle concerns.
Your case number is [redacted]
If you should have any questions in the meantime, please don't hesitate to contact me.
Thank you

Sangeya
800-654-2486 x1008

---------- Original Message ----------
From: [redacted]
Sent: 9/18/2020 2:05 PM
To: uscustomercare@fcagroup.com
Subject: Re: Case: [redacted]

Duplicate??? It just happens I cant control it when ever I want it...

Sent from my iPhone

> On Sep 18, 2020, at 10:43 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> Good Morning,
>
> I was informed that the technician was going to test drive it it seems like since they can not duplicate the concern. I wanted to know if you were willing to do a drive with them to try and duplicate the concern? I can set one up for you if you would like.
>
> Best Regards,
> Lori
> California Case Manager
> 844-888-0601 Ext: 4060338

[redacted]

Date	09/21/2020	***Subject***	Re: Case: [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	09/21/2020 16:54 PM

Hi,

So long as I get my car back the day she promised. Hope all is well & stay safe.

Respectfully
[redacted]

Sent from my iPhone

> On Sep 21, 2020, at 9:20 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
>
> Hello,
>
> My name is Sangeya and I will be working with you on your account now
> Please allow me a day or so to review your account and get acquainted with your vehicle concerns.
> Your case number is [redacted]
> If you should have any questions in the meantime, please don't hesitate to contact me.
> Thank you
>
> ???????Sangeya
> 800-654-2486 x1008
>
> ---------- Original Message ----------
> From: [redacted]
> Sent: 9/18/2020 2:05 PM
> To: uscustomercare@fcagroup.com
> Subject: Re: Case: [redacted]
>
> Duplicate??? It just happens I cant control it when ever I want it...
>
> Sent from my iPhone
>
> > On Sep 18, 2020, at 10:43 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
> >
> > ? Good Morning,
> >
> > I was informed that the technician was going to test drive it it seems like since they can not duplicate the concern. I wanted to know if you were willing to do a drive with them to try and duplicate the concern? I can set one up for you if you would like.
> >
> > Best Regards,
> > Lori
> > California Case Manager
> > 844-888-0601 Ext: 4060338

[redacted]

Date	09/25/2020	Subject	Re: Case [redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	09/25/2020 00:21 AM

Hi,

I dont know how many days for you to review my case but 1 & half months without car really gave us hard time. And it seems like the dealership where my car is now cant figure it out whats going on with my car.

This is what we get & being promised a peace of mind when we come home from overseas serving. And I was patiently waiting for 1 & half months without my car and I had to canceled all of my appts because it scared the hell out of me to take an Uber because of the corona. And I cant wait anymore longer. So I decided to involve a lawyer.

Thank you.

Sent from my iPhone

> On Sep 21, 2020, at 9:54 A[redacted]wrote:
>
> Hi,
>
> So long as I get my car back the day she promised. Hope all is well & stay safe.
>
> [redacted]
>
> Sent from my iPhone
>
>>> On Sep 21, 2020, at 9:20 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>>>
>>
>> Hello,
>>
>> My name is Sangeya and I will be working with you on your account now
>> Please allow me a d[redacted]view your account and get acquainted with your vehicle concerns.
>> Your case number i[redacted]
>> If you should have any questions in the meantime, please don't hesitate to contact me.
>> Thank you
>>
>> ???????Sangeya
>> 800-654-2486 x1008
>>
>> ----------Original Message----------
>> From:[redacted]
>> Sent: 9/18/2020 2:05 PM
>> To: uscustomercare@fcagroup.com
>> Subject: Re: Case[redacted]
>>
>> Duplicate??? It just happens I cant control it when ever I want it...
>>
>> Sent from my iPhone
>>
>> > On Sep 18, 2020, at 10:43 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>> >
>> > ? Good Morning,
>> >
>> > I was informed that the technician was going to test drive it it seems like since they can not duplicate the concern. I wanted to know if you were willing to do a drive with them to try and duplicate the concern? I can set one up for you if you would like.
>> >
>> > Best Regards,
>> > Lori
>> > California Case Manager
>> > 844-888-0601 Ext: 4060338
> [redacted]

Date	10/01/2020	Subject	Re: Case [redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	10/01/2020 16:57 PM

Hi, hope all is well. I was waiting for your call yesterday because you promised. Kent called me yesterday.

Sent from my iPhone

> On Sep 21, 2020, at 9:54 AM [redacted] wrote:
>
> Hi,
>
> So long as I get my car back the day she promised. Hope all is well & stay safe.
>
> Respectfully
> [redacted]
>
> Sent from my iPhone
>
>>> On Sep 21, 2020, at 9:20 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>>>
>>
>> Hello,
>>
>> My name is Sangeya and I will be working with you on your account now
>> Please allow me a day or so to review your account and get acquainted with your vehicle concerns.
>> Your case number is [redacted]
>> If you should have any questions in the meantime, please don't hesitate to contact me.
>> Thank you
>>
>> ???????Sangeya
>> 800-654-2486 x1008
>>
>> ---------- Original Message ----------
>> From [redacted]
>> Sent: 9/18/2020 2:05 PM
>> To: uscustomercare@fcagroup.com
>> Subject: Re: Case: [redacted]
>>
>> Duplicate??? It just happens I cant control it when ever I want it...
>>
>> Sent from my iPhone
>>
>> > On Sep 18, 2020, at 10:43 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>> >
>> > ? Good Morning,
>> >
>> > I was informed that the technician was going to test drive it it seems like since they can not duplicate the concern. I wanted to know if you were willing to do a drive with them to try and duplicate the concern? I can set one up for you if you would like.
>> >
>> > Best Regards,
>> > Lori
>> > California Case Manager
>> > 844-888-0601 Ext: 4060338
>> >
> [redacted]

Date	10/01/2020	***Subject***	[redacted]]
From	uscustomercare@fcagroup.com	***To***	[redacted] ***ime*** 10/01/2020 17:17 PM

Hello
Sorry I did not call yesterday. I was still doing research as it relates to milatry accounts in CA.
I have not spoken to Kent but did leave a message.
May I ask what he advised you?

Sangeya
800-654-2486 x1008

---------- Original Message ----------
From [redacted]
Sent: 10/1/2020 12:57 PM
To: uscustomercare@fcagroup.com
Subject: Re: Case [redacted]

Hi, hope all is well. I was waiting for your call yesterday because you promised. Kent called me yesterday.

Sent from my iPhone

> On Sep 21, 2020, at 9:54 AM [redacted] rote:
>
> Hi,
>
> So long as I get my car back the day she promised. Hope all is well & stay safe.
>
> Respectfully,
> [redacted]
>
> Sent from my iPhone
>
>>> On Sep 21, 2020, at 9:20 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>>>
>>
>> Hello,
>>
>> My name is Sangeya and I will be working with you on your account now
>> Please allow me a day or so to review your account and get acquainted with your vehicle concerns.
>> Your case number is [redacted]
>> If you should have any questions in the meantime, please don't hesitate to contact me.
>> Thank you
>>
>> ???????Sangeya
>> 800-654-2486 x1008
>>
>> ---------- Original Message ----------
>> From [redacted]
>> Sent: 9/18/2020 2:04 PM
>> To: uscustomercare@fcagroup.com
>> Subject: Re: Case: [redacted]
>>
>> Duplicate??? It just happens I cant control it when ever I want it...
>>
>> Sent from my iPhone
>>
>> > On Sep 18, 2020, at 10:43 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>> >
>> > ? Good Morning,
>> >
>> > I was informed that the technician was going to test drive it it seems like since they can not duplicate the concern. I wanted to know if you were willing to do a drive with them to try and duplicate the concern? I can set one up for you if you would like.
>> >
>> > Best Regards,
>> > Lori
>> > California Case Manager
>> > 844-888-0601 Ext: 4060338
>> >
>> [redacted]
>>

Date	10/01/2020	***Subject***	Re: Cas[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	10/01/2020 17:47 PM

He said I have to call him right away If I heard from you. Been doing research too about the car...& our rights :). I tried calling you.

Sent from my iPhone

> On Oct 1, 2020, at 10:17 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
>
> Hello
> Sorry I did not call yesterday. I was still doing research as it relates to milatry accounts in CA.
> I have not spoken to Kent but did leave a message.
> May I ask what he advised you?
>
> Sangeya
> 800-654-2486 x1008
>
> ---------- Original Message
> Fr[redacted]
> Sent: 10/1/2020 12:57 PM
> To: uscustomerca[redacted]
> Subject: Re: Cas[redacted]
>
> Hi, hope all is well. I was waiting for your call yesterday because you promised. Kent called me yesterday.
>
>
>
> Sent from my iPhone
>
> > On Sep 21, 2020, at 9:54 AM [redacted]n> wrote:
> >
> > ?Hi,
> >
> > So long as I get my car back the day she promised. Hope all is well & stay safe.
> >
> >[redacted]
> >[redacted]
> >
> > Sent from my iPhone
> >
> >>> On Sep 21, 2020, at 9:20 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
> >>>
> >> ?
> >> Hello,
> >>
> >> My name is Sangeya and I will be working with you on your account now
> >> Please allow me a day or so to review your account and get acquainted with your vehicle concerns.
> >> Your case number is[redacted]
> >> If you should have any questions in the meantime, please don't hesitate to contact me.
> >> Thank you
> >>
> >> ???????Sangeya
> >> 800-654-2486 x1008
> >>
> >> ---------- Original Message ----------
> >> From:[redacted]
> >> Sent: 9/18/2020 2:05 PM
> >> To: uscustomercare@fcagroup.com
> >> Subject: Re: Case[redacted]
> >>
> >> Duplicate??? It just happens I cant control it when ever I want it...
> >>
> >> Sent from my iPhone
> >>
> >> > On Sep 18, 2020, at 10:43 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
> >> >
> >> > ? Good Morning,
> >> >
> >> > I was informed that the technician was going to test drive it it seems like since they can not duplicate the concern. I wanted to know if you were willing to do a drive with them to try and duplicate the concern? I can set one up for you if you would like.
> >> >
> >> > Best Regards,
> >> > Lori
> >> > California Case Manager
> >> > 844-888-0601 Ext: 4060338
> >>[redacted]
> >>[redacted]
> >>
>

Date	10/02/2020	***Subject***	Re: Case[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	10/02/2020 17:15 PM

I assumed you guys figure this out already...so whats the verdict?

Have a wonderful day. Stay safe.

Sent from my iPhone

> On Oct 1, 2020, at 10:47 AM [redacted] > wrote:
>
> He said I have to call him right away If I heard from you. Been doing research too about the car...& our rights :). I tried calling you.
>
> Sent from my iPhone
>
>>> On Oct 1, 2020, at 10:17 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>>>
>>
>> Hello
>> Sorry I did not call yesterday. I was still doing research as it relates to milatry accounts in CA.
>> I have not spoken to Kent but did leave a message.
>> May I ask what he advised you?
>>
>> Sangeya
>> 800-654-2486 x1008
>>
>> ---------- Original Message ----------
>> From: [redacted]]
>> Sent: 10/1/2020 12:57 PM
>> To: uscustomercare@fcagroup.com
>> Subject: Re: Case: [redacted]]
>>
>> Hi, hope all is well. I was waiting for your call yesterday because you promised. Kent called me yesterday.
>>
>>
>>
>> Sent from my iPhone
>>
>> > On Sep 21, 2020, at 9:54 AM, [redacted] > wrote:
>> >
>> > ?Hi,
>> >
>> > So long as I get my car back the day she promised. Hope all is well & stay safe.
>> >
>> > Respectfully,
>> > [redacted]
>> >
>> > Sent from my iPhone
>> >
>> >>> On Sep 21, 2020, at 9:20 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>> >>>
>> >> ?
>> >> Hello,
>> >>
>> >> My name is Sangeya and I will be working with you on your account now
>> >> Please allow me a day or so to review your account and get acquainted with your vehicle concerns.
>> >> Your case number is [redacted]
>> >> If you should have any questions in the meantime, please don't hesitate to contact me.
>> >> Thank you
>> >>
>> >> ???????Sangeya
>> >> 800-654-2486 x1008
>> >>
>> >> ---------- Original Message ----------
>> >> From: [redacted]]
>> >> Sent: 9/18/2020 2:05 PM
>> >> To: uscustomercare@fcagroup.com
>> >> Subject: Re: Case: [redacted]
>> >>
>> >> Duplicate??? It just happens I cant control it when ever I want it...
>> >>
>> >> Sent from my iPhone
>> >>
>> >> > On Sep 18, 2020, at 10:43 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>> >> >
>> >> > ? Good Morning,
>> >> >
>> >> > I was informed that the technician was going to test drive it it seems like since they can not duplicate the concern. I wanted to know if you were willing to do a drive with them to try and duplicate the concern? I can set one up for you if you would like.
>> >> >
>> >> > Best Regards,
>> >> > Lori
>> >> > California Case Manager
>> >> > 844-888-0601 Ext: 4060338
>> >> >
>> >> > [redacted]
>> >>
>>

Date	10/08/2020	***Subject***	Re: Ca[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	10/08/2020 00:09 AM

Hello,

I cant take back the car yet because my husband is at work & my friends are busy too. And I have all the videos.

Thank you.

Sent from my iPhone

> On Oct 1, 2020, at 10:47 AM, [redacted] > wrote:
>
> He said I have to call him right away If I heard from you. Been doing research too about the car...& our rights :). I tried calling you.
>
> Sent from my iPhone
>
>>> On Oct 1, 2020, at 10:17 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>>>
>>
>> Hello
>> Sorry I did not call yesterday. I was still doing research as it relates to milatry accounts in CA.
>> I have not spoken to Kent but did leave a message.
>> May I ask what he advised you?
>>
>> Sangeya
>> 800-654-2486 x1008
>>
>> ---------- Original Message ----------
>> [redacted]]
>> Sent: 10/1/2020 12:57 PM
>> To: uscustomercare@fcagroup.com
>> Subject: Re: Case: [redacted]]
>>
>> Hi, hope all is well. I was waiting for your call yesterday because you promised. Kent called me yesterday.
>>
>>
>>
>> Sent from my iPhone
>>
>> > On Sep 21, 2020, at 9:54 [redacted] > wrote:
>> >
>> > ?Hi,
>> >
>> > So long as I get my car back the day she promised. Hope all is well & stay safe.
>> >
>> > Respectfully,
>> > [redacted]
[redacted]
>> > Sent from my iPhone
>> >
>> >>> On Sep 21, 2020, at 9:20 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>> >>>
>> >> ?
>> >> Hello,
>> >>
>> >> My name is Sangeya and I will be working with you on your account now
>> >> Please allow me a day or so to review your account and get acquainted with your vehicle concerns.
>> >> Your case number is [redacted]
>> >> If you should have any questions in the meantime, please don't hesitate to contact me.
>> >> Thank you
>> >>
>> >> ???????Sangeya
>> >> 800-654-2486 x1008
>> >>
>> >> ---------- Original Message ----------
>> >> From: [redacted]
>> >> Sent: 9/18/2020 2:05 PM
>> >> To: uscustomercare@fcagroup.com
>> >> Subject: Re: Case: [redacted]
>> >>
>> >> Duplicate??? It just happens I cant control it when ever I want it...
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>> >> Sent from my iPhone
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>> >> > On Sep 18, 2020, at 10:43 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
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>> >> > ? Good Morning,
>> >> >
>> >> > I was informed that the technician was going to test drive it it seems like since they can not duplicate the concern. I wanted to know if you were willing to do a drive with them to try and duplicate the concern? I can set one up for you if you would like.
>> >> >
>> >> > Best Regards,
>> >> > Lori
>> >> > California Case Manager
>> >> > 844-888-0601 Ext: 4060338
>> >> >
>> >> >[redacted]
>> >>
>>

Date	[redacted]	***Subject***	Re: Ca[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	10/08/2020 00:11 AM

Pls If you wanna call this is my number [redacted]. Because when my husband at work he usually doesnt have signal.

Thank you.

Sent from my iPhone

> On Oct 1, 2020, at 10:47 [redacted] > wrote:
>
> He said I have to call him right away If I heard from you. Been doing research too about the car...& our rights :). I tried calling you.
>
> Sent from my iPhone
>
>>> On Oct 1, 2020, at 10:17 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>>>
>>
>> Hello
>> Sorry I did not call yesterday. I was still doing research as it relates to milatry accounts in CA.
>> I have not spoken to Kent but did leave a message.
>> May I ask what he advised you?
>>
>> Sangeya
>> 800-654-2486 x1008
>>
>> ---------- Original Message ----------
>> From: [redacted]]
>> Sent: 10/1/2020 12:57 PM
>> To: uscustomercare@fcagroup.com
>> Subject: Re: Case: [redacted]]
>>
>> Hi, hope all is well. I was waiting for your call yesterday because you promised. Kent called me yesterday.
>>
>>
>>
>> Sent from my iPhone
>>
>> > On Sep 21, 2020, at 9:54 AM [redacted] > wrote:
>> >
>> > ?Hi,
>> >
>> > So long as I get my car back the day she promised. Hope all is well & stay safe.
>> >
>> > Respectfully,
>> > [redacted]
>> >
>> > Sent from my iPhone
>> >
>> >>> On Sep 21, 2020, at 9:20 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>> >>>
>> >> ?
>> >> Hello,
>> >>
>> >> My name is Sangeya and I will be working with you on your account now
>> >> Please allow me a day or so to review your account and get acquainted with your vehicle concerns.
>> >> Your case number is [redacted]
>> >> If you should have any questions in the meantime, please don't hesitate to contact me.
>> >> Thank you
>> >>
>> >> ???????Sangeya
>> >> 800-654-2486 x1008
>> >>
>> >> ---------- Original Message ----------
>> >> From: [redacted]
>> >> Sent: 9/18/2020 2:05 PM
>> >> To: uscustomercare@fcagroup.com
>> >> Subject: Re: Case: [redacted]
>> >>
>> >> Duplicate??? It just happens I cant control it when ever I want it...
>> >>
>> >> Sent from my iPhone
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>> >> > On Sep 18, 2020, at 10:43 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
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>> >> > ? Good Morning,
>> >> >
>> >> > I was informed that the technician was going to test drive it it seems like since they can not duplicate the concern. I wanted to know if you were willing to do a drive with them to try and duplicate the concern? I can set one up for you if you would like.
>> >> >
>> >> > Best Regards,
>> >> > Lori
>> >> > California Case Manager
>> >> > 844-888-0601 Ext: 4060338
>> >> >
>> >> > [redacted]
>> >>
>> >>
>>

Date	10/23/2020	***Subject***	Dodge Customer Care, Case: [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/23/2020 21:25 PM

Dear [redacted],

Thank you for speaking with me today in regards to the repurchase of your 2016 DODGE GRAND CARAVAN R/T. As discussed, a new case will be opened with our Reacquired Vehicle Team and your new Case Manager will be reaching out to you in the next few business days.

Your new Case Manager will discuss the process of your repurchase in more detail, however, if youd like to start gathering the documentation listed below, this will help progress your case more quickly. The following documentation will be needed for your repurchase:

Repurchase:

A copy of the drivers license(s) of all titled owners

A copy of the vehicle registration

Front and back of the title application (except CA) (if not in your possession, the lienholder can provide this to you); or a clean title (if no lien)

Bill of sale (buyers order and / or finance contract)

Payment history from your lienholder, detailing payment amounts and amounts going to principle and interest

A written lienholder payoff statement which includes the following: a 10-day payoff amount with a daily interest rate (per diem) and good-through date, account number, collateral information, and overnight payoff address

I will keep an eye out for your new case to be opened. Once I see that your new Case Manager has made contact, I do have to close our case to allow you to continue working with them. However, please feel free to contact me directly any time you have questions or concerns, at (800) 654-2486 (ext 1008).

Additionally, you may receive a follow up phone call or email, with a brief survey, to share your experience with me.

It has been a pleasure working with you!

Thank you,

Sangeya

Customer Retention Specialist

---------- Original Message ----------
From: [redacted]
Sent: 10/7/2020 8:11 PM
To: uscustomercare@fcagroup.com
Subject: Re: Case: [redacted]

Pls If you wanna call this is my number [redacted]. Because when my husband at work he usually doesnt have signal.

Thank you.

Sent from my iPhone

> On Oct 1, 2020, at 10:47 AM, [redacted] > wrote:
>
> He said I have to call him right away If I heard from you. Been doing research too about the car...& our rights :). I tried calling you.
>
> Sent from my iPhone
>
>>> On Oct 1, 2020, at 10:17 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>>>
>>
>> Hello
>> Sorry I did not call yesterday. I was still doing research as it relates to milatry accounts in CA.
>> I have not spoken to Kent but did leave a message.
>> May I ask what he advised you?
>>
>> Sangeya
>> 800-654-2486 x1008
>>
>> ---------- Original Message ----------
>> From: [redacted]]
>> Sent: 10/1/2020 12:57 PM
>> To: uscustomercare@fcagroup.com
>> Subject: Re: Case [redacted]]
>>
>> Hi, hope all is well. I was waiting for your call yesterday because you promised. Kent called me yesterday.
>>
>>
>>
>> Sent from my iPhone
>>
>> > On Sep 21, 2020, at 9:54 AM, [redacted] wrote:
>> >
>> > ?Hi,
>> >
>> > So long as I get my car back the day she promised. Hope all is well & stay safe.
>> >

>> > Respectfully,
>> > [redacted]
>> >
>> > Sent from my iPhone
>> >
>> >>> On Sep 21, 2020, at 9:20 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>> >>>
>> >> ?
>> >> Hello,
>> >>
>> >> My name is Sangeya and I will be working with you on your account now
>> >> Please allow me a day or so to review your account and get acquainted with your vehicle concerns.
>> >> Your case number is[redacted]
>> >> If you should have any questions in the meantime, please don't hesitate to contact me.
>> >> Thank you
>> >>
>> >> ???????Sangeya
>> >> 800-654-2486 x1008
>> >>
>> >> ---------- Original Message ----------
>> >> [redacted]]
>> >> Sent: 9/18/2020 2:05 PM
>> >> To: uscustomercare@fcagroup.com
>> >> Subject: Re: Case: [redacted]]
>> >>
>> >> Duplicate??? It just happens I cant control it when ever I want it...
>> >>
>> >> Sent from my iPhone
>> >>
>> >> > On Sep 18, 2020, at 10:43 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>> >> >
>> >> > ? Good Morning,
>> >> >
>> >> > I was informed that the technician was going to test drive it it seems like since they can not duplicate the concern. I wanted to know if you were willing to do a drive with them to try and duplicate the concern? I can set one up for you if you would like.
>> >> >
>> >> > Best Regards,
>> >> > Lori
>> >> > California Case Manager
>> >> > 844-888-0601 Ext: 4060338
>> >> >
>> >> >[redacted]
>> >>
>>

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/04/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/04/2020	**Origin**	Telephone	**Reason**	
Mileage	70,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	ROANOKE	VA	[redacted]	USA	
Dealer	42050	GLENBROOK DODGE CHRYSLER JEEP RAM		**Dealer Phone**	2604841533
Dealer Address	100 W COLISEUM BLVD				
	FORT WAYNE	IN	46805 1006	USA	
Dealer Zone	Great Lakes	**Sales District**		**Service District**	L
Subject	Passenger Door				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/04/2020 11:57 PM	Open
08/04/2020 11:58 PM	Closed

Initial Description

Cst stated her passenger door wont lock

Case Comments

Date	Comment
08/04/2020	Cst stated her passenger door wont lock

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/05/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/05/2020	**Origin**	Telephone	**Reason**	
Mileage	37,787 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	CLINTON TWP		MI	[redacted]	USA
Dealer	68596	TOWN & COUNTRY JEEP CHRYSLER		**Dealer Phone**	5167965500
Dealer Address	3156 HEMPSTEAD TPKE				
	LEVITTOWN		NY	11756 1308	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	H
Subject	warranty				
Synopsis	MVP				
Customer Anomaly					
Contact Reason	C183	Vehicle Warranty Plan Coverage	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Warranty - Warranty - Coverage Information				

Case Status History

Create Date	Status
08/05/2020 03:45 PM	Open
08/05/2020 03:54 PM	Closed

Initial Description

coverage for repair

Case Comments

Date	Comment
08/05/2020	The customer is calling because the vehicle had 3 issues . Driver side passenger door wont open. The check engine light is on. There is a weird noise that happens when the vehicle locks. The door would open because the latches wont open. The customer wants to know why this is not covered. Agent called the MVP to transfer the customer over. 20 minute wait agent then provided the phone number

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/05/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/05/2020	**Origin**	Telephone	**Reason**	
Mileage	37,787 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	CLINTON TWP		MI	[redacted]	USA
Dealer	68748	PARKWAY DODGE CHRYSLER JEEP		**Dealer Phone**	5864657210
Dealer Address	21560 HALL RD				
	CLINTON TOWNSHIP		MI	48038 1540	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	A
Subject	Sliding door not working				
Synopsis	Does not meet GW parameters, Walked decline				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/05/2020 06:45 PM	Open
08/05/2020 07:00 PM	Closed

Initial Description

Fob, handles dont operaate

Case Comments

Date	Comment
08/05/2020	BC-Dealer code 68748 Parkway Dodge Chrysler Jeep Phone 5864657262 21560 Hall Rd ClintonTownship, MI 48038 Buzzing sound short in wiring, thermostat Caller cant believe that a door that wont function is not covered, it is not due to abuse, it is a manufacturer defect, caller upset that just 4 years 1000 les outside of basic and Chrysler wont cover this Not original owner, Basic expired, CPOV active but CPOV does not cover Does not meet GW parameters

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/07/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/10/2020	**Origin**	Telephone	**Reason**	
Mileage	59,000 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	GRAND BLANC		MI		USA
Dealer	45551	AL SERRA CHRYSLER DODGE JEEP RAM		**Dealer Phone**	8106945440
Dealer Address	6185 S SAGINAW ST				
	GRAND BLANC		MI	48439 8139	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	B
Subject	vehicle concern				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/07/2020 05:36 PM	Open
08/07/2020 05:51 PM	Closed
08/07/2020 05:52 PM	Open
08/10/2020 02:53 PM	Closed

Initial Description

cst called in regarding vehicle concern

Case Comments

Date	Comment
08/07/2020	cst called in regarding vehicle concern , cst stated 2 years ago he took his vehicle to servicing dealership for repairs to his sliding door that was making noise, couldn't open and was seized shut. servicing dealership repaired it and now , the end of july , the door seized shut again . dealership stated its been 2 years and a week and they can't cover it under the 2 year warranty. cst called in requesting assistance. agent informed cst he does not qualify for goodwill, and there is nothing we can do to assist. cst requested a supervisor , agent informed cst the sup will reach out to him. cst stated he can be reached tomorrow anytime

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN [redacted]		**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/13/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/13/2020	**Origin**	Telephone	**Reason**	
Mileage	40,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	MADISON		OH	[redacted]	USA
Dealer	52664	JUNCTION AUTO SALES INC		**Dealer Phone**	4402866161
Dealer Address	12423 MAYFIELD				
	CHARDON		OH	44024 9476	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	F
Subject	Door				
Synopsis					
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/13/2020 02:19 PM	Open
08/13/2020 02:24 PM	Closed

Initial Description

customer seeking information regarding buzzing during door unlocking

Case Comments

Date	Comment
08/13/2020	Customer seeking assistance with right rear door is making a buzzing noise while unlocking it. Customer states issue started roughly a week or two ago. Customer states he has looked at forums online and seems like an issue. Customer states online forums states its a door axuator. Advised customer neither recalls nor SB. Advised customer of warranty. Advised customer door axutor would be covered under basic warranty. Advised customer he can contact dlr to double check warranty coverage and cost of repair. Advised customer he can order the part online through mopar which has 2 year part warranty.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2016	Brand	CHRYSLER
Body	RTYR53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	08/15/2020	CAIR Type	Regular	Status	Closed
Close Date	08/15/2020	Origin	Telephone	Reason	
Mileage	75,000 Miles	Market	U	Language	English
Contact Email		Contact Phone			
Caller Address				Source	Customer
Caller City	INDIANAPOLIS	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	INDIANAPOLIS		IN		USA
Dealer	45531	RAY LAETHEM CHRYSLER DODGE JEEP		Dealer Phone	3138847210
Dealer Address	18001 MACK AVE				
	DETROIT		MI	48224 1475	USA
Dealer Zone	Great Lakes	Sales District		Service District	A
Subject	Sliding doors				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/15/2020 02:38 PM	Open
08/15/2020 02:39 PM	Closed

Initial Description

Sliding doors

Case Comments

Date	Comment
08/15/2020	Confirmed any recalls on the vehicle. Checked NHTSA Sliding door stuck and does not unlock manually or with the power button. Confirmed no recalls and offered diagnostics on the vehicle. Customer preferred to find her own place to repair the vehicle.

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	Model Year	2016	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	08/17/2020	CAIR Type	Regular	Status	Closed
Close Date	08/17/2020	Origin	Chat	Reason	
Mileage	120,000 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
Dealer	45760	FOX Chrysler Dodge Jeep Ram		Dealer Phone	6163639031
Dealer Address	3844 PLAINFIELD AVE NE				
	GRAND RAPIDS		MI	49525 2452	USA
Dealer Zone	Great Lakes	Sales District		Service District	P
Subject	Mopar Vehicle Protection				
Synopsis					
Customer Anomaly					
Contact Reason	C66	Inquiry on MVP Service Coverage	Customer Anomaly		
Reason Code	After Sales - Information & Assistance requests - MVP - MVP - Service Contracts - Coverage				

Case Status History

Create Date	Status
08/17/2020 03:31 PM	New
08/17/2020 03:47 PM	Open
08/17/2020 03:56 PM	Closed

Initial Description

Chat Started: Monday, August 17, 2020, 11:30:58 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Brenda (1m 38s) Brenda: Hi, my name is Brenda with FCA Customer Care, How may I help you? (2m 22s) Visitor: Hello I would like to see if my doors are covered on my additional warranty plan I purchased Chat Started: Monday, August 17, 2020, 11:36:14 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Emily (6m 54s) Emily: Hi, my name is Emily with FCA Customer Care, How may I help you? (8m 1s) Emily: I would be happy to look into this with you, in order to look more into this with you may I please have you confirm your name, address, telephone number, email address and the last 8 of the VIN on the vehicle? (8m 13s) Visitor[redacted]m 53s) Visitor:[redacted] grand Rapids mi [redacted] (9m 8s) Visitor[redacted] (12m 10s) Emily: Thank you ,taking a look over the information I am showing the extended warranty on file I would need to recommend calling into service contracts with the following telephone number to be determine if the doors would be covered with the lifetime warranty 800-521-9922. It would not be listed on the warranty. (12m 27s) Emily: Are you having a concern with the doors ? (12m 55s) Visitor: Yes both slider doors are broken different issues each (14m 35s) Emily: Currently how many miles are on the van ? (14m 54s) Visitor: 110,000 (21m 48s) Emily: Thank you I am currently showing no recall connect to the concern with the doors. I am showing the extended warranty I am showing the doors not listed I would need to recommend calling into Mopar services contracts to determine if they would be covered 855-792-4241 (21m 59s) Emily: Sorry by calling with 800-521-9922 (25m 16s) Emily: Have I been able to answer all your questions today? Is there anything else that I can look into for you today? (26m 13s) Emily: Due to the lack in response I am going to have to disconnect the chat.

Live Chats

Date

Date	
08/17/2020	Chat Started: Monday, August 17, 2020, 11:30:58 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Brenda (1m 38s) Brenda: Hi, my name is Brenda with FCA Customer Care, How may I help you? (2m 22s) Visitor: Hello I would like to see if my doors are covered on my additional warranty plan I purchased Chat Started: Monday, August 17, 2020, 11:36:14 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Emily (6m 54s) Emily: Hi, my name is Emily with FCA Customer Care, How may I help you? (8m 1s) Emily: I would be happy to look into this with you, in order to look more into this with you may I please have you confirm your name, address, telephone number, email address and the last 8 of the VIN on the vehicle? (8m 13s) Visitor: [redacted] (8m 53s) Visito[redacted]rand Rapids mi [redacted] (9m 8s) Visitor[redacted] (12m 10s) Emily: Thank you ,taking a look over the information I am showing the extended warranty on file I would need to recommend calling into service contracts with the following telephone number to be determine if the doors would be covered with the lifetime warranty 800-521-9922. It would not be listed on the warranty. (12m 27s) Emily: Are you having a concern with the doors ? (12m 55s) Visitor: Yes both slider doors are broken different issues each (14m 35s) Emily: Currently how many miles are on the van ? (14m 54s) Visitor: 110,000 (21m 48s) Emily: Thank you I am currently showing no recall connect to the concern with the doors. I am showing the extended warranty I am showing the doors not listed I would need to recommend calling into Mopar services contracts to determine if they would be covered 855-792-4241 (21m 59s) Emily: Sorry by calling with 800-521-9922 (25m 16s) Emily: Have I been able to answer all your questions today? Is there anything else that I can look into for you today? (26m 13s) Emily: Due to the lack in response I am going to have to disconnect the chat.

Date	
08/17/2020	

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/18/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/18/2020	**Origin**	Telephone	**Reason**	
Mileage	68,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	GREENSBORO		NC	[redacted]	USA
Dealer	42622	CROWN CHRYSLER DODGE JEEP		**Dealer Phone**	3362945510
Dealer Address	3710 W WENDOVER AVE				
	GREENSBORO		NC	27407 1510	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	O
Subject	Sliding Door | Stuck				
Synopsis					
Customer Anomaly	Body				
	Sheet Metal				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	8	Sheet Metal Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/18/2020 02:17 PM	Open
08/18/2020 02:23 PM	Closed

Initial Description

Sliding Door | Stuck

Case Comments

Date	Comment
08/18/2020	Vehicle Needs the Lock Actuatuator on Both Side, $1413 ... For sliding doors
08/18/2020	If coverage expired Less than 24 months AND 24,000 miles ago = No, Expired by more Time + Millage Then Decline
08/18/2020	Customer called seeking Cost Assistance Agent reviewed file, Declined

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2016	Brand	DODGE
Body	RTKH53	Vehicle	DODGE GRAND CARAVAN SE		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	08/18/2020	CAIR Type	Regular	Status	Closed
Close Date	08/18/2020	Origin	Telephone	Reason	
Mileage	90,000 Miles	Market	U	Language	English
Contact Email				Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	STOUGHTON		WI		USA
Dealer	60556	Van Horn Stoughton		Dealer Phone	6088735621
Dealer Address	1411 HIGHWAY 51 NORTH				
	STOUGHTON		WI	53589	USA
Dealer Zone	Midwest	Sales District		Service District	K
Subject	Vehicle concern				
Synopsis					
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/18/2020 04:31 PM	Open
08/18/2020 04:39 PM	Closed

Initial Description

solenoid in door buzzes and causing door to not lock

Case Comments

Date	Comment
08/18/2020	Customer calling to see if the two year warranty on the part could be good willed. Agent advised customer of the 2 year warranty on the parts itself. Agent also advised that Chrysler will be unable to assist because customer is out of warranty. Customer does not qualify for goodwill assistance.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/18/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/18/2020	**Origin**	Telephone	**Reason**	
Mileage	55,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address	[redacted]			**Source**	Customer
Caller City	LOUISVILLE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address	[redacted]				
	LOUISVILLE		KY	[redacted]	USA
Dealer	60536	OXMOOR CHRYSLER DODGE JEEP RAM,		**Dealer Phone**	5022147070
Dealer Address	4520 SHELBYVILLE RD				
	LOUISVILLE		KY	40207 3324	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	N
Subject	Door locked				
Synopsis	door needs diag				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/18/2020 04:36 PM	Open
08/18/2020 04:38 PM	Closed

Initial Description

The sliding door behind the drivers seat wont unlock and the door has not been used that much and he thinks it could be a manufacturers defect.

Case Comments

Date	Comment
08/18/2020	The sliding door behind the drivers seat wont unlock and the door has not been used that much and he thinks it could be a manufacturers defect. I advised him to bring it to the dealer and have them diagnose and repair at and see if they would provide dealer goodwill.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/20/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/01/2020	**Origin**	Telephone	**Reason**	
Mileage	40,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	bradenton		FL [redacted]		USA
Dealer	23955	FIRKINS CHRYSLER JEEP DODGE RAM		**Dealer Phone**	9417486510
Dealer Address	2700 1ST STREET				
	BRADENTON		FL	34208 3859	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	D
Subject	ongoing issue				
Synopsis	Repairs completed				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/20/2020 07:35 PM	Open
09/01/2020 06:54 PM	Closed

Initial Description

cx has an ongoing issue with passenger side door the lock actuator will not lock. and is looking to get assistance

Case Comments

Date	Comment
08/20/2020	cx has an ongoing issue with passenger side door the lock actuator will not lock. and is looking to get assistance. vehicle is att he dlr right now being worked on Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] Earliest call time: Latest call time: Updates via email: Vehicle location: Dealer Date and Time of Appointment: there rtight now Confirmed appointment with: Firkins Chrysler Jeep Dodge Ram Customer in rental: No Authorized by: Rental start date:
08/21/2020	**Outbound to CST* [redacted] Confirmed contact information and DLR info. This is the second time this has gone in for the same repair. They diagnosed it as the actuator again (Right passenger door). SA is Joe. Advised her I will contact DLR and get needed info and then update her on Monday. **Outbound to DLR Firkins** 7722332091 - Spoke to SM James - He is going to get the warranty cost and email it to me.
08/24/2020	Cx called in seeking an update. Cx states she was supposed to receive an email Friday but has not received one. CM was unavailable. Agent transferred to CM extension
08/26/2020	Warranty/SC: In Basic consideration - PT active 3mo/30k mi - CPOL SC Current Mileage: 40000 ISD: 11/11/2015 Original owner: N - 2/5/2017 Household vehicles: 1 Current / 1 Previous Reason for Case Escalation: N/A Repeat issue: Y Star tickets open: N Recalls: N RRTs: N Relevant Previous Cases: N Prior Goodwill/DM notes: N R/O History: 233302 right sliding door actuator replaced 251633 right sliding door making noise 274279 left sliding door opening and closing - could not duplicate 276173 left sliding door sinch motor replaced 276784 left sliding door opening and closing - STAR ticket opened Vehicle location: Firkins Vehicle Concern: right slide door actuator Is the customer in a rental: N VOR: N Parts on Order: N Customer Email: [redacted] Customer preferred contact: ph and email Customer seeking: GW Cost Assistance
08/26/2020	**Outbound to CST* [redacted] - Advised total cost of repair is 517.04. Extended GW offer of 400.00. CST co-pay would be 117.04. CST agreed to GW offer. Advised her will update once parts arrive. **Sent DM confirmation to SM James and asked him to reply with order number of parts for tracking.
08/31/2020	**Emailed SM James seeking update on part order and ETA of repair. **Emailed CST advising waiting on reply from SM for update
08/31/2020	**Inbound email from SM advised vehicle is repaired and back in CST care **Outbound to CST* [redacted] - CST answered but I believe it was by accident as she was talking to someone else and not responding to me.
09/01/2020	**Outbound to CST** [redacted] She has vehicle back and it is repaired. Closing case.

Email(s)

Date	08/24/2020	**Subject**	Vehicle Concerns [ref: [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	08/24/2020 21:02 PM

Dear [redacted]

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

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

Your case number is [redacted].
The FCA Case Management telephone number: 1-844-378-0573
My direct extension: 4060768
My work hours are: 9:00am to 5:30pm Eastern Standard Time Monday-Friday

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

Jaclyn,

FCA Specialist
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/21/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/22/2020	**Origin**	Chat	**Reason**	
Mileage	61,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	FORT BRANCH	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
					USA
Dealer		MARK TOWNSEND		**Dealer Phone**	8124305753
Dealer Address	110 FUQUAY RD				
	CHANDLER		IN	476109693104	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	Q
Subject	Others				
Synopsis	Duplicate				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/21/2020 01:08 PM	Open
08/21/2020 01:21 PM	Open
08/21/2020 01:39 PM	Closed
08/21/2020 01:39 PM	New
08/21/2020 01:45 PM	Open
08/22/2020 06:06 PM	Closed

Initial Description

Chat Started: Friday, August 21, 2020, 09:08:52 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Mathew (5s) Mathew: Hi, my name is Mathew with FCA Customer Care, How may I help you? (17s) Mathew: Hello, how may I help you today? (3m 31s) Visitor: HI Mathew I spoke with Sarah back on 8/3 regarding an issue on my 2016 Caravan and a broken door lock actuator. This is the 2nd time it has broke, same door and my van is just 4 years old with 61,000 miles. I have a huge safety concern with not being able to unlock or open the drivers side sliding door in an emergency. Sarah instructed me to take the van to the dealer for an estimate of cost and then get back in touch. She opened a case under # because it is a very concerning safety/quality issue for this to happen every 24 months. I have the estimate from the dealer and now need to see what the next steps are. (4m 4s) Mathew: I do apologize for that concern with your 2016 vehicle and I can see if I have any recommendations. Did the dealer actually diagnose the vehicle or did they just advise what the cost for the repair may be? (5m 45s) Visitor: yes they did diagnosis as a broken left sliding door lock actuator with a repair price of $564.09. This was just replaced in 2018 while under warranty by the same dealer. (5m 47s) Mathew: And when was the diagnosis done? (6m 9s) Visitor: It was completed on 8/7/2020 (6m 54s) Mathew: Thank you Could I have the VIN for your vehicle please? (7m 44s) Visito 8m 7s) Mathew: Thank you. While I review this, would you mind verifying the owner information on the vehicle so that I can be certain we have it up to date? Could I have the name it is registered under, the current physical mailing address with the zip code, and the primary phone number? Also if you would like to provide it, could I have the best email address contact as well? (8m 41s) Visitor Evansville IN 9m 58s) Mathew: Thank you, one moment please. (18m 45s) Mathew: Thank you for waiting and I apologize for the wait. I did look through this, and as there are no recalls, extended warranty's or service bulletins for the concern that you are experiencing, unfortunately it's not something that Dodge is going to be able to assist with. Any issue like this would have been under the original basic warranty that was good for 3 years or 36 thousand miles; with the Dodge having 61 thousand on it, it has been out by the warranty for 35 thousand miles and by time since 3/24/2019. I do apologize but we would not be able to assist with the current repair after reviewing this. (22m 12s) Visitor: I understand it is out of warranty and if this was the first time this was an issue I wouldn't be upset. But it seems to me that a door not opening is a safety issue that Dodge should be concerned about. Especially when it happens every 2 years. I bought this van brand new with 4 miles on it, no way should same part be broken twice in 4 years. If I am in an accident and emergency services can't open the door to get a passenger out then what? I am not sure who I need to talk to about this issue but someone at Dodge needs to be made aware of the quality of the parts being used and the safety issues it causes. When I spoke with Sarah on 8/3 she was aware it was out of warranty and stated that the best would be done by Dodge assist. (22m 48s) Mathew: The concern is going to be on file, and everything that we document is seen by our higher ups. If in the future, a recall does go out on it, you can file for reimbursement consideration at that time. But at this time, Dodge is not able to assist with the repair; it is based on the review of looking at the vehicle and the concerns, so I do apologize but we are not able to assist you with the current repair. (23m 46s) Visitor: I need to know who I need to talk to? I understand this is not your issue or your fault but this is very poor business. (25m 26s) Mathew: There is not anyone further to speak with Dodge is not able to assist with the repair. The only other recommendation I have is you can send in a letter to FCA USA LLC Customer Care PO Box 21-8004 Auburn Hills MI 48321 but at this time, Dodge is not going to assist with the concern. (29m 5s) Visitor: Thank your for your time Mathew, since you are the highest person at Dodge to help with issues I hope that you do consider your customers safety a priority in the future. I will submit that letter of complaint today per your suggestion and will keep record of our conversation to refer back to if I am involved in an accident and EMS can't get my passengers out. (29m 35s) Mathew: That's fine; here is the case number for our discussion today Again though Dodge recommends that as you are aware of the concern, to get it repaired. Since it is out of warranty, you are free to take it wherever you would like to be fixed. Thank you for contacting Dodge customer care, I hope you have a great rest of your day today.

Case Comments

Date	Comment
08/21/2020	Customer contacted in about cas gent advised that due to being out of warranty, Dodge is not able to assist with the repair. Agent advised customer to get the issue repaired.

Live Chats

Date	
08/21/2020	Chat Started: Friday, August 21, 2020, 09:08:52 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Mathew (5s) Mathew: Hi, my name is Mathew with FCA Customer Care, How may I help you? (17s) Mathew: Hello, how may I help you today? (3m 31s) Visitor: HI Mathew I spoke with Sarah back on 8/3 regarding an issue on my 2016 Caravan and a broken door lock actuator. This is the 2nd time it has broke, same door and my van is just 4 years old with 61,000 miles. I have a huge safety concern with not being able to unlock or open the drivers side sliding door in an emergency. Sarah instructed me to take the van to the dealer for an estimate of cost and then get back in touch. She opened a case under #[redacted] because it is a very concerning safety/quality issue for this to happen every 24 months. I have the estimate from the dealer and now need to see what the next steps are. (4m 4s) Mathew: I do apologize for that concern with your 2016 vehicle and I can see if I have any recommendations. Did the dealer actually diagnose the vehicle or did they just advise what the cost for the repair may be? (5m 45s) Visitor: yes they did diagnosis as a broken left sliding door lock actuator with a repair price of $564.09. This was just replaced in 2018 while under warranty by the same dealer. (5m 47s) Mathew: And when was the diagnosis done? (6m 9s) Visitor: It was completed on 8/7/2020 (6m 54s) Mathew: Thank you[redacted] Could I have the VIN for your vehicle please? (7m 44s) Visitor: [redacted] (8m 7s) Mathew: Thank you. While I review this, would you mind verifying the owner information on the vehicle so that I can be certain we have it up to date? Could I have the name it is registered under, the current physical mailing address with the zip code, and the primary phone number? Also if you would like to provide it, could I have the best email address contact as well? (8m 41s) Visitor: [redacted] Evansville IN [redacted] (9m 58s) Mathew: Thank you, one moment please. (18m 45s) Mathew: Thank you for waiting[redacted] and I apologize for the wait. I did look through this, and as there are no recalls, extended warranty's or service bulletins for the concern that you are experiencing, unfortunately it's not something that Dodge is going to be able to assist with. Any issue like this would have been under the original basic warranty that was good for 3 years or 36 thousand miles; with the Dodge having 61 thousand on it, it has been out by the warranty for 35 thousand miles and by time since 3/24/2019. I do apologize but we would not be able to assist with the current repair after reviewing this. (22m 12s) Visitor: I understand it is out of warranty and if this was the first time this was an issue I wouldn't be upset. But it seems to me that a door not opening is a safety issue that Dodge should be concerned about. Especially when it happens every 2 years. I bought this van brand new with 4 miles on it, no way should same part be broken twice in 4 years. If I am in an accident and emergency services can't open the door to get a passenger out then what? I am not sure who I need to talk to about this issue but someone at Dodge needs to be made aware of the quality of the parts being used and the safety issues it causes. When I spoke with Sarah on 8/3 she was aware it was out of warranty and stated that the best would be done by Dodge assist. (22m 48s) Mathew: The concern is going to be on file, and everything that we document is seen by our higher ups. If in the future, a recall does go out on it, you can file for reimbursement consideration at that time. But at this time, Dodge is not able to assist with the repair; it is based on the review of looking at the vehicle and the concerns, so I do apologize but we are not able to assist you with the current repair. (23m 46s) Visitor: I need to know who I need to talk to? I understand this is not your issue or your fault but this is very poor business. (25m 26s) Mathew: There is not anyone further to speak with[redacted] Dodge is not able to assist with the repair. The only other recommendation I have is you can send in a letter to FCA USA LLC Customer Care PO Box 21-8004 Auburn Hills MI 48321 but at this time, Dodge is not going to assist with the concern. (29m 5s) Visitor: Thank your for your time Mathew, since you are the highest person at Dodge to help with issues I hope that you do consider your customers safety a priority in the future. I will submit that letter of complaint today per your suggestion and will keep record of our conversation to refer back to if I am involved in an accident and EMS can't get my passengers out. (29m 35s) Mathew: That's fine; here is the case number for our discussion today[redacted] Again though Dodge recommends that as you are aware of the concern, to get it repaired. Since it is out of warranty, you are free to take it wherever you would like to be fixed. Thank you for contacting Dodge customer care, I hope you have a great rest of your day today.

Date
08/21/2020

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/24/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/09/2020	**Origin**	Telephone	**Reason**	
Mileage	31,000 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	OBERLIN		LA		USA
Dealer	44690	MARK DODGE, CHRYSLER, JEEP, LLC		**Dealer Phone**	3374742640
Dealer Address	3777 GERSTNER MEMORIAL DRIVE				
	LAKE CHARLES		LA	70607 3235	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	V
Subject	Headrest				
Synopsis	Writer authorized replacement of the Driver side active headrest parts and labor as goodwill. DM notes are entered on this file 9/9/20.				
Customer Anomaly	Interior				
	Seat Headrest				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	169	Seat headrest issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/24/2020 10:01 PM	Open
09/09/2020 06:10 PM	Closed

Initial Description

Cst called stated that the driver side headrest exploded. Cst heard loud noise which hit her head. push cst forward which was intense. Cst stated that she also has been having on going issues with her vehicle for check engine light issues.One of her door is not lockin.

Case Comments

Date	Comment
08/24/2020	Cst called stated that the driver side headrest exploded. Cst heard loud noise which hit her head. push cst forward which was intense. Cst stated that she also has been having on going issues with her vehicle for check engine light issues.One of her door is not locking. cst stated that while she was driving driver headrest exploded -Customer name: -Incident date: 8/21/20 -Best phone number and email address: -Vehicle location address: Oberlin Louisiana, -Vehicle location phone numbe Cst stated that while she was driving driver headrest exploded.
08/25/2020	No SI inspection required. Assigned to COE for review.
08/26/2020	Writer called the customer and dealer on 8/26/20 authorized replacement of the Driver side active headrest parts and labor as goodwill. DM notes are entered on this file.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/25/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/25/2020	**Origin**	Telephone	**Reason**	
Mileage	37,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	BISMARCK		ND	[redacted]	USA
Dealer	X8425	EAN HOLDINGS - HIGHLANDS RANCH		**Dealer Phone**	7208759970
Dealer Address	600 Corporate Park Drive				
	St. Louis		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	vehicle concern				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/25/2020 08:43 PM	Open
08/25/2020 08:47 PM	Closed

Initial Description

door issues with the auto door on the drivers side

Case Comments

Date	Comment
08/25/2020	[redacted]question having trouble with the sliding power door on the driver side and has been having issues with the door working and then not working it will just lock up you cant open it when it locks up did we know what was wrong with It or have a solution for the issue 37000
08/25/2020	directed the customer to check with the dealer and if additional information or assistance was required then contact us back to request additional info or assistance with this issue

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2017	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN GT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/26/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/03/2020	**Origin**	Telephone	**Reason**	
Mileage	39,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	SICKLERVILLE		NJ	[redacted]	USA
Dealer	26955	TURNERSVILLE CHRYSLER DODGE JEEP		**Dealer Phone**	8567401100
Dealer Address	3100 ROUTE 42				
	TURNERSVILLE		NJ	08081	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	B
Subject	humming noise				
Synopsis	CLOSE				
Customer Anomaly	Electronics				
	Dashboard Electronics				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	15	Gage electronic issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/26/2020 05:37 PM	Open
09/02/2020 03:14 PM	Closed
09/02/2020 03:17 PM	Open
09/03/2020 04:26 PM	Closed

Initial Description

Humming noise

Case Comments

Date	Comment
08/26/2020	Customer brought the vehicle to the dealer for a humming noise coming from the door. The dealer figured out it was the lock actuator and they took the door off and repaired it. During the repair they broke a part on the door (5020668AA). The dealer says that even though they broke it they want the customer to pay for it. SA is Josh
08/27/2020	********** In-Service Date: 11/17/2016 Original Owner: Yes Mileage: 39,000 Vehicle purchase loyalty: 2 New | 2 Used Multiple Repairs/ Previous related repairs: No MVP plans: The vehicle has no active Service Contracts Basic Warranty: November 17, 2019 Expired (Time) Powertrain Warranty: November 17, 2021 15 Months or 21,000 Miles LS: 0440 CC: 0 Recalls: No Recall Information Available ********** - ***OUTBOUND DEALERSHIP CONTACT*** Turnersville Chrysler Dodge Jeep Ram | 8567401100 CM is following up with SA Josh to discuss vehicle repair, CM LVM for Josh to return call. - ***OUTBOUND CUSTOMER CONTACT*** [redacted] CM is following up regarding the customers vehicle, customer claims that the part was covered under warranty however while doing so the customer did the repair and it was broke and that the customer is responsible for paying for the part. Cm will speak with the SA and then reach out to customer.
08/28/2020	Customer states did SA Josh call the CM? She wants to ensure Josh is not avoiding. Sent notification to CM
08/31/2020	***OUTBOUND DEALERSHIP CONTACT*** Turnersville Chrysler Dodge Jeep Ram | 8567401100 Writer left VM message for SA Josh requesting an update. please give writer a call back today before 5:30 pm or left CM Clorissa's phone number and extension.
08/31/2020	***OUTBOUND CUSTOMER CONTACT*** [redacted] Writer verified customer's name, address and email. Customer states that it says right on the repair order that the repair was deemed consequential damages and she had to pay $102 to get her vehicle back out of pocket. Writer sent an email customer can submit the receipts so CM and look at them when she returns and will be able to speak with the Service Writer about this concern.
09/02/2020	DEALER ADVISED ITS BEING TAKEN CARE OF AT DEALERS END PER EMAIL

Email(s)

Date	08/31/2020	**Subject**	[redacted] 2017 DODGE GRAND CARAVAN GT [redacted]		
From	dodgecustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	08/31/2020 21:04 PM

Please just reply to this email and attach a copy of your receipt and send back. It will upload into the case notes.

Thank You,

Linda
FCA Case Manager
1-866-932-3873
[redacted]

Date	09/01/2020	Subject	R[redacted]2017 DODGE GRAND CARAVAN [redacted]		
From	[redacted]	To	dodgecustomercare@fcagroup.com	Sent Date/Time	09/01/2020 15:26 PM

On August 31, 2020 at 2:05 PM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:

Please just reply to this email and attach a copy of your receipt and send back. It will upload into the case notes.

Thank You,

Linda
FCA Case Manager
1-866-932-3873
[redacted]

Date	09/02/2020	Subject	[redacted]		
From	dodgecustomercare@fcagroup.com	To	[redacted]	Time	09/02/2020 13:03 PM

Good Morning,

I received an email from Rachel and Bob the service manager regarding your concern and they have advised me that they were taking care of things on their end, have they been in touch with you at all regarding the broken part?

Best Regards.

Clorissa | FCA Specialist
866-932-3873 | Extension: 3020205
ref:_00Dj01qsDF._5003Z17Tb9E:ref

Date	09/02/2020	Subject	R[redacted]		
From	[redacted]	To	dodgecustomercare@fcagroup.com	Sent Date/Time	09/02/2020 15:11 PM

I spoke to Rachel yesterday. She said she would refund me the $102 for the part they broke & that I should receive check in mail in the next 2 weeks. If I dont see the check I will reach back out to dodge. Thank you for your help on this!

[redacted]
Sicklerville NJ
[redacted]

> On Sep 2, 2020, at 9:03 AM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> Good Morning,
>
> I received an email from Rachel and Bob the service manager regarding your concern and they have advised me that they were taking care of things on their end, have they been in touch with you at all regarding the broken part?
>
> Best Regards.
>
> Clorissa | FCA Specialist
> 866-932-3873 | Extension: 3020205
>
>
[redacted]

Date	09/02/2020	Subject	[redacted] :ref]		
From	dodgecustomercare@fcagroup.com	To	[redacted]	e/Time	09/02/2020 15:13 PM

Good Morning,

that is great news, please give me a call if you need any further assistance - i will close your file however all the notes will be saved. please reach out if you have any future issues or concerns.

Best Regards.

Clorissa | FCA Specialist
866-932-3873 | Extension: 3020205
[redacted]

Date	09/02/2020	Subject	Re: [redacted]		
From	[redacted]	To	dodgecustomercare@fcagroup.com	Sent Date/Time	09/02/2020 15:17 PM

Thank you!

> On Sep 2, 2020, at 11:13 AM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:
>
> Good Morning,
>
> that is great news, please give me a call if you need any further assistance - i will close your file however all the notes will be saved. please reach out if you have any future issues or concerns.
>
> Best Regards.
>
> Clorissa | FCA Specialist
> 866-932-3873 | Extension: 3020205
>
>
>

[redacted]

Date	10/01/2020	**Subject**	Regarding your Case [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	10/01/2020 13:51 PM

Dear [redacted]
Thank you for contacting FCA Customer Care.
Our records indicate that case numbe[redacted]s closed.
If you require further assistance please contact us and we would be happy to assist.
Thank you and have a great day.
FCA Customer Care

[redacted]

Date	10/01/2020	**Subject**	Re:[redacted]		
From	[redacted]	**To**	dodgecustomercare@fcagroup.com	**Sent Date/Time**	10/01/2020 13:51 PM

Clorissa,

At this time I still have not received my reimbursement check. When I spoke to Rachel in the Turnersville NJ location she stated Cherry Hill was in charge of disbursement of the check. I called Cherryhill to be told that they sent it last week to me, however I still do not have the check (I don't believe it would take a whole week to be received on my end if their shop is local). In addition that door that was serviced the window button on the door is not working (It was working prior to putting my vehicle in for service). The window goes down if the drivers door button does it but not on the actual door button itself/ so therefor the motor is in working order. I called Rachel & Josh in service and had to leave voicemails for both with no return call. I finally spoke to Pat in service who stated she would set me up an appointment for Friday 10am. However I am concerned about being charged again for my window not working after their repairs. (It is to my understanding the whole door panel had to come off to change the actuator part that was replaced, so most likely they knocked a wire loose on the window up/down button while doing so.) Can you please note my file of this issue because I am sure I will be calling on Friday when it goes in for service!

Thanks,
[redacted]
Sicklerville NJ
ph[redacted]

On September 2, 2020 at 8:13 AM, Dodge Customer Care <dodgecustomercare@fcagroup.com> wrote:

Good Morning,

that is great news, please give me a call if you need any further assistance - i will close your file however all the notes will be saved. please reach out if you have any future issues or concerns.

Best Regards.

Clorissa | FCA Specialist
866-932-3873 | Extension: 3020205

[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/27/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/27/2020	**Origin**	Chat	**Reason**	
Mileage	0 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	COLUMBUS		NJ	[redacted]	USA
Dealer	45019	LUCAS CHRYSLER DODGE JEEP RAM		**Dealer Phone**	6092673400
Dealer Address	1624 ROUTE 38				
	LUMBERTON		NJ	08048 2920	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	B
Subject	Recall Information				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/27/2020 07:04 PM	New
08/27/2020 07:31 PM	Open
08/27/2020 07:33 PM	Closed

Initial Description

Chat Started: Thursday, August 27, 2020, 15:04:53 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Brandi (7s) Brandi: Hi, my name is Brandi with FCA Customer Care, How may I help you? (1m 32s) Visitor: Hi Brandi - my rear sliding door stopped working the other day. We checked the fuses and it did not resolve the issue. We took it to the dealer and it has now cost us $1082 to have it fixed. Based on a quick search, this is a known problem with Town and Country vans. Please advise if this was a recall and if so, how to I go about submitting the bill for reimbursement? (2m 23s) Brandi: Hello [redacted] I am sorry to hear that. I can certainly look into this for you. May I have your VIN? (2m 40s) Visitor [redacted] 4m 28s) Brandi: Thank you, Is Lucas Chrysler Dodge Jeep Ram the dealer you are working with? Also May you please verify your address complete with Zip Code. Also may you verify your Email and phone number? May you also provide your current mileage? (5m 14s) Visitor: Yes, that is who we worked with. My name/address is [redacted] Columbus, NJ [redacted] 5m 21s) Visitor: Mileage is 45414 (6m 51s) Brandi: Thank you, Just a few minutes please [redacted] hile I look into this for you. (6m 58s) Visitor: Ok, thank you. (15m 13s) Brandi: Thank you for waiting [redacted] I certainly understand your frustration with this situation and appreciate you reaching out to us today. I have reviewed your manufacturers warranty. The warranty that may have covered this has expired. There are no service contracts, extended warranties, or recalls on the vehicle for this concern. Based on my research I am unable to offer further assistance. I do apologize that I was unable to provide a more favorable response. We do value you as a customer, and appreciate that you choose Chrysler. (18m 12s) Visitor: I think its very unrealistic to think customers will continue to be happy with this type of a situation. The locking mechanism is a KNOWN problem with Town and Country Mini Vans. Just because your company hasn't issued a recall doesn't mean they should ignore it. Please put me in touch with a manager so that I can speak to someone directly. There is already a class action lawsuit that has been formed regarding this issue; I'd prefer to not go that route but $1082 is a lot of money for an issue that Chrysler knows about. Please send me a phone number of someone I can speak with directly. Thank you. (21m 51s) Brandi: I apologize for the inconvenience. I will certainty have your feedback documented [redacted] as that is how recalls are issued. If enough customers reach out to us with the same concern. If a recall is issued in the future you will be notified by mail. The manufacture warranty has expired, after the warranty vehicle repairs are the customers responsibility. I apologize there is no one higher here with a different response. I recommend working with your dealership. (23m 37s) Visitor: I have bought 3 T&C mini vans in the past 10 years. I will no longer by any of your vehicles ever again. I am disgusted.

Live Chats

Date

Date	
08/27/2020	Chat Started: Thursday, August 27, 2020, 15:04:53 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Brandi (7s) Brandi: Hi, my name is Brandi with FCA Customer Care, How may I help you? (1m 32s) Visitor: Hi Brandi - my rear sliding door stopped working the other day. We checked the fuses and it did not resolve the issue. We took it to the dealer and it has now cost us $1082 to have it fixed. Based on a quick search, this is a known problem with Town and Country vans. Please advise if this was a recall and if so, how to I go about submitting the bill for reimbursement? (2m 23s) Brandi: Hello [redacted] am sorry to hear that. I can certainly look into this for you. May I have your VIN? (2m 40s) Visitor [redacted] (4m 28s) Brandi: Thank you, Is Lucas Chrysler Dodge Jeep Ram the dealer you are working with? Also May you please verify your address complete with Zip Code, Also may you verify your Email and phone number? May you also provide your current mileage? (5m 14s) Visitor: Yes, that is who we worked with. My name/address is [redacted] Columbus, NJ [redacted] (5m 21s) Visitor: Mileage is 45414 (6m 51s) Brandi: Thank you, Just a few minutes please [redacted] while I look into this for you. (6m 58s) Visitor: Ok, thank you. (15m 13s) Brandi: Thank you for waiting [redacted] certainly understand your frustration with this situation and appreciate you reaching out to us today. I have reviewed your manufacturers warranty. The warranty that may have covered this has expired. There are no service contracts, extended warranties, or recalls on the vehicle for this concern. Based on my research I am unable to offer further assistance. I do apologize that I was unable to provide a more favorable response. We do value you as a customer, and appreciate that you choose Chrysler. (18m 12s) Visitor: I think its very unrealistic to think customers will continue to be happy with this type of a situation. The locking mechanism is a KNOWN problem with Town and Country Mini Vans. Just because your company hasn't issued a recall doesn't mean they should ignore it. Please put me in touch with a manager so that I can speak to someone directly. There is already a class action lawsuit that has been formed regarding this issue; I'd prefer to not go that route but $1082 is a lot of money for an issue that Chrysler knows about. Please send me a phone number of someone I can speak with directly. Thank you. (21m 51s) Brandi: I apologize for the inconvenience. I will certainty have your feedback documented [redacted] s that is how recalls are issued. If enough customers reach out to us with the same concern. If a recall is issued in the future you will be notified by mail. The manufacture warranty has expired, after the warranty vehicle repairs are the customers responsibility. I apologize there is no one higher here with a different response. I recommend working with your dealership. (23m 37s) Visitor: I have bought 3 T&C mini vans in the past 10 years. I will no longer by any of your vehicles ever again. I am disgusted.

Date
08/27/2020

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/27/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/27/2020	**Origin**	Telephone	**Reason**	
Mileage	132,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	GLENWOOD CITY		WI	[redacted]	USA
Dealer	68847	RUDIG JENSEN CHRYSLER DODGE JEEP R		**Dealer Phone**	6085623100
Dealer Address	1000 PROGRESS DRIVE				
	NEW LISBON		WI	53950 1531	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	H
Subject	vehicle concern				
Synopsis	CST case did not qualify for GWA consideration.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/27/2020 07:47 PM	Open
08/27/2020 08:43 PM	Closed

Initial Description

CST is calling in to find out if there are any recall on the vehicle. Both sliding doors are now locking and not opening at all . CST states he researched and found out there a lot of vehicle owner who are having this problem .

Case Comments

Date	Comment
08/27/2020	CST is calling in to find out if there are any recall on the vehicle. Both sliding doors are now locking and not opening at all . CST states he researched and found out there a lot of vehicle owner who are having this problem .
08/27/2020	CST was informed that the vehicle does not have any open recalls on it for the sliding doors locking up. CST was informed that his vehicle case did not qualify for repair assistance . CST request for GWA was denied not original owner and over on miles .

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/01/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/02/2020	**Origin**	Telephone	**Reason**	
Mileage	101,003 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	MIAMI		FL	[redacted]	USA
Dealer	67962	PLANET DODGE CHRYSLER JEEP		**Dealer Phone**	3054708000
Dealer Address	9975 N W 12TH STREET				
	MIAMI		FL	33172 2762	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	A
Subject	Complaint				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/01/2020 02:19 PM	Open
09/01/2020 02:35 PM	Closed
09/01/2020 08:29 PM	Open
09/02/2020 08:36 PM	Closed
09/02/2020 10:03 PM	Open
09/02/2020 10:38 PM	Closed

Initial Description

CST states that her vehicle is making a very loud noise from the right side back passenger doors. she wants to file a complaint since she was able to google this issue and saw that multiple people have this issue.

Case Comments

Date	Comment
09/01/2020	Informed the cst that she needs to take the vehicle into service in order to see if the dlr can confirm the buzzing noise and fix and explained the warranty that the CST had.
09/01/2020	Customer calling to speak with a supervisor as she feels issue with vehicle should be addressed and a recall should be done. Customer has not taken vehicle to DLR or made an appointment, she sates she got the information on Google as to what is wrong with vehicle. Agent advised again vehicle does need to be seen by DLR for a diagnosis to know what is wrong. Agent advised Supervisor will contact her back within 1 business day.
09/02/2020	*****SUPERVISOR CONTACT***** [redacted] | 2016 Dodge Grand Caravan - 1st ATTEMPT - Customer was afraid to go to the DLR because she didn't want to pay for a diagnostic fee if it doesn't resolve the issue. Verified that customer still has an active Max Care contract and stressed we get customer's vehicle to the DLR. Once diagnosed if DLR states its not covered to give us a call back and we would look into why its not covered and if we can assist with the cost. Buzzing noise was first heard 3 days ago and it's just while customer is driving.
09/02/2020	CST wants to speak to Sup, Erica. CST states the DLR told her that she does not fall under warranty and she wants Erica to call the DLR to authorize assistance. Planet Dodge is the servicing DLR and Ismael. CST wants to know why the warranty is not covered when its showing that its active. Agent informed CST Agent will give the DLR a call and find out more info. Agent will give CST a call back.
09/02/2020	Agent called the DLR and was transferred to SA Ismael, who stated the CST is out of warranty because of mileage is more than 60,000 miles. CST does not qualify for GW.
09/02/2020	Ismael stated the CST would be out of warranty by the mileage because the warranty stops at 60,000 miles. Agent called the resource line and spoke to Paige that stated the CST is outside the factory warranty and more than likely would not merit cost assistance. CST states the vehicle has over 100,000 miles, CST states its a manufacture issue and many people are having issues. CST states she had called to complain about being outside the warranty because its a manufacture defect and that it should be a recall concern with multiple concerns by other consumers. CST stated she was told the DLR can offer assistance or an exception for her vehicle being out of warranty.

Email(s)

Date	09/01/2020	**Subject**	Warranty [re[redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	09/01/2020 14:34 PM

POWERTRAIN WARRANTY 60 Months or 60,000 Miles 0 May 10, 2021 9 Months or 59,807 Miles
CORROSION WARRANTY 60 Months or Unlimited Miles 0 May 10, 2021 9 Months or Unlimited Miles

MAJOR EMISSION COMP WARRANTY 96 Months or 80,000 Miles 0 May 10, 2024 44 Months or 79,807 Miles

Service contract has been attached also.
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/01/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/03/2020	**Origin**	Telephone	**Reason**	
Mileage	37,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	FRANKENMUTH		MI	[redacted]	USA
Dealer	59655	STERLING HEIGHTS DODGE CHRYSLER		**Dealer Phone**	5869393900
Dealer Address	40111 VAN DYKE AVENUE				
	STERLING HEIGHTS		MI	48313 3730	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	A
Subject	Vehicle Concern				
Synopsis	no action				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/01/2020 02:52 PM	Open
09/03/2020 06:02 PM	Closed

Initial Description

Customer is concerned that the "Blind spot detection System' and the sliding Automatic Door are not working.

Case Comments

Date	Comment
09/01/2020	Customer states that the Blind Spot Detection System stopped working in March 2020 and that the Automatic Sliding Door stopped working two weeks ago. Customer states that it is too expensive for his to fix and is worried about his and other passengers safety in case there is an accident. Customer states that this situation is very inconvenient and is requesting advise on what he should do. Customer would like to know if there is a website or internet group that he could register his vehicle complaints. Customer was advised by Agent that he should not really on internet forums for information because they can be false and misleading. Customer wants a call back to see what can be done. Customer was notified by agent that there are no warranties on the vehicle that will cover these current issues.
09/02/2020	Agent left a voicemail stating that he was denied goodwill. Next agent if customer calls back. Good will was denied due to him not being the original owner and warranty is expired.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/01/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/01/2020	**Origin**	Telephone	**Reason**	
Mileage	14,600 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address	[redacted]			**Source**	Customer
Caller City	MIAMI	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	MIAMI		FL	[redacted]	USA
Dealer	67962	PLANET DODGE CHRYSLER JEEP		**Dealer Phone**	3054708000
Dealer Address	9975 N W 12TH STREET				
	MIAMI		FL	33172 2762	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	A
Subject	DOOR				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/01/2020 07:34 PM	Open
09/01/2020 09:02 PM	Closed

Initial Description

Cst stated she is hearing a loud buzzing noise from her door

Case Comments

Date	Comment
09/01/2020	Cst stated that the right door on her vehicle was making a loud buzzing sound. Cst wanted to know if she had an extended warranty or recall on her vehicle for this issue. Agent advised cst that there is no extended warranty or recall. Agent advised cst to seek diagnoses from a DLR and advised cst to call MVP for extended warranty (SC)

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/03/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/04/2020	**Origin**	Telephone	**Reason**	
Mileage	74,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	FRISCO		TX	[redacted]	USA
Dealer	26892	FRISCO CHRYSLER DODGE JEEP RAM		**Dealer Phone**	4698884788
Dealer Address	9640 STATE HWY 121				
	FRISCO		TX	75035 6069	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	A
Subject	sliding door				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/03/2020 10:22 PM	Open
09/04/2020 02:00 PM	Closed

Initial Description

customer called because sliding door stopped working

Case Comments

Date	Comment
09/04/2020	customer called because sliding door stopped working. customer wanted assistance from FCA to get vehicle repaired. the door is closed but will not open. vehicle is OOW, no LS, no CCS. agent informed customer to have vehicle diagnosed to see if the Pre-Owned Limited Warranty would cover repairs.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2016	Brand	DODGE
Body	RTKH53	Vehicle	DODGE GRAND CARAVAN SE		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	09/06/2020	CAIR Type	Regular	Status	Closed
Close Date	09/07/2020	Origin	Brand Site	Reason	null
Mileage	47,027 Miles	Market	U	Language	English
Contact Email		Contact Phone			
Caller Address				Source	Customer
Caller City		Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	OAK CREEK		WI		USA
Dealer				Dealer Phone	
Dealer Address					
Dealer Zone		Sales District		Service District	
Subject	App Customer Support Request				
Synopsis					
Customer Anomaly					
Contact Reason	C14	Inquiring About Connected Service Options (Subscriptions, Pricing, Etc.)	Customer Anomaly		
Reason Code	After Sales - Information & Assistance requests - Product - Connected Services - Connected Services Information				

Case Status History

Create Date	Status
09/06/2020 11:37 PM	New
09/07/2020 03:34 AM	Open
09/07/2020 03:38 AM	Closed

Initial Description

When is the Grand Caravan going to be added to the UConnect app? It would be nice to be able to lock the doors on mine especially when my key fob doesnt work locking the doors.

Case Comments

Date	Comment
09/07/2020	Customer emailed in wanting to know when the Uconnect App will be added to the Dodge Caravan. Agent advised this is an option that is installed in the factory and cannot be added after.

Email(s)

Date	09/07/2020	Subject	App Customer Support Request [re		
From	uscustomercare@fcagroup.com	To		Sent Date/Time	09/07/2020 03:37 AM

Hello

Thank you for contacting Dodge Customer Care.

I do understand how useful the Uconnect App would be for your vehicle.

Unfortunately, this is an option that has to be installed in factory and cannot be added to the vehicle afterwards.

Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at 800-423-6343.

Thank you again for your email Jean. Have a great day.

Best Regards,

Jacklyn
Dodge Customer Care

Date	09/07/2020	Subject	App Customer Support Request		
From	uscustomercare@fcagroup.com	To		Sent Date/Time	09/07/2020 03:37 AM

Hello [redacted]

Thank you for contacting Dodge Customer Care.

I do understand how useful the Uconnect App would be for your vehicle.

Unfortunately, this is an option that has to be installed in factory and cannot be added to the vehicle afterwards.

Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at 800-423-6343.

Thank you again for your email Jean. Have a great day.

Best Regards,

Jacklyn
Dodge Customer Care
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	Model Year	2016	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	09/08/2020	CAIR Type	Regular	Status	Closed
Close Date	09/09/2020	Origin	Telephone	Reason	
Mileage	112,000 Miles	Market	U	Language	
Contact Email	[redacted]				
Caller Address				Source	
Caller City		Caller Country		Caller Postal Code	
Customer	[redacted]				
Customer Address					
	FREELAND		MI	[redacted]	USA
Dealer	43389	EARNHARDT CHRYSLER JEEP DODGE RAM		Dealer Phone	4809264000
Dealer Address	1521 E. DRIVERS WAY				
	GILBERT		AZ	85297 0402	USA
Dealer Zone	West	Sales District		Service District	L
Subject	locking system				
Synopsis					
Customer Anomaly	Electronics				
	Power Windows				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	118	Automatic window function issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/08/2020 05:40 PM	Open
09/09/2020 09:59 AM	Closed

Initial Description

customer seeking assistance for the vehicle as the two side doors are locked

Case Comments

Date	Comment
09/08/2020	***Customer Inquiry*** Customer having issues with the lock system. the side doors are locked and not getting unlocked manually or automatically. customers got his vehicle diagnosed today(08/sep)morning but this issues is not get resolved. Customer noticed this first on the thursday (04/sep) and the doors are still locked. Customer wants an email reply to resolve the issue. ***Agent Advised*** Agent assisted the customer and provide the information.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/08/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/10/2020	**Origin**	Telephone	**Reason**	
Mileage	0 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	ORLANDO		FL		USA
Dealer	45091	Greenway Chrysler Jeep Dodge Ram		**Dealer Phone**	4073069400
Dealer Address	9051 EAST COLONIAL DRIVE				
	ORLANDO		FL	32817 4176	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	E
Subject	technical assistance				
Synopsis	repairs completed, customer NOT happy about paying a deductible by her ext warranty.				
Customer Anomaly					
Contact Reason	C183	Vehicle Warranty Plan Coverage	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Warranty - Warranty - Coverage Information				

Case Status History

Create Date	Status
09/08/2020 05:53 PM	Open
09/18/2020 04:54 PM	Closed
09/18/2020 08:32 PM	Open
11/10/2020 04:30 PM	Closed

Initial Description

warranty

Case Comments

Date	Comment
09/08/2020	cst calling because she had rust on her hood and then she got hit in the back so her bumper needed to be replaced cst vehicle was under warranty and got them both replaced but the bumper and hood was not the same color gray cst was mad because the vehicle was two tone gray cst took vehicle to be painted at dealership and they painted the bumper the correct color when cst picked the vehicle back up from shop Friday night her husband seen that the next morning the vehicles hood was not the same color cst took the vehicle back to the dealership and dealer stated that there was nothing they can do and even if they painted the hood 100 times they will not get the matching color advisor informed cst that we can try to escalate her case but there is no guarantee that we would be able to even assist with this issue because this matter is between cst and dealer cst understood advisor informed cst that if the case does get sent back the advisor will call back and let her know
09/10/2020	Customer emailed in, CM please review case#
09/14/2020	CM LVM for customer regarding the concerns of his paint
09/14/2020	per dealer task: it was painted with a specific paint code. verified with body shop that it was correct. no issues.
09/18/2020	CM LVM for customer regarding the concerns of his paint, cm also advised on the voicemail that there was nothing more that could be done, as the vehicle was painted with the specific paint code for this vehicle. and that the case will be closed, but if he should have any questions he can call into Chrysler customer care at any time.
09/18/2020	Customer was kicked out of Greenway by service manager Travis Letson on 9/9/2020.. Customer sent a letter to the CEO of Chrysler and she has not heard anything. Dealer did the hood paint was done in January 2020.... the bumper was done Sept 2020. Car was not at the dealership when the hood was painted. CM will call other dealer in Central Florida to see if they have a body shop that an paint the Hood. 407-963-3589 CM reaching out to central FL dodge (407-982-5026) LVM for service director to call cm on monday or have Arisa call on monday.
09/21/2020	CM spoke to SM Arisa and they do not have a body shop, dealer recommended Napleton.
09/21/2020	cm called dealer code(45155) cm asked if dealer had a body shop, and dealer stated no. CM is reaching out to AM to see if she has any recommendations.
09/21/2020	per AM, customer has to return to Greenway as that is where the job was done.
09/21/2020	per dealer task: CUSTOMER IS COMPLAINING ABOUT THE HOOD NOT BEING PAINTED CORRECTLY . BODYSHOP CONFIRMED SPECIFIC PAINT CODE FOR THAT VEHICLE WAS USED . NO PROBLEM WITH HOOD PER BODYSHOP
09/21/2020	cm called customer and advised that per the AM, the vehicle has to go back to Greenway to have the paint repaired.
09/22/2020	per dealer task: THERES NOTHING TO FIX . HOOD IS PAINTED CORRECTLY . WE ARE NOT PAINTING THE HOOD AGAIN !
09/24/2020	AM has sent out an email to the dealership to look at this vehicle to check the paint or schedule customer for when the AM will be at the dealership.
09/24/2020	per dealer: SPOKE WITH HUSBAND ON 9/24/2020 . THEY WILL CALL ME WHEN THEY CAN COME IN FOR GEORGE TO INSPECT\ CM spoke to cusotmer, she did not hear from dealer, CM sent dealer a task.. task listed above
09/29/2020	per customer email, dealership is working with customer to get the hood repainted.
10/06/2020	CM reached out to customer .lvm for

Date	Comment
10/06/2020	customer called back in no reply from dealer yet
10/19/2020	Vehicle has arrived at dealership GREENWAY CHRYSLER-JEEP-DODGE, INC and attended by dealer employee
10/19/2020	Vehicle has arrived at dealership
10/20/2020	per dealer task: HOOD IS PAINTED AND IS DRYING . SHOULD HAVE VEHICLE READY TO RETURN TO CUSTOMER 10/21/2020 BY 5PM
10/21/2020	CM called customer to provide update as dealer refuses to call her, dealer will only call her husband even after she has asked repeatedly to call her, as it is her car. CM advised that car is due back to her today per task from dealership
10/24/2020	Vehicle has arrived at dealership GREENWAY CHRYSLER-JEEP-DODGE, INC and attended by dealer employee
10/26/2020	Vehicle has arrived at dealership
10/26/2020	Vehicle has arrived at dealership Greenway Chrysler-Jeep-Dodge Inc. and attended by dealer employee
10/26/2020	Vehicle has arrived at dealership
10/26/2020	per dealer task: STILL DIAGNOSING . DRIVERS SLIDING DOOR IS STUCK CLOSED . HAVE TO DETRIM INTERIOR TO ACCESS DOOR
10/26/2020	per T[redacted]he hood is Perfect!! CM was advised by customer that the door had to have a part ordered...so please keep case open till part arrives.
11/03/2020	per dealer task: NOTHING ON ORDER YET . STILL HAVE TO DETRIM INTERIOR TO BREAK INTO DOOR . CUSTOMER HAS VEHICLE . NOT AT DEALER . DO NOT HAVE LOANER PROGRAM
11/03/2020	cm called customer to advise that no parts are on order, customer is going to have her husband call the dealer to find out whats going on
11/04/2020	Vehicle has arrived at dealership GREENWAY CHRYSLER-JEEP-DODGE, INC and attended by dealer employee
11/04/2020	Vehicle has arrived at dealership
11/04/2020	per dealer task: REPLACING SLIDING DOOR LATCH ASSY AND ROD . LATCH IN STOCK ROD ORDERED AND WILL BE HERE 11/5/2020 . REPAIR WILL BE COMPLETED 11/5/20
11/06/2020	per dealer task: VEHICLE WAS BROUGHT IN TO HAVE HOOD REPAINTED . SENT TO BODYSHOP FOR REPAIR . BROUGHT VEHICLE BACK UP AND RETURNED TO CUSTOMER . SLIDING DOOR ACTUATOR FAILED INTERNALLY . CUSTOMER HAS A $100.00 DEDUCTIBLE FROM MAXCARE . WHY WOULD WE PAY ?
11/06/2020	Customer is upset that the dealer is charging her a deductible for something that was not wrong when she brought the vehicle in. Dealer filed it against her max care and she feels that the dealer should of paid the bill
11/10/2020	per customer email: Ok, I'm over it, and Greenway. I will not be paying any amount.

Email(s)

Date	09/18/2020	***Subject***	Level 2 Initial Contact[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	09/18/2020 20:55 PM

Dear [redacted]

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

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

Your case number is [redacted]
The Chrysler South East Case Management telephone number: 1-844-378-0573
My direct extension: 4060181
My work hours are: 8:00am - 4:30pm Eastern Standard Time Monday-Friday

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

Angela
[redacted]

Date	09/18/2020	***Subject***	Re: Level 2 Initial Contact [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	09/18/2020 21:05 PM

On Fri, Sep 18, 2020, 4:55 PM US Customer Care <uscustomercare@fcagroup.com>
wrote:

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> Dear [redacted]
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>
> Thank you for allowing CHRYSLER Customer Care an opportunity to address
> your concern. Our primary focus is your satisfaction.
>
>
>
> My name is Angela and I will be your advocate to ensure all questions and
> issues are addressed. Here is some information that will be helpful for you
> to have:
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>
>
> - Your case number is [redacted]
> - The Chrysler South East Case Management telephone number:
> 1-844-378-0573
> - My direct extension: 4060181
> - My work hours are: 8:00am - 4:30pm Eastern Standard Time
> *Monday-Friday*
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>
> Please don't hesitate to make contact if you have any questions or
> concerns. Thank you for your patience and co-operation!
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> Angela
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[redacted]

Date	09/24/2020	***Subject***	Re: Level 2 Initial Contac[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	09/24/2020 17:06 PM

Just to let you know, Greenway just called my husband, 5 minutes after you called me.

On Fri, Sep 18, 2020, 5:04 PM [redacted] wrote:

>
> On Fri, Sep 18, 2020, 4:55 PM US Customer Care <
> uscustomercare@fcagroup.com> wrote:
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>> Dea[redacted]
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>> Thank you for allowing CHRYSLER Customer Care an opportunity to address
>> your concern. Our primary focus is your satisfaction.
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>>
>> My name is Angela and I will be your advocate to ensure all questions and
>> issues are addressed. Here is some information that will be helpful for you
>> to have:
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>>
>> - Your case number [redacted]
>> - The Chrysler South East Case Management telephone number:
>> 1-844-378-0573
>> - My direct extension: 4060181
>> - My work hours are: 8:00am - 4:30pm Eastern Standard Time
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>> Please don't hesitate to make contact if you have any questions or
>> concerns. Thank you for your patience and co-operation!
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>> Angela
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>[redacted]
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Date	09/24/2020	***Subject***	Re: Level 2 Initial Contact [[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	09/24/2020 17:11 PM

Ok [redacted]

Thank You

---------- Original Message
From: [redacted]
Sent: 9/24/2020 1:06 PM
To: uscustomercare@fcagroup.com
Subject: Re: Level 2 Initial Contact [redacted]

Just to let you know, Greenway just called my husband, 5 minutes after you called me.

On Fri, Sep 18, 2020, 5:04 PM [redacted] wrote:

>
> On Fri, Sep 18, 2020, 4:55 PM US Customer Care <
> uscustomercare@fcagroup.com> wrote:
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>> Dear [redacted]
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>> Thank you for allowing CHRYSLER Customer Care an opportunity to address
>> your concern. Our primary focus is your satisfaction.
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>> My name is Angela and I will be your advocate to ensure all questions and
>> issues are addressed. Here is some information that will be helpful for you
>> to have:
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>> - Your case number is [redacted]
>> - The Chrysler South East Case Management telephone number:
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>> - My work hours are: 8:00am - 4:30pm Eastern Standard Time
>> *Monday-Friday*
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>> Please don't hesitate to make contact if you have any questions or
>> concerns. Thank you for your patience and co-operation!
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>> Angela
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>> [redacted]

Date	09/26/2020	***Subject***	Re: Level 2 Initial Contact [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	09/26/2020 02:50 AM

Just to keep you in the loop. My husband and I met with two gentleman at
the dealership today at 4:45, they looked at the van. They said they will
get in touch with me on Monday to give me some dates to bring the van back
to them to repaint the hood.

On Thu, Sep 24, 2020, 1:11 PM US Customer Care <uscustomercare@fcagroup.com>
wrote:

> Ok [redacted]
>
> Thank You
>
>
> ---------- Original Message ----------
> From: [redacted]
> Sent: 9/24/2020 1:06 PM
> To: uscustomercare@fcagroup.com
> Subject: Re: Level 2 Initial Contact [redacted]
>
> Just to let you know, Greenway just called my husband, 5 minutes after you
> called me.
>
> On Fri, Sep 18, 2020, 5:04 PM [redacted] >
> wrote:
>
> >
> > On Fri, Sep 18, 2020, 4:55 PM US Customer Care <
> > uscustomercare@fcagroup.com> wrote:
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> >> Dear [redacted] ,
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> >>
> >> Thank you for allowing CHRYSLER Customer Care an opportunity to address
> >> your concern. Our primary focus is your satisfaction.
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> >>
> >> My name is Angela and I will be your advocate to ensure all questions
> and
> >> issues are addressed. Here is some information that will be helpful for
> you
> >> to have:
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> >>
> >> - Your case number is [redacted] .
> >> - The Chrysler South East Case Management telephone number:
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> >> - My direct extension: 4060181
> >> - My work hours are: 8:00am - 4:30pm Eastern Standard Time
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> >> Please don't hesitate to make contact if you have any questions or
> >> concerns. Thank you for your patience and co-operation!
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> >> Angela
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> >>
> >> [redacted]
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Date	09/28/2020	***Subject***	Re: Level 2 Initial Contact [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	09/28/2020 16:22 PM

HI [redacted]

That is Great News..

---------- Original Message ----------
From: [redacted]
Sent: 9/25/2020 10:50 PM
To: uscustomercare@fcagroup.com
Subject: Re: Level 2 Initial Contact [redacted]

Just to keep you in the loop. My husband and I met with two gentleman at
the dealership today at 4:45, they looked at the van. They said they will
get in touch with me on Monday to give me some dates to bring the van back
to them to repaint the hood.

On Thu, Sep 24, 2020, 1:11 PM US Customer Care <uscustomercare@fcagroup.com>
wrote:

> Ok [redacted]
>
> Thank You
>
>
> ---------- Original Message ----------
> From: [redacted]
> Sent: 9/24/2020 1:06 PM
> To: uscustomercare@fcagroup.com
> Subject: Re: Level 2 Initial [redacted]
>
> Just to let you know, Greenway just called my husband, 5 minutes after you
> called me.
>
> On Fri, Sep 18, 2020, 5:04 PM [redacted] >
> wrote:
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> >
> > On Fri, Sep 18, 2020, 4:55 PM US Customer Care <
> > uscustomercare@fcagroup.com> wrote:
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>> Dear [redacted] ,
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>> Thank you for allowing CHRYSLER Customer Care an opportunity to address
>> your concern. Our primary focus is your satisfaction.
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>>
>> My name is Angela and I will be your advocate to ensure all questions
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>> issues are addressed. Here is some information that will be helpful for
> you
>> to have:
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>> - Your case number is [redacted] .
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>> Please don't hesitate to make contact if you have any questions or
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>> Angela
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Date	10/05/2020	***Subject***	Re: Level 2 Initial Conta		
From		***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	10/05/2020 13:59 PM

I just sent this e-mail to Greenway, awaiting a response.

My husband and myself met with you on Sept 25th. You stated you would get with the paint shop and get back to me on Monday. Sept 28, to let me know when I could bring the vehicle back. Today is October 5th and I have not heard from you. Can you give me an update please?

[redacted]

On Mon, Sep 28, 2020, 12:23 PM US Customer Care <uscustomercare@fcagroup.com> wrote:

> HI [redacted]
>
> That is Great News..
>
>
> ---------- Original Message ----------
> From: [redacted]
> Sent: 9/25/2020 10:50 PM
> To: uscustomercare@fcagroup.com
> Subject: Re: Level 2 Initial Contact [redacted]
>
> Just to keep you in the loop. My husband and I met with two gentleman at
> the dealership today at 4:45, they looked at the van. They said they will
> get in touch with me on Monday to give me some dates to bring the van back
> to them to repaint the hood.
>
> On Thu, Sep 24, 2020, 1:11 PM US Customer Care <
> uscustomercare@fcagroup.com>
> wrote:
>
> > Ok [redacted]
> >
> > Thank You
> >
> >
> > ---------- Original Message ----------
> > From [redacted]
> > Sent: 9/24/2020 1:06 PM
> > To: uscustomercare@fcagroup.com
> > Subject: Re: Level 2 Initial Contac [redacted]
> >
> > Just to let you know, Greenway just called my husband, 5 minutes after
> you
> > called me.
> >
> > On Fri, Sep 18, 2020, 5:04 PM [redacted] >
> > wrote:
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> > >
> > > On Fri, Sep 18, 2020, 4:55 PM US Customer Care <
> > > uscustomercare@fcagroup.com> wrote:
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> > >> Dear [redacted] ,
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> > >> Thank you for allowing CHRYSLER Customer Care an opportunity to
> address
> > >> your concern. Our primary focus is your satisfaction.
> > >>
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> > >>
> > >> My name is Angela and I will be your advocate to ensure all questions
> > and
> > >> issues are addressed. Here is some information that will be helpful
> for
> > you
> > >> to have:
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> > >>
> > >>
> > >> - Your case number is [redacted]

> > >> - The Chrysler South East Case Management telephone number:
> > >> 1-844-378-0573
> > >> - My direct extension: 4060181
> > >> - My work hours are: 8:00am - 4:30pm Eastern Standard Time
> > >> *Monday-Friday*
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> > >> Please don't hesitate to make contact if you have any questions or
> > >> concerns. Thank you for your patience and co-operation!
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> > >> Angela
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Date	10/05/2020	***Subject***	Re: Level 2 Initial Contact [re		
From	uscustomercare@fcagroup.com	***To***		***Sent Date/Time***	10/05/2020 18:24 PM

Good Afternoon [redacted],

I sent a follow up to the Area rep on this as well to see if she can get a faster reply from the dealer

---------- Original Message ----------
From: [redacted]]
Sent: 10/5/2020 9:59 AM
To: uscustomercare@fcagroup.com
Subject: Re: Level 2 Initial Contact [redacted]]

I just sent this e-mail to Greenway, awaiting a response.

My husband and myself met with you on Sept 25th. You stated you would get
with the paint shop and get back to me on Monday. Sept 28, to let me know
when I could bring the vehicle back. Today is October 5th and I have not
heard from you. Can you give me an update please?

[redacted]

On Mon, Sep 28, 2020, 12:23 PM US Customer Care <uscustomercare@fcagroup.com>
wrote:

> HI [redacted],
>
> That is Great News..
>
>
> ---------- Original Message ----------
> From: [redacted]
> Sent: 9/25/2020 10:50 PM
> To: uscustomercare@fcagroup.com
> Subject: Re: Level 2 Initial Contact [redacted]]
>
> Just to keep you in the loop. My husband and I met with two gentleman at
> the dealership today at 4:45, they looked at the van. They said they will
> get in touch with me on Monday to give me some dates to bring the van back
> to them to repaint the hood.
>
> On Thu, Sep 24, 2020, 1:11 PM US Customer Care <
> uscustomercare@fcagroup.com>
> wrote:
>
> > Ok[redacted]
> >
> > Thank You
> >
> >
> > ---------- Original Message ----------
> > From: [redacted]]
> > Sent: 9/24/2020 1:06 PM
> > To: uscustomercare@fcagroup.com
> > Subject: Re: Level 2 Initial Contact [re[redacted]f]
> >
> > Just to let you know, Greenway just called my husband, 5 minutes after
> you
> > called me.
> >
> > On Fri, Sep 18, 2020, 5:04 PM [redacted] >
> > wrote:
> >
> > >
> > > On Fri, Sep 18, 2020, 4:55 PM US Customer Care <
> > > uscustomercare@fcagroup.com> wrote:
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> > > >>
> > > >>
> > > >> Dear [redacted]
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> > > >>
> > > >> Thank you for allowing CHRYSLER Customer Care an opportunity to
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> > > >> your concern. Our primary focus is your satisfaction.
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> > > >>

> > >>
> > >> My name is Angela and I will be your advocate to ensure all questions
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> > >> - My work hours are: 8:00am - 4:30pm Eastern Standard Time
> > >> *Monday-Friday*
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> > >> Please don't hesitate to make contact if you have any questions or
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> > >> Angela
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> > >>
> > >> [redacted]
> > >> [redacted]
> > >> [redacted]
> > >> [redacted]
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Date	10/06/2020	***Subject***	Re: Level 2 Initial Contact [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/06/2020 13:56 PM

Good Morning [redacted]

Have you heard anything from Greenway yet in regards to getting your paint concerns addressed.

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 10/5/2020 2:24 PM
To [redacted]
Subject: Re: Level 2 Initial Contact [[redacted]]

Good Afternoon [redacted]

I sent a follow up to the Area rep on this as well to see if she can get a faster reply from the dealer

---------- Original Message ----------
From [redacted]
Sent: 10/5/2020 9:59 AM
To: uscustomercare@fcagroup.com
Subject: Re: Level 2 Initial Contact [redacted]]

I just sent this e-mail to Greenway, awaiting a response.

My husband and myself met with you on Sept 25th. You stated you would get
with the paint shop and get back to me on Monday. Sept 28, to let me know
when I could bring the vehicle back. Today is October 5th and I have not
heard from you. Can you give me an update please?

[redacted]

On Mon, Sep 28, 2020, 12:23 PM US Customer Care <uscustomercare@fcagroup.com>
wrote:

> HI [redacted],
>
> That is Great News..
>
>
> ---------- Original Message ----------
> From: [redacted]]
> Sent: 9/25/2020 10:50 PM
> To: uscustomercare@fcagroup.com
> Subject: Re: Level 2 Initial [redacted]]
>
> Just to keep you in the loop. My husband and I met with two gentleman at
> the dealership today at 4:45, they looked at the van. They said they will
> get in touch with me on Monday to give me some dates to bring the van back
> to them to repaint the hood.
>
> On Thu, Sep 24, 2020, 1:11 PM US Customer Care <
> uscustomercare@fcagroup.com>
> wrote:
>
> > Ok [redacted]
> >
> > Thank You
> >
> >
> > ---------- Original Message ----------
> > [redacted]]
> > Sent: 9/24/2020 1:06 PM
> > To: uscustomercare@fcagroup.com
> > Subject: Re: Level 2 Initial Contact [[redacted]
> >
> > Just to let you know, Greenway just called my husband, 5 minutes after
> you
> > called me.
> >
> > On Fri, Sep 18, 2020, 5:04 PM [redacted]
> > wrote:
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> > >
> > > On Fri, Sep 18, 2020, 4:55 PM US Customer Care <
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> > >> Dea[redacted]
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> > >> Thank you for allowing CHRYSLER Customer Care an opportunity to
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> > >> your concern. Our primary focus is your satisfaction.
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> > >> My name is Angela and I will be your advocate to ensure all questions
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> > >> - Your case number [redacted]
> > >> - The Chrysler South East Case Management telephone number:
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> > >> Angela
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> > >>
> > >>
> [redacted]
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Date	10/06/2020	***Subject***	Re: Level 2 Initial Contact [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	10/06/2020 15:16 PM

Brian just called my husband to schedule an appointment to take the van in
on the 19th of October

On Tue, Oct 6, 2020, 9:56 AM US Customer Care <uscustomercare@fcagroup.com>
wrote:

> Good Morning[redacted]
>
>
> Have you heard anything from Greenway yet in regards to getting your paint
> concerns addressed.
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 10/5/2020 2:24 PM
> To: [redacted]
> Subject: Re: Level 2 Initial Contact [redacted]
>
> Good Afternoon[redacted],
>
> I sent a follow up to the Area rep on this as well to see if she can get a
> faster reply from the dealer
>
>
> ---------- Original Message ----------
> From:[redacted]]
> Sent: 10/5/2020 9:59 AM
> To: uscustomercare@fcagroup.com
> Subject: Re: Level 2 Initial Contact[redacted]]
>
> I just sent this e-mail to Greenway, awaiting a response.
>
> My husband and myself met with you on Sept 25th. You stated you would get
> with the paint shop and get back to me on Monday. Sept 28, to let me know
> when I could bring the vehicle back. Today is October 5th and I have not
> heard from you. Can you give me an update please?
>
>[redacted]
>
>
> On Mon, Sep 28, 2020, 12:23 PM US Customer Care <
> uscustomercare@fcagroup.com>
> wrote:
>
> > H[redacted],
> >
> > That is Great News..
> >
> >
> > ---------- Original Message ----------
> > From[redacted]
> > Sent: 9/25/2020 10:50 PM
> > To: uscustomercare@fcagroup.com
> > Subject: Re: Level 2 Initial Contact[redacted]
> >
> > Just to keep you in the loop. My husband and I met with two gentleman at
> > the dealership today at 4:45, they looked at the van. They said they will
> > get in touch with me on Monday to give me some dates to bring the van
> back
> > to them to repaint the hood.
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> > On Thu, Sep 24, 2020, 1:11 PM US Customer Care <
> > uscustomercare@fcagroup.com>
> > wrote:
> >
> > > OK[redacted]
> > >
> > > Thank You
> > >
> > >
> > > ---------- Original Message ----------
> > > From:[redacted]
> > > Sent: 9/24/2020 1:06 PM
> > > To: uscustomercare@fcagroup.com
> > > Subject: Re: Level 2 Initial Contact [
>[redacted]
> > >
> > > Just to let you know, Greenway just called my husband, 5 minutes after
> > you
> > > called me.
> > >
> > > On Fri, Sep 18, 2020, 5:04 PM[redacted]
> > >
> > > wrote:

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> > > > On Fri, Sep 18, 2020, 4:55 PM US Customer Care <
> > > > uscustomercare@fcagroup.com> wrote:
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> > > > >> Dear [redacted]
> > > > >>
> > > > >>
> > > > >>
> > > > >> Thank you for allowing CHRYSLER Customer Care an opportunity to
> > address
> > > > >> your concern. Our primary focus is your satisfaction.
> > > > >>
> > > > >>
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> > > > >> My name is Angela and I will be your advocate to ensure all
> questions
> > > and
> > > > >> issues are addressed. Here is some information that will be helpful
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> > > you
> > > > >> to have:
> > > > >>
> > > > >>
> > > > >>
> > > > >> - Your case number is [redacted]
> > > > >> - The Chrysler South East Case Management telephone number:
> > > > >> 1-844-378-0573
> > > > >> - My direct extension: 4060181
> > > > >> - My work hours are: 8:00am - 4:30pm Eastern Standard Time
> > > > >> *Monday-Friday*
> > > > >>
> > > > >>
> > > > >>
> > > > >> Please don't hesitate to make contact if you have any questions or
> > > > >> concerns. Thank you for your patience and co-operation!
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> > > > >> Angela
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> > > > >>
> > > > [redacted]
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> > > > >

That is great, I will follow up with you then that week to see how things are going.

---------- Original Message ----------
From: [redacted]
Sent: 10/6/2020 11:16 AM
To: uscustomercare@fcagroup.com
Subject: Re: Level 2 Initial Contact [redacted]

Brian just called my husband to schedule an appointment to take the van in
on the 19th of October

On Tue, Oct 6, 2020, 9:56 AM US Customer Care <uscustomercare@fcagroup.com>
wrote:

> Good Morning[redacted],
>
>
> Have you heard anything from Greenway yet in regards to getting your paint
> concerns addressed.
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 10/5/2020 2:24 PM
> To[redacted]
> Subject: Re: Level 2 Initial[redacted]]
>
> Good Afternoon[redacted]
>
> I sent a follow up to the Area rep on this as well to see if she can get a
> faster reply from the dealer
>
>
> ---------- Original Message ----------
> From:[redacted]
> Sent: 10/5/2020 9:59 AM
> To: uscustomercare@fcagroup.com
> Subject: Re: Level 2 Initial Contac[redacted]]
>
> I just sent this e-mail to Greenway, awaiting a response.
>
> My husband and myself met with you on Sept 25th. You stated you would get
> with the paint shop and get back to me on Monday. Sept 28, to let me know
> when I could bring the vehicle back. Today is October 5th and I have not
> heard from you. Can you give me an update please?
>
>[redacted]
>
>
> On Mon, Sep 28, 2020, 12:23 PM US Customer Care <
> uscustomercare@fcagroup.com>
> wrote:
>
> > HI[redacted]
> >
> > That is Great News..
> >
> >
> > ---------- Original Message ----------
> > From:[redacted]
> > Sent: 9/25/2020 10:50 PM
> > To: uscustomercare@fcagroup.com
> > Subject: Re: Level 2 Initial[redacted]
> >
> > Just to keep you in the loop. My husband and I met with two gentleman at
> > the dealership today at 4:45, they looked at the van. They said they will
> > get in touch with me on Monday to give me some dates to bring the van
> back
> > to them to repaint the hood.
> >
> > On Thu, Sep 24, 2020, 1:11 PM US Customer Care <
> > uscustomercare@fcagroup.com>
> > wrote:
> >
> > > OK[redacted]
> > >
> > > Thank You
> > >
> > >
> > > ---------- Original Message ----------
> > > From:[redacted]
> > > Sent: 9/24/2020 1:06 PM
> > > To: uscustomercare@fcagroup.com
> > > Subject: Re: Level 2 Initial Contact [

> [redacted]
> [redacted]
> > > Just to let you know, Greenway just called my husband, 5 minutes after
> > you
> > > called me.
> > >
> > > On Fri, Sep 18, 2020, 5:04 P[redacted]
> > >
> > > wrote:
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> > > >> My name is Angela and I will be your advocate to ensure all
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> > > >>
> > > >> - Your case number is [redacted]
> > > >> - The Chrysler South East Case Management telephone number:
> > > >> 1-844-378-0573
> > > >> - My direct extension: 4060181
> > > >> - My work hours are: 8:00am - 4:30pm Eastern Standard Time
> > > >> *Monday-Friday*
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> > > >> Please don't hesitate to make contact if you have any questions or
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> > > >> Angela
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> > > >>
> > > >> [redacted]
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>

So my husband called, Brian, he told us to bring the van in today, in which we just dropped off and he would fix it tomorrow. So i will let you know when complete.

On Tue, Oct 6, 2020, 11:20 AM US Customer Care <uscustomercare@fcagroup.com> wrote:

> That is great, I will follow up with you then that week to see how things
> are going.
>
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> ---------- Original Message ----------
> From: [redacted]
> Sent: 10/6/2020 11:16 AM
> To: uscustomercare@fcagroup.com
> Subject: Re: Level 2 Initial Contact [redacted]
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> Brian just called my husband to schedule an appointment to take the van in
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> On Tue, Oct 6, 2020, 9:56 AM US Customer Care <uscustomercare@fcagroup.com
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> > Have you heard anything from Greenway yet in regards to getting your
> paint
> > concerns addressed.
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> > ---------- Original Message ----------
> > From: US Customer Care [uscustomercare@fcagroup.com]
> > Sent: 10/5/2020 2:24 PM
> > [redacted]
> > Subject: Re: Level 2 Initial Contact [redacted]
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> > Good Afternoon [redacted]
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> > faster reply from the dealer
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> > ---------- Original Message ----------
> > From: [redacted]
> > Sent: 10/5/2020 9:59 AM
> > To: uscustomercare@fcagroup.com
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> > My husband and myself met with you on Sept 25th. You stated you would get
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> > when I could bring the vehicle back. Today is October 5th and I have not
> > heard from you. Can you give me an update please?
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> > On Mon, Sep 28, 2020, 12:23 PM US Customer Care <
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> > wrote:
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> > > HI [redacted]
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> > > That is Great News..
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> > > ---------- Original Message ----------
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> > > Sent: 9/25/2020 10:50 PM
> > > To: uscustomercare@fcagroup.com
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> > > Just to keep you in the loop. My husband and I met with two gentleman
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> > > get in touch with me on Monday to give me some dates to bring the van
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> > > to them to repaint the hood.
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> > > On Thu, Sep 24, 2020, 1:11 PM US Customer Care <
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> > > > Ok [redacted]
> > > >
> > > > Thank You
> > > >
> > > >
> > > > ---------- Original Message ----------
> > > > From: [redacted]]
> > > > Sent: 9/24/2020 1:06 PM
> > > > To: uscustomercare@fcagroup.com
> > > > Subject: Re: Level 2 Initial Contact [redacted]
> > > >
> > > > Just to let you know, Greenway just called my husband, 5 minutes
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> > > > >> Thank you for allowing CHRYSLER Customer Care an opportunity to
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> > > > >> My name is Angela and I will be your advocate to ensure all
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> > > > >> [redacted]

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Date	11/05/2020	***Subject***	Re: Level 2 Initial Contac [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	11/05/2020 22:53 PM

So, when we went to pick up the van, the back driver side passenger side door did not open, they have had the vehicle quite a bit, and we had no issue with the back door. The day we picked it up from being painted. The pain job was good. But, before my husband left the dealership he went to put his computer in back and said door would not open- it was almost closing, the dealership told my husband they would call him tomorrow in which they did, he brought it back, brian said had to order a part. Then, you called and i updated you that the paint wad correct but door did not open but they said would take care of it. Well , my husband just tried to pick up the van tonight, told owes $106. We did nothing to the door, it was working when it went in every time??

On Tue, Nov 3, 2020, 5:51 PM [redacted] wrote:

> So my husband called, Brian, he told us to bring the van in today, in
> which we just dropped off and he would fix it tomorrow. So i will let you
> know when complete.
>
> On Tue, Oct 6, 2020, 11:20 AM US Customer Care <
> uscustomercare@fcagroup.com> wrote:
>
>> That is great, I will follow up with you then that week to see how things
>> are going.
>>
>>
>> ---------- Original Message ----------
>> [redacted]
>> Sent: 10/6/2020 11:16 AM
>> To: uscustomercare@fcagroup.com
>> Subject: Re: Level 2 Initial Contact [[redacted]
>>
>> Brian just called my husband to schedule an appointment to take the van in
>> on the 19th of October
>>
>> On Tue, Oct 6, 2020, 9:56 AM US Customer Care <
>> uscustomercare@fcagroup.com>
>> wrote:
>>
>>> Good Morning [redacted]
>>>
>>>
>>> Have you heard anything from Greenway yet in regards to getting your
>> paint
>>> concerns addressed.
>>>
>>>
>>> ---------- Original Message ----------
>>> From: US Customer Care [uscustomercare@fcagroup.com]
>>> Sent: 10/5/2020 2:24 PM
>>> To [redacted]
>>> Subject: Re: Level 2 Initial [redacted]
>>]
>>>
>>> Good Afternoon [redacted],
>>>
>>> I sent a follow up to the Area rep on this as well to see if she can
>> get a
>>> faster reply from the dealer
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>>>
>>> ---------- Original Message ----------
>>> From: [redacted]
>>> Sent: 10/5/2020 9:59 AM
>>> To: uscustomercare@fcagroup.com
>>> Subject: Re: Level 2 Initial Contact [redacted]
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>>>
>>> I just sent this e-mail to Greenway, awaiting a response.
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>>> My husband and myself met with you on Sept 25th. You stated you would
>> get
>>> with the paint shop and get back to me on Monday. Sept 28, to let me
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>>> heard from you. Can you give me an update please?
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>>> [redacted]
[redacted]
>>>
>>>
>>> On Mon, Sep 28, 2020, 12:23 PM US Customer Care <
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>>> H [redacted]

>> > >
>> > > That is Great News..
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>> > > ---------- Original Message ----------
>> > > From [redacted]
>> > > Sent: 9/25/2020 10:50 PM
>> > > To: uscustomercare@fcagroup.com
>> > > Subject: Re: Level 2 Initial Contact [
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>> > > Just to keep you in the loop. My husband and I met with two gentleman
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>> > > the dealership today at 4:45, they looked at the van. They said they
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>> > > >
>> > > > ---------- Original Message ----------
>> > > > [redacted]]
>> > > > Sent: 9/24/2020 1:06 PM
>> > > > To: uscustomercare@fcagroup.com
>> > > > Subject: Re: Level 2 Initial Contact [
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>> > > > On Fri, Sep 18, 2020, 5:04[redacted]
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>> > > > >> [redacted]
>> > > > >> [redacted]
>> > > > >> [redacted]
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>>

Date	11/06/2020	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 11/06/2020 13:06 PM

Morning [redacted]

Sounds like they charged your for a diagnostic fee of the door issue. Did your husband sign a paper agreeing to the charge for a diagnosis

---------- Original Message ----------
From: [redacted]
Sent: 11/5/2020 5:53 PM
To: uscustomercare@fcagroup.com
Subject: Re: Level 2 Initial Contact [redacted]]

So, when we went to pick up the van, the back driver side passenger side door did not open, they have had the vehicle quite a bit, and we had no issue with the back door. The day we picked it up from being painted. The pain job was good. But, before my husband left the dealership he went to put his computer in back and said door would not open- it was almost closing, the dealership told my husband they would call him tomorrow in which they did, he brought it back, brian said had to order a part. Then, you called and i updated you that the paint wad correct but door did not open but they said would take care of it. Well , my husband just tried to pick up the van tonight, told owes $106. We did nothing to the door, it was working when it went in every time??

On Tue, Nov 3, 2020, 5:51 PM [redacted]
wrote:

> So my husband called, Brian, he told us to bring the van in today, in
> which we just dropped off and he would fix it tomorrow. So i will let you
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>> That is great, I will follow up with you then that week to see how things
>> are going.
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>> ---------- Original Message ----------
>> From: [redacted]
>> Sent: 10/6/2020 11:16 AM
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>> Subject: Re: Level 2 Initial Contact [redacted]
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>> > heard from you. Can you give me an update please?

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>> > [redacted]
[redacted]
[redacted]
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>> > On Mon, Sep 28, 2020, 12:23 PM US Customer Care <
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Date	11/06/2020	***Subject***	Re: Level 2 Initial Contac [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com		11/06/2020 14:48 PM

No, i was told to sign a paper for them to take and work on it, and when i did i told him it was no charge because it was working when we took it to get painted. The guy who took the car said i just had to sign the paper. My husband nor i was told there was going to be a charge

On Fri, Nov 6, 2020, 8:06 AM US Customer Care <uscustomercare@fcagroup.com> wrote:

> Morning [redacted]
>
> Sounds like they charged your for a diagnostic fee of the door issue. Did
> your husband sign a paper agreeing to the charge for a diagnosis
>
>
> ---------- Original Message ----------
> From: [redacted]
> Sent: 11/5/2020 5:53 PM
> To: uscustomercare@fcagroup.com
> Subject: Re: Level 2 Initial Contact [redacted]
>
> So, when we went to pick up the van, the back driver side passenger side
> door did not open, they have had the vehicle quite a bit, and we had no
> issue with the back door. The day we picked it up from being painted. The
> pain job was good. But, before my husband left the dealership he went to
> put his computer in back and said door would not open- it was almost
> closing, the dealership told my husband they would call him tomorrow in
> which they did, he brought it back, brian said had to order a part. Then,
> you called and i updated you that the paint wad correct but door did not
> open but they said would take care of it. Well , my husband just tried to
> pick up the van tonight, told owes $106. We did nothing to the door, it was
> working when it went in every time??
>
> On Tue, Nov 3, 2020, 5:51 PM [redacted] >
> wrote:
>
> > So my husband called, Brian, he told us to bring the van in today, in
> > which we just dropped off and he would fix it tomorrow. So i will let you
> > know when complete.
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> > On Tue, Oct 6, 2020, 11:20 AM US Customer Care <
> > uscustomercare@fcagroup.com> wrote:
> >
> >> That is great, I will follow up with you then that week to see how
> things
> >> are going.
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> >> ---------- Original Message ----------
> >> From: [redacted]
> >> Sent: 10/6/2020 11:16 AM
> >> To: uscustomercare@fcagroup.com
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> >>> Good Morning [redacted]
> >>>
> >>>
> >>> Have you heard anything from Greenway yet in regards to getting your
> >> paint
> >>> concerns addressed.
> >>>
> >>>
> >>> ---------- Original Message ----------
> >>> From: US Customer Care [uscustomercare@fcagroup.com]
> >>> Sent: 10/5/2020 2:24 PM
> >>> To: [redacted]
> >>> Subject: Re: Level 2 Initial Contact [
> >[redacted]
> >>]
> >>>
> >>> Good Afternoon [redacted]
> >>>
> >>> I sent a follow up to the Area rep on this as well to see if she can
> >> get a
> >>> faster reply from the dealer
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> >>> ---------- Original Message ----------
> >>> [redacted]

> >> > Sent: 10/5/2020 9:59 AM
> >> > To: uscustomercare@fcagroup.com
> >> > Subject: Re: Level 2 Initial Contact [
> [redacted]
> >>]
> >> >
> >> > I just sent this e-mail to Greenway, awaiting a response.
> >> >
> >> > My husband and myself met with you on Sept 25th. You stated you would
> >> get
> >> > with the paint shop and get back to me on Monday. Sept 28, to let me
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> >> > when I could bring the vehicle back. Today is October 5th and I have
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> >> > heard from you. Can you give me an update please?
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> >> > [redacted]
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> >> > On Mon, Sep 28, 2020, 12:23 PM US Customer Care <
> >> > uscustomercare@fcagroup.com>
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> >> > > HI [redacted]
> >> > >
> >> > > That is Great News..
> >> > >
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> >> > > From: [redacted]]
> >> > > Sent: 9/25/2020 10:50 PM
> >> > > To: uscustomercare@fcagroup.com
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> >> > > Just to keep you in the loop. My husband and I met with two
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> >> > > get in touch with me on Monday to give me some dates to bring the
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> >> > > > Thank You
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> >> > > >
> >> > > > ---------- Original Message ----------
> >> > > > From: [redacted]
> >> > > > Sent: 9/24/2020 1:06 PM
> >> > > > To: uscustomercare@fcagroup.com
> >> > > > Subject: Re: Level 2 Initial Contact [
> >> [redacted]]
> >> > > >
> >> > > > Just to let you know, Greenway just called my husband, 5 minutes
> >> after
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> >> > > > called me.
> >> > > >
> >> > > > On Fri, Sep 18, 2020, 5:04 PM [redacted]
> >> [redacted]
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> >> > > > wrote:
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> >> > > > > On Fri, Sep 18, 2020, 4:55 PM US Customer Care <
> >> > > > > uscustomercare@fcagroup.com> wrote:
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> >> > > > > >>
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> >> > > > >> Dear [redacted]
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> >> > > > >> Thank you for allowing CHRYSLER Customer Care an opportunity to
> >> > > address
> >> > > > >> your concern. Our primary focus is your satisfaction.
> >> > > > >>
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> >> > > > >>
> >> > > > >> My name is Angela and I will be your advocate to ensure all
> >> > questions
> >> > > > and
> >> > > > >> issues are addressed. Here is some information that will be
> >> helpful
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> >> > > > >> to have:
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> >> > > > >>
> >> > > > >> - Your case number is [redacted]
> >> > > > >> - The Chrysler South East Case Management telephone number:
> >> > > > >> 1-844-378-0573
> >> > > > >> - My direct extension: 4060181
> >> > > > >> - My work hours are: 8:00am - 4:30pm Eastern Standard Time
> >> > > > >> *Monday-Friday*
> >> > > > >>
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> >> > > > >> Please don't hesitate to make contact if you have any questions
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> >> > > > >>
> >> > > > >>
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> >> > > > >>
> >> > > > > [redacted]
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Good Morning [redacted]

The claim was filed against your Max Care warranty, and there is a deductible on that policy of 100.00 so therefore that is why you were charged that amount. To dispute that, you would need to take it up with Greenway, I can not do anything regarding the claim that was filed.

---------- Original Message ----------
From [redacted]]
Sent: 11/6/2020 9:48 AM
To: uscustomercare@fcagroup.com
Subject: Re: Level 2 Initial Contact [redacted]]

No, i was told to sign a paper for them to take and work on it, and when i did i told him it was no charge because it was working when we took it to get painted. The guy who took the car said i just had to sign the paper. My husband nor i was told there was going to be a charge

On Fri, Nov 6, 2020, 8:06 AM US Customer Care <uscustomercare@fcagroup.com> wrote:

> Morning [redacted],
>
> Sounds like they charged your for a diagnostic fee of the door issue. Did
> your husband sign a paper agreeing to the charge for a diagnosis
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> ---------- Original Message ----------
> [redacted]]
> Sent: 11/5/2020 5:53 PM
> To: uscustomercare@fcagroup.com
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> So, when we went to pick up the van, the back driver side passenger side
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> pain job was good. But, before my husband left the dealership he went to
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> >> > > > Sent: 9/24/2020 1:06 PM
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> >> > > > Subject: Re: Level 2 Initial Contact [
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> >> > > > On Fri, Sep 18, 2020, 5:04 PM [redacted]
> >> [redacted]
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> >> > > > >> [redacted]
> >> > > > >>
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> >> > > > >

Ok, I'm over it, and Greenway. I will not be paying any amount. My time and inconvience for the issues that should should been done right the 1st time, months ago and multiple days of inconcience have costed me more, and Greenway should be paying me.

On Fri, Nov 6, 2020, 9:56 AM US Customer Care <uscustomercare@fcagroup.com> wrote:

> Good Morning [redacted]
>
> The claim was filed against your Max Care warranty, and there is a
> deductible on that policy of 100.00 so therefore that is why you were
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New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/08/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/05/2020	**Origin**	Telephone	**Reason**	
Mileage	74,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	WESTCHESTER		IL	[redacted]	USA
Dealer	45449	JACK PHELAN CHRYSLER DODGE JEEP		**Dealer Phone**	7084841200
Dealer Address	5859 S LA GRANGE RD				
	COUNTRYSIDE		IL	60525 4065	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	B
Subject	rental request				
Synopsis	reimbursement has been sent out				
Customer Anomaly					
Contact Reason	C184	Request For Rental Vehicle	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Product - Rental Request - Rental				

Case Status History

Create Date	Status
09/08/2020 09:53 PM	Open
09/28/2020 03:49 PM	Closed
10/01/2020 10:55 PM	Open
10/05/2020 06:37 PM	Closed

Initial Description

rental request

Case Comments

Date	Comment
09/08/2020	cst transmission has failed and and vehicle is not moving dealership was not providing loaner vehicle so cst went to budget(rental company) dealership was not covering the full amount for rental cst is wanting to know if he is able to get the full coverage from fca
09/09/2020	[redacted] VIN [redacted] 2016 CHRYSLER TOWN & COUNTRY TOURING-L - Recalls: none In-Service Date: 8/29/2016 Original Owner: y Mileage: 74,000 Vehicle purchase loyalty: 2 n Multiple Repairs/ Previous related repairs: y / n - repeats on Exchange Unit/radio and on Solenoid/Sensor|Solenoid Pack - Repairs to: Actuator/motor, electric door lock, A/C, radiator, hood panel MVP plans: Active WM6100N MAXIMUM CARE Other: - LS 451 / CCS 30 - POWERTRAIN WARRANTY (5/60) - EXPIRED at 60,000 miles. Out by mileage, under by time. - Vehicle does qualify to be sent up to SPECIALIST as per AH 1267 - Dealer cost assistance process applies under Warranty Bulletin D-17-18
09/09/2020	CM called customer [redacted] Type 1 phone on file / 2016 CHRYSLER TOWN & COUNTRY Customer Contact Preferences: 1. this is best phone 2. email - confirmed - it is his wife's email. Customer does all the oil changes. The vehicle has new brakes and tires. It had new fluid when the oil pan was done and when the valve was done. The only thing that doesn't have an issue is the engine. This is the 2nd time on the transmission in 2 years. He dropped it off on Friday but the Service Department had already left. He rented a rental himself since Sunday. This is his wife's car and she is now in a rental. The Dealer were in the process of diagnosing the vehicle yesterday. Not worried about the diagnosis because of the warranty on the car. He was just angry about being stranded on the weekend without a vehicle. Been in the shop twice in the last 2 weeks. Clai[redacted] 50498 miles, 4/22/2019, DLR: 45449 JACK PHELAN CHRYSLER DODGE JEEP Front - 62TE |Pan, Oil - Replace or reseal - On the air conditioner, they ordered a new arm rest but they didn't fix the leather of the seat. The Dealer didn't want to do that - he wanted them to put a whole new seat in. This was on the RO 6 weeks ago. This Dealer does not have rentals or loaners. From 2 years ago, they took him to an Enterprise. Customer has the car until Friday. 70.00/day. CM will see if the Dealer can get him into a loaner. Customer purchased from Selling Dealer: 26730 PALMEN AUTOMOTIVE GROUP OF RACINE. Larry Roesch was closest to where the breakdown occurred. Both Dealers are about the same distance, a 15 minutes drive. Larry Roesch did the tranmission related work before.
09/09/2020	Customer says this repair is also transmission related: Clai[redacted] 54225 miles, 5/30/2019, DLR 45449, JACK PHELAN CHRYSLER DODGE JEEP Group A can be used only with Group D or E|Group A Repair (3 - Highly Skilled)|Transaxle| and that he wanted to be back at the same Dealer as did that repair ****** CM suggested to customer that he call the DLR LARRY ROESCH and get himself into an Enterprise rental through them. The rate will be lower than 70.00/day. Only a Service Manager level person can put a customer into a rental. MVP SC will pay 5 days @ 35.00/day CM can reimburse an additional 10 days @ 35.00/day CM will follow up with the Dealer to gather diagnosis and ask about parts ordered - what the ETA is - and if necessary send to our Parts Expediting Team.
09/10/2020	*****CM received email reply from SD Paul******* I dont show this vehicle in for service at this time. The vehicle was last here 7/17/2020. I currently dont show this vehicle in our service dept.
09/10/2020	CM called customer [redacted] Type 1 phone on file / 2016 CHRYSLER TOWN & COUNTRY CM LVM for customer that Dealer LARRY ROESCH says the vehicle has not been at their Dealer since 7/17/20 and is not showing as currently being in their Service Department. CM is wondering if the vehicle is perhaps under some other name at the Dealer? CM is seeking to proceed with his request and needs to clear this up so is requesting a callback to her as soon as possible.

Date	Comment
09/10/2020	*****CM re-emailed SD Paul***** - CM apologized for the error - LARRY ROESCH was the last Dealer this customer was at: Claim [redacted], 70,010 miles, 8/17/2020 for 2 repairs - Customer thinks this new issue is related to repairs done previously, so he must be at DLR JACK PHELAN. I will call them.
09/10/2020	CM called DLR Jack Phelan Chrysler Dodge Jeep Ram / 45449 / 7083525300 Service Receptionist said the vehicle is under both [redacted] and it is there at JACK PHELAN SA's name Mike SM's name Adam Miller / Email: adam@jackphelan.com CM asked to go to the SA Mike to gather preliminary information. The call was not transferred.
09/10/2020	SA MIKE: Preliminary Dealer Input: RO # [redacted] Date Opened: 9/08/20 Mileage: 74,464 What symptoms? Customer stated that he heard a loud whining noise and it stopped moving and he needed high RPMs to get it to go. Doesn't know if towed in - was there in the am when they got in on Tuesday. What is the cost to the customer: 100.00 deductible. Went under the customer's MVP Maximum Care. SA Mike spoke to Sarah and she will be there later today to pick it up.
09/10/2020	CM called customer [redacted] / Type 1 phone on file / 2016 CHRYSLER TOWN & COUNTRY CM updated customer that she called DLR JACK PHELAN and they confirmed they had the vehicle. It has now been repaired and his wife Sarah has been called to come and pick it up. Customer is seeking for his Budget Rental to be reimbursed. CM will get back to the customer on his 370.00 of rental through MVP. CM thinks he has to submit first to MVP for the 5 days to see what they can cover. Not sure we would be able to do anything for him but perhaps we can handle it. CM will look into it.
09/10/2020	******ANSWER HUB 1329 - MVP Rentals****** Car Rental Allowance coverage: $35/day; 5-day max - AH has a link for another AH 1269: Goodwill: Rentals Specialists can approve < 10 days
09/10/2020	*******CM emailed SM Adam****** - CM obtained preliminary Dealer input from the SA Mike today and also found out that the vehicle is already repaired and the customer's wife [redacted] was called. I called the customer [redacted] and he hadn't known it was repaired and ready to be picked up, so I informed him. - CM informed SM that the customer is seeking reimbursement of rental he took out himself from Budget. They charged him 70.00/day and CM told him we would only be able to reimburse him at 35.00/day. He had an MVP providing 5 days of rental and was surprised the Dealer did not put him into a rental. - The customer got a rental for his wife on Sunday, 9/06/20 from Budget, He says he dropped the vehicle off on Friday, 9/04/20, but the Service Department had already left. - CM would only be able to pay for rental from Sunday 9/06/20 when he got the rental to 9/10/20 when the vehicle was ready to be picked up. That is 5 days @ 35.00/day = 175.00. His rental bill is 370.00. - CM has two questions: 1. What is the repair and was it related? - Customer had claimed his current issue of the transmission shutting down was a related repair to previous work done at JACK PHELAN. - These were the 2 repairs CM discussed with the Customer: Claim [redacted], 54225 miles, 5/30/2019, DLR 45449, JACK PHELAN CHRYSLER DODGE JEEP Group A can be used only with Group D or E|Group A Repair (3 - Highly Skilled)|Transaxle| Claim [redacted], 50498 miles, 4/22/2019, DLR: 45449 JACK PHELAN CHRYSLER DODGE JEEP Front - 62TE |Pan, Oil - Replace or reseal 2. Is this correct about him dropping off the vehicle on Friday, 9/04/20? The RO [redacted] was opened on: 9/08/20
09/11/2020	*****CM re-emailed SM Adam****** - CM requesting a copy of the RO to back up the customer's request for rental to be paid.
09/11/2020	*****CM emailed customer regarding sending in documents***** - CM provided list of what is required - CM provided instructions for emailing pdf format documents and also for mailing in documents
09/14/2020	CM called DLR Jack Phelan Chrysler Dodge Jeep Ram / 45449 / 7083525300 / SM Adam SA Jason in Service will get the SM Adam to get the RO to the CM. 4/7/2019 - had to reseal the trans pan, the bottom. 5/23/2019 - the solenoid pack has been replaced twice - had to remove the front cover. That part was bad out of the box - put another one in on 5/28/2019 at the same mileage. Those were related repairs in 2019. This time, had to replace the transmission and the cooler due to metal throughout the transmission. Customer went 20,000 miles before returning to the Dealer - 9/8/20 to the time before that. There was quite a gap between the repairs in 2019 and now.
09/14/2020	******CM re-emailed SM Adam***** - SA Jason provided service history related to the current replacement of the trans and the cooler. - CM was told the SM Adam would send the RO.
09/16/2020	******CM received email from SM Adam******9/15/20 - copy of RO 211858 - was attached to the case as MAIERJASON RO
09/16/2020	CM called customer [redacted] / 2016 CHRYSLER TOWN & COUNTRY CM LVM for customer that she has obtained the RO/Invoice [redacted] from the Dealer and now does not require that from the customer. CM is looking for the Rental Invoice and his proof of payment. CM said that if the customer requires more time to gather the documents, he should call us with the case # and we will document that on his case.
09/18/2020	*****Received email from customer*****9/16/20 Is this what you need? ***** CM checked and she received a Budget Rental invoice but no Proof of Payment
09/18/2020	*****CM emailed customer regarding sending in additional document***** - CM thanked for the Budget rental invoice - CM advised she requires proof of payment - gave examples and explained why we need this
09/22/2020	*****CM called Budget******630-495-2080 Being connected to a Budget Representative Donley. CM asked for confirmation that customer paid his rental. Rental Agreement [redacted] was paid already. Customer paid it by Credit Card.
09/23/2020	*****Received documents from customer******* 1. Invoice from Dealer Jack Phelan Chrysler Dodge Jeep Ram, Countryside, IL Invoice # DTCS [redacted] Invoice Date: 09/10/20 RO Date: 09/08/20 Mileage: 74,464 Customer states heard a whining noise then stopped moving. Had high RPM's to engage. (Automatic Trans Concern) .... Need to replace transmission and cooler and recharged AC system and perform QuickLearn and verified operation [Parts are listed on the invoice.] No Charge Customer Deductible: 100.00 TOTAL INVOICE: 100.00 2. Budget Rental Agreement # [redacted] Customer Name: [redacted] Method of Payment: [redacted] Pickup Date/Time: Sep. 6, 2020 @ 11:26 am Pickup Location: [redacted], Lombard, IL Return Date/Time: Sep. 10, 2020 @ 7:42 am Return Location: Same Vehicle License Recoup: 1.50/day: 6.00 Time and Mileage: 281.29 Subtotal: 287.29 Tax: 17.24 Optional Services: 66.00 TOTAL CHARGES: 370,.53 TOTAL DUE: 0.00 3. Proof of Payment Statement from Merchant Website Car Rental: $370.53 [redacted] Purchased: Thurs. Sep. 10, 2020 Posted: Fri. Sep. 11, 2020 Purchased by: [redacted] Appears on statement as Budget Rent-A-Car, Lombard, IL 60148 USA
09/24/2020	*****Received email from customer******9/23/20 Does this work?
09/24/2020	*****CM emailed customer***** - thanked for his email - documents are fine and have been reviewed - CM will recontact customer when check has been issued and is on its way to him

Date	Comment
09/24/2020	FCA Dealer Invoice # [redacted] Related Claim [redacted] 2016 CHRYSLER TOWN & COUNTRY TOURING-L / DLR Jack Phelan Chrysler Dodge Jeep Ram / 45449 / 7083525300 / Goodwill Reimbursement / CASE [redacted] is requesting goodwill reimbursement for rental for repair to replace the transmission and the cooler. customer came in at 6 pm on a Friday and was not happy to be stranded without a rental over the weekend. He put himself into a Budget Rent-A-Car on 9/6/20 and returned it on 9/10/20. He had 5 days under the MVP but preferred to work with Customer Care. Writer is suggesting the following as a goodwill gesture based on dealer input and for customer satisfaction. Date of Repair: 9/10/20 In-Service Date: 8/29/2016 Original Owner: y Mileage: 74,000 Vehicle purchase loyalty: 2 n Multiple Repairs/ Previous related repairs: y / y Related Claim [redacted] MVP plans: Active WM6100N MAXIMUM CARE Other: - LS 571 / CCS 30 - PT WARRANTY (5/60) - expired at 60,000 miles. Out by mileage, under by time. Authorized Chrysler Dealership: Jack Phelan Chrysler Dodge Jeep Ram / 45449 Dealer Opinion: SM Adam: 4/7/2019 - had to reseal the trans pan, the bottom. 5/23/2019 - the solenoid pack has been replaced twice - had to remove the front cover. That part was bad out of the box - put another one in on 5/28/2019 at the same mileage. Those were related repairs in 2019. This time, had to replace the transmission and the cooler due to metal throughout the transmission. The dealership is suggesting to have the transmission and cooler replaced under MVP Service Contract. CM will look at reimbursing for the rental. CM advised SM Adam she would only be able to pay for rental from Sunday 9/06/20 when he got the rental to 9/10/20 when the vehicle was ready to be picked up. That is 5 days @ 35.00/day = 175.0 Dealership was unable to provide customer with a rental at the time (see reasons above.) It is outside of PT warranty but there was an MVP SC to cover the costs of the repairs. RENTAL RECEIPTS as per below details Budget Rental Agreement # [redacted] Total Budget Invoice: $370.53 Proof of Payment provided (see Details below) CM also called Budget to confirm account was paid (POP came in after that). Total for receipts to be paid: 5 days @ FCA regular rate of 35.00/day = TOTAL $175.00 (this is the same as what would have been covered under the MVP Service Contract). Specialist is seeking goodwill reimbursement of $175.00 on the rental. Customer paid 100.00 deductible on the repairs due to having MVP Service Contract Customer paid Budget $370.53 so his copay on the rental (which was at higher rates) worked out to $195.53. CM will submit for check to customer in the amount of 175.00. CM will follow up when completed or within 2 business days.
09/25/2020	- check is submitted and Approved
09/28/2020	CM called customer [redacted] 2016 CHRYSLER TOWN & COUNTRY agent contacted the customer to advise that the reimbursement has been sent out, Agent advised to allow 7 to 10 business days to received, if customer does not receive it contact us after 30 business day, agent advised we will close the file, customer thanked the agent

Email(s)

Date	09/09/2020	***Subject***	Case # [redacted]		
From	chryslercustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	09/09/2020 18:06 PM

My name is Jane and I have been assigned as your Chrysler Case Manager. Here is some information that will be helpful for you to have:

Your case number is [redacted]
The Chrysler Case Management telephone number is: 1-844-827-2003
My direct extension for leaving a Voice Mail is: 3020196
To reach me directly, please call the Chrysler Case Management phone and ask any Case Manager to locate me for the call during my work hours
Chrysler Case Managements hours are: 7:00 am 7:00 pm Central Time, Monday through Friday

My work hours for this week, Tuesday through Friday, are 9:00 am to 5:30 pm Central Time.

[redacted] you have any questions or concerns. Thank you for your patience and co-operation!

Date	09/11/2020	***Subject***	[redacted]		
From	chryslercustomercare@fcagroup.com	***To***	[redacted]		09/11/2020 21:44 PM

Hello [redacted]

Good afternoon! Hope you are having a wonderful day!

We require:

Paid Rental Invoice
A proof of payment such as credit card slip, OR copy of credit card statement, credit union statement or bank statement
A copy of Dealer Repair Order or Invoice (all pages) associated with the Rental

These are the two methods I would recommend right now for sending in documents to a case:

1. Send us the documents by replying to this email and using the ATTACH feature of this email to append the documents (do not put the documents in the body of the email). Scanning is better. If you are taking a picture, please make sure the document doesnt curl and that you dont cut off the edges. Best format is PDF.
OR

2. MAIL documents to us at:
FCA US Customer Care
PO Box 21-8007
Auburn Hills MI 48321-8007

I will allow 7 days for you to submit the documents.
My next follow up on your case will be on September 18, 2020.

I will confirm receipt of your documents.
PLEASE CONFIRM YOUR CURRENT MAILING ADDRESS

Thank you for your patience and cooperation!

Jane | Chrysler Case Manager
Phone 1-844-827-2003, Extension 3020196
[redacted]

Date	09/16/2020	***Subject***	Case # [redacted]		

From	chryslercustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	09/16/2020 17:37 PM

Hello [redacted]

Good afternoon! I received the RO/Invoice 211858 directly from the Dealer, but I am still looking for a copy of the rental invoice and your proof of payment. I emailed you on 9/11/2020 5:44 PM, just wanted you to know what we now require.

Please advise if you require more time to submit your documents, I will give 2 more days to give you time to re-contact. My next follow up on your case will be on September 18, 2020.

Thank you in advance for your reply! I hope you are having a wonderful day!

Jane | Chrysler Case Manager
Phone 1-844-827-2003, Extension 3020196
[redacted]

Date	09/16/2020	Subject	Re: Case [redacted]		
From	[redacted]	To	chryslercustomercare@fcagroup.com	Sent Date/Time	09/16/2020 21:23 PM

Is this what you need?

On Wed, Sep 16, 2020, 12:37 PM Chrysler Customer Care <
chryslercustomercare@fcagroup.com> wrote:

> Hello [redacted]
>
> Good afternoon! I received the RO/Invoice [redacted] directly from the Dealer,
> but I am still looking for a copy of the rental invoice and your proof of
> payment. I emailed you on 9/11/2020 5:44 PM, just wanted you to know what
> we now require.
>
> Please advise if you require more time to submit your documents, I will
> give 2 more days to give you time to re-contact. My next follow up on your
> case will be on September 18, 2020.
>
> Thank you in advance for your reply! I hope you are having a wonderful day!
>
> Jane | Chrysler Case Manager
> Phone 1-844-827-2003, Extension 3020196
>
[redacted]

Date	09/18/2020	Subject	[redacted]		
From	chryslercustomercare@fcagroup.com	To	[redacted]		09/18/2020 16:48 PM

Hello [redacted]

Good morning! Thank you for your email and the Budget rental invoice. I needed that but also your proof of payment:

For example: one of credit card slip, OR copy of credit card statement, credit union statement, bank statement etcetera, with the payment circled.

Our finance department requires this to issue a check to you. I can give you more time to get that and send it.

Please feel free to call me or to email me.

Jane | Chrysler Case Manager
Phone 1-844-827-2003, Extension 3020196
[redacted]

Date	09/23/2020	Subject	Re: Cas[redacted]		
From	[redacted]	To	chryslercustomercare@fcagroup.com	Sent Date/Time	09/23/2020 20:49 PM

Does this work?

On Fri, Sep 18, 2020, 11:48 AM Chrysler Customer Care <
chryslercustomercare@fcagroup.com> wrote:

> Hello [redacted]
>
> Good morning! Thank you for your email and the Budget rental invoice. I
> needed that but also your proof of payment:
>
> *For example: one of credit card slip, OR copy of credit card statement,
> credit union statement, bank statement *etcetera, with the payment
> circled.
>
> Our finance department requires this to issue a check to you. I can give
> you more time to get that and send it.
>
> Please feel free to call me or to email me.
>
> *Jane *| Chrysler Case Manager
> *Phone* 1-844-827-2003, Extension 3020196
>
[redacted]
>

Date	09/24/2020	***Subject***	[redacted]		
From	chryslercustomercare@fcagroup.com	***To***			09/24/2020 00:13 AM

Hello [redacted]

Good evening! Thank you for your email and documents. Your documents are fine and have been reviewed. I will re-contact you when the check reaches Issued status and is on its way to you.

Jane | Chrysler Case Manager
Phone 1-844-827-2003, Extension 3020196
[redacted]

Date	09/28/2020	***Subject***	[redacted]		
From	chryslercustomercare@fcagroup.com	***To***			09/28/2020 15:49 PM

Hello [redacted]

I am sending you this email regarding the closure of your case with FCA Case Management.
I would like to provide you with my contact information should you have any questions or concerns in the future.

Your reference number is: [redacted]
The FCA Case Management Telephone Number is: 1-844-827-2003
My Direct Extension is: 3020196

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may open a new case with you. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer

---------- Original Message ----------
From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
Sent: 9/23/2020 8:13 PM
To: [redacted]
Su[redacted]

Hello [redacted]

Good evening! Thank you for your email and documents. Your documents are fine and have been reviewed. I will re-contact you when the check reaches Issued status and is on its way to you.

Jane | Chrysler Case Manager
Phone 1-844-827-2003, Extension 3020196
[redacted]

Date	10/01/2020	***Subject***	Re: Case closure [redacted]			
From	[redacted]	***To***	chryslercustomercare@fcagroup.com	***Sent Date/Time***	10/01/2020 22:55 PM	

What amount am I getting for refund

On Mon, Sep 28, 2020, 10:49 AM Chrysler Customer Care <
chryslercustomercare@fcagroup.com> wrote:

>
> Hello [redacted]
>
> I am sending you this email regarding the closure of your case with FCA
> Case Management.
> I would like to provide you with my contact information should you have
> any questions or concerns in the future.
>
>
> Your reference number [redacted]
> The FCA Case Management Telephone Number is: 1-844-827-2003
> My Direct Extension is: 3020196
>
> Thank you for allowing FIAT Chrysler Automobiles Customer Care the
> opportunity to address your concern and as stated in our telephone
> conversation, if your vehicle experiences any further issues and you are
> able to get it diagnosed certainly give us a call back so we may open a new
> case with you. We wanted to let you know that we attempt to conduct a
> satisfaction survey upon the close of a case; therefore, you could
> potentially receive an email or telephone survey. Wed ask that you take
> the time to complete the survey so well know how were doing and what
> improvements we can make to enhance the customer experience. Thank you for
> your time and participation and for being a FCA customer
>
>
> ---------- Original Message ----------
> From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
> Sent: 9/23/2020 8:13 PM
> To[redacted]
> Su[redacted]
>
> Hello[redacted]
>
> Good evening! Thank you for your email and documents. Your documents are
> fine and have been reviewed. I will re-contact you when the check reaches
> Issued status and is on its way to you.
>
> Jane | Chrysler Case Manager
> Phone 1-844-827-2003, Extension 3020196
[redacted]
>

Date	10/05/2020	***Subject***	[redacted]
From	chryslercustomercare@fcagroup.com	***To***	[redacted] 5/2020 18:36 PM

the amount that was discussed with your case manager 175.00
---------- Original Message ----------
From: [redacted]]
Sent: 10/1/2020 6:55 PM
To: chryslercustomercare@fcagroup.com
Subject: Re: Case closure [redacted]]

What amount am I getting for refund

On Mon, Sep 28, 2020, 10:49 AM Chrysler Customer Care <
chryslercustomercare@fcagroup.com> wrote:

>
> Hello [redacted] ,
>
> I am sending you this email regarding the closure of your case with FCA
> Case Management.
> I would like to provide you with my contact information should you have
> any questions or concerns in the future.
>
>
> Your reference number is: [redacted]
> The FCA Case Management Telephone Number is: 1-844-827-2003
> My Direct Extension is: 3020196
>
> Thank you for allowing FIAT Chrysler Automobiles Customer Care the
> opportunity to address your concern and as stated in our telephone
> conversation, if your vehicle experiences any further issues and you are
> able to get it diagnosed certainly give us a call back so we may open a new
> case with you. We wanted to let you know that we attempt to conduct a
> satisfaction survey upon the close of a case; therefore, you could
> potentially receive an email or telephone survey. Wed ask that you take
> the time to complete the survey so well know how were doing and what
> improvements we can make to enhance the customer experience. Thank you for
> your time and participation and for being a FCA customer
>
>
> ---------- Original Message ----------
> From: Chrysler Customer Care [chryslercustomercare@fcagroup.com]
> Sent: 9/23/2020 8:13 PM
> To: [redacted]
> Subject: Case [redacted]]
>
> Hello [redacted]
>
> Good evening! Thank you for your email and documents. Your documents are
> fine and have been reviewed. I will re-contact you when the check reaches
> Issued status and is on its way to you.
>
> Jane | Chrysler Case Manager
> Phone 1-844-827-2003, Extension 3020196
> [redacted]
>
>

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/09/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/16/2020	**Origin**	Telephone	**Reason**	
Mileage	34,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	CLEARWATER		FL	[redacted]	USA
Dealer	62621	DAYTON ANDREWS INC		**Dealer Phone**	7277994539
Dealer Address	2388 GULF TO BAY BLVD				
	CLEARWATER		FL	33765 4103	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	C
Subject	goodwill assistance				
Synopsis	no diagnoses				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/09/2020 03:40 PM	Open
09/16/2020 03:41 PM	Closed

Initial Description

customer has an issue that the door will not open.

Case Comments

Date	Comment
09/09/2020	goodwill assistance: door won't lock or open customer states that this door was fixed under warranty roughly 2yrs ago and is seeking goodwill assistance because the same problem arose once again. The door won't open with key fab or key, just won't open. vehicle location: At the home LS:395 CCS:30 basic ex: 11/30/18
09/10/2020	Original owner, 38,000 miles, still in 2/24, No SC, No dealer loyalty, 3 FCA vehicles. CM reaches out to Customer at [redacted] there was no answer. CM leaves VM
09/14/2020	the customer called and wanted a call back
09/15/2020	CM reaches out to Customer at [redacted] here was no answer. CM leaves VM
09/16/2020	Customer calls in and states that this is the second time she has had issue with the lock. First time repair was covered under warranty. CM advised Customer that the next step is to bring vehicle into dealer for diagnoses. Customer states she does not know when that will be because of COVID CM advised Customer to call once when she is ready to bring vehicle into dealer.

Email(s)

Date	09/10/2020	**Subject**	Level 2 Initial Contact [redacted]		
From	dodgecustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	09/10/2020 17:30 PM

Dear [redacted],

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

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

Your case number is [redacted].
The Chrysler South East Case Management telephone number: 844-378-0573
My direct extension: 4060408
My work hours are: 9:00 am - 5:30 pm Eastern Standard Time Monday-Friday).
I will contact you within one business day of your appointment by telephone to discuss your case.

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

Jameelah

[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/10/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/11/2020	**Origin**	Brand Site	**Reason**	assistance
Mileage	63,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	Wimauma	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	WIMAUMA	FL	[redacted]	USA	
Dealer	99999	Dealer99999		**Dealer Phone**	
Dealer Address					
Dealer Zone		**Sales District**		**Service District**	
Subject	Van sliding door actuator mechanism				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/10/2020 01:43 PM	New
09/10/2020 11:36 PM	Open
09/10/2020 11:48 PM	Closed
09/11/2020 12:55 PM	Open
09/11/2020 07:32 PM	Closed

Initial Description

I purchased a preowned 2016 Town & Country in 2017. On 8/23/2020 I had to spend over $1,600.00 to repair both sliding door mechanisms. The only reason it didn\342 t cost more was because the repair shop, not a Chrysler dealership, repaired the passenger door initially so they paid most of the repair on the driver door. In doing research I found this had been a problem with Chrysler/Dodge vans since at least 2003. Why Chrysler engineers have not not redesigned this actuator is beyond me. This is a serious & possibly a life threatening issue. When I door failed I couldn\342 t open the door to get my [redacted] old grandson out of the van. None of the power buttons in the vehicle, the key fob & even the manual lock would work. I had to get my [redacted] ear old grandson out of his seat first on the passenger side, remove his seat then crawl over to the driver side to get his brother out. Not an easy task for a [redacted] year old man with [redacted] If this had happened when in I wasn\342 t home my wife would not have been able due to health issues could not have gotten the baby out without help from s neighbor. If this had been a life threatening emergency or an accident where we had to get my [redacted] ear old out quickly I couldn\342 t have done it. As I believe this is negligence by Chrysler, since you knew this problem has existed for many years yet continued to sell vehicles knowing the doors would fail, I reported this issue to NHTSA. I also believe I should be at least partially reimbursed for the repair cost since you knew there was a design flaw & failed to resolve the issue.

Email(s)

Date	09/10/2020	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	09/10/2020 13:43 PM

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

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

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

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

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

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit

[redacted]

Date	09/10/2020	Subject	RE: Van sliding door actuator mechanism [redacted]		
From	chrysler customercare@fcagroup.com	To	[redacted]	Sent Date/Time	09/10/2020 23:48 PM

Hello [redacted]

Thank you for contacting Chrysler Customer Care.

We have reviewed your reimbursement request for repairs performed on your 2016 Chrysler Town & Country at an independent repair facility.

FCA US LLC considers reimbursement for out-of-warranty repairs when they are performed by an authorized FCA dealer. Our intent is to protect you, as well as us, from unnecessary and improper repairs being performed on your vehicle. This also allows us to monitor the repairs and provide the opportunity, if necessary, to have the vehicle inspected by factory-trained personnel prior to repairs being performed.

In your circumstance, we are unable to offer any assistance. If you ever have concerns about this repair, we must suggest you pursue this matter with the independent facility that performed the repairs to your vehicle.

Please contact us at 1-800-247-9753 if you require assistance.

Thank you again for your email.

Best wishes,

Mary-Lyn
Chrysler Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 9/10/2020 9:43 AM
To [redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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

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

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

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference numbe[redacted]

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit

[redacted]

Date	09/11/2020	Subject	Re: Van sliding door actuator mechanism [redacted]		
From	[redacted]	To	chryslercustomercare@fcagroup.com	Sent Date/Time	09/11/2020 12:55 PM

Im not surprised Chrysler refuses to reimburse me for the expense incurred fixing YOUR defective part. Frankly, your answer of WHERE the part is fixed is BS. I hope the NHTSA fines Chrysler for selling a vehicle with an obvious dangerous defect. With all of the vans sold over the years I find it hard to believe Im the only one to complain to the NHTSA. By the way, since 1998 I have purchased 12 Dodge or Chrysler vehicles. That ends today. And, on all of my social media pages I will let people know about the defect so theyll know at some point they will likely have to pay thousands of dollars on a repair that Chrysler knew about & didnt care enough about their products or customers to correct.

Sent from my iPhone
[redacted]

> On Sep 10, 2020, at 7:48 PM, Chrysler Customer Care <chryslercustomercare@fcagroup.com> wrote:
>
> Hello[redacted];
>
> Thank you for contacting Chrysler Customer Care.
>
> We have reviewed your reimbursement request for repairs performed on your 2016 Chrysler Town & Country at an independent repair facility.
>
> FCA US LLC considers reimbursement for out-of-warranty repairs when they are performed by an authorized FCA dealer. Our intent is to protect you, as well as us, from unnecessary and improper repairs being performed on your vehicle. This also allows us to monitor the repairs and provide the opportunity, if necessary, to have the vehicle inspected by factory-trained personnel prior to repairs being performed.
>
> In your circumstance, we are unable to offer any assistance. If you ever have concerns about this repair, we must suggest you pursue this matter with the independent facility that performed the repairs to your vehicle.
>
> Please contact us at 1-800-247-9753 if you require assistance.
>
> Thank you again for your email.
>
> Best wishes,
>
> Mary-Lyn
> Chrysler Customer Care
>
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 9/10/2020 9:43 AM
>[redacted]
> Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****
>
> Your inquiry has been received by the Chrysler Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible.
>
> To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response.
>
> Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with one of our Chrysler Advisors.
>
> Chrysler Brand: 800-247-9753
>
> FCA Brand : 800-247-9753
>
>
>
> For any future communication related to this email, please refer to reference number[redacted]
>
> Sincerely,
>
> The Chrysler Brand
>
>
> To view the Chrysler Privacy Policy, visit
>
>[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/10/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/11/2020	**Origin**	Brand Site	**Reason**	sm
Mileage	63,395 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**ontact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City	Medina	**Caller Country**	USA	**Caller Postal Code**	44256
Customer	[redacted]				
Customer Address					
	MEDINA		OH	[redacted]	USA
Dealer				**Dealer Phone**	
Dealer Address					
Dealer Zone		**Sales District**		**Service District**	
Subject	Sliding right rear door actuator				
Synopsis					
Customer Anomaly					
Contact Reason	C200	Vehicle Not Part Of The Recall Campaign	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Recall Campaign - Recall Campaign - VIN Check - Recall Doesn't Apply				

Case Status History

Create Date	Status
09/10/2020 06:07 PM	New
09/11/2020 08:51 AM	Open
09/11/2020 08:52 AM	Closed

Initial Description

Sliding right rear door just started buzzing recently. Researched and found that this is a common problem. Why hasn't there been a recall on this manufacturing error?

Case Comments

Date	Comment
09/11/2020	Customer emailed in stating there should be a recall on their vehicle. Agent gave the nhtsa website to file their concern.

Email(s)

Date	09/11/2020	**Subject**	Sliding right rear door actuator [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	09/11/2020 08:51 AM

Hello [redacted]

Thank you for contacting Chrysler Customer Care.

If you believe this should be a recall, please go to the website below to file your concern.

https://www.nhtsa.gov/about-nhtsa/contact-us

I do suggest going to the dealership for a diagnosis to see if this can be corrected.

Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at 800-247-9753.

Thank you again for your email [redacted] Have a great day.

Best Regards,

Jacklyn
Chrysler Customer Care
[redacted]

Date	09/11/2020	**Subject**	Sliding right rear door actuator [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	09/11/2020 08:51 AM

Hello [redacted]

Thank you for contacting Chrysler Customer Care.

If you believe this should be a recall, please go to the website below to file your concern.

https://www.nhtsa.gov/about-nhtsa/contact-us

I do suggest going to the dealership for a diagnosis to see if this can be corrected.

Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at 800-247-9753.

Thank you again for your email Conrad. Have a great day.

Best Regards,

Jacklyn
Chrysler Customer Care
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/11/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/24/2020	**Origin**	Telephone	**Reason**	
Mileage	55,742 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	FENTON		MO	[redacted]	USA
Dealer	41458	SOUTH COUNTY DODGE CHRYSLER JEEP		**Dealer Phone**	3144871010
Dealer Address	7127 S LINDBERGH BLVD				
	ST. LOUIS		MO	63125 4305	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	N
Subject	GW				
Synopsis	vehicle is repaired and returned to the customer				
Customer Anomaly	Electronics				
	Gear Electronics				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	13	Vehicle transmission shifting issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/11/2020 07:07 PM	Open
09/16/2020 07:21 PM	Suspended
09/24/2020 06:15 AM	Open
09/24/2020 08:38 PM	Closed

Initial Description

sliding door is locked and will not open

Case Comments

Date	Comment
09/11/2020	***Costumer Comment*** Customer sliding door is locked and will not open and is asking for GW ***Agent advised*** Agent advised customer that agnet is going to escalate this for a possible GW
09/14/2020	In Service Date: 5/30/2016 Original Owner: Yes Mileage: 55,742 Vehicle purchase Loyalty: 6 new, 2 used Multiple repairs/previous related repairs: Yes Customer Complaint: PASSENGER SLIDING DOOR WILL NOT OPEN (ElectricalNon PCM Flas hes Concern) Customer States both sliding doors noisey when opened and cl osed (Body SystemsTrim Concern Non-Electrical) REGULAR MAINTENANCE Cause: RS POWER SLIDING DOOR JAMMED WONT OPEN LATCH JAMMED UP CLOSED..SEIZED LATCH.. APPLIQUE RETAINER CRACKED ON REMOVAL TO GAIN ACCESS TO LATCH RS AND LS SLIDING DOOR MIDDLE ROLLER HINGE BEARINGS NOISY PERFORM MULTI POINT VEHICLE INSPECTION Correction: REMOVED DOOR PANEL FROM INSIDE HAD TO WORK WITH LATCH WITH PICKSETC TO GET TO RELEASE AND OPEN DOOR REPLACED RF POWER SLIDING DOOR LATCH ASSY . REPLACED RS AND LS POWER SLIDING DOOR MIDDLE HINGE ROLLER AND ADJUSTED DOORS PERFORM EXPRESS MULTI POINT VEHICLE INSPECTION MVP plans: No Recalls: No incomplete recalls
09/14/2020	*****Outbound DLR Contact***** Agent called DLR 41458 at 3144871010 and spoke to Pam in service who stated that they do not have any record of this customer being at the DLR since 9/19/2019 and they previously had a door issue repaired back in 2018.
09/14/2020	*****Outbound Customer Contact***** Agent called the customer at [redacted]nd went over the details of the case with the customer. Customer stated that he had issues with the passenger side sliding door and this was repaired through warranty a couple years back and now he is having issues with the drivers side sliding door and the DLR has not looked at this issue yet. Agent recommended scheduling an appointment to have the DLR diagnose the sliding door issue and getting back to the agent with the appointment time so that we can review assistance options with the DLR. Customer understood and stated that he will do so and thanked the agent.
09/16/2020	Customer left the agent a VM on 9/14 and stated that he has an appointment scheduled at South County Dodge to diagnose the left door issue on 9/23 at 10:15 AM.
09/23/2020	Vehicle has arrived at dealership South County Dodge Chrysler Jeep and attended by dealer employee Brian Zuelke
09/24/2020	*****Outbound DLR Contact***** Agent called DLR 41458 at 3144871010 unable to reach
09/24/2020	*****Outbound Customer Contact***** Agent called the customer at [redacted]gent contacted the customer he advised that he is currently at the DLR now and the vehicle is repaired, customer thanked the agent and advised that the file can be closed

Email(s)

Date	09/24/2020	**Subject**	Case closure [r[redacted]]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	09/24/2020 20:37 PM

Hello [redacted]

I am sending you this email regarding the closure of your case with FCA Case Management.
I would like to provide you with my contact information should you have any questions or concerns in the future.

Your reference number is [redacted]
The FCA Case Management Telephone Number is: 1-844-827-2003
My Direct Extension is: 3020148

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may open a new case with you. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer

[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/14/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/14/2020	**Origin**	Telephone	**Reason**	
Mileage	41,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	BROOKLYN		NY	[redacted]	USA
Dealer	26828	NAPLETON'S MID RIVERS CHRYSLER		**Dealer Phone**	6369288000
Dealer Address	4951 VETERANS MEMORIAL PKWY				
	SAINT PETERS		MO	63376 1652	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	N
Subject	Vehicle Concern				
Synopsis	Provided information				
Customer Anomaly	Drivability				
	Product Handling (Poor Ride)				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	120	Poor Handling or Rough Ride
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/14/2020 07:32 PM	Open
09/14/2020 07:41 PM	Closed

Initial Description

Customer having many issues with the vehicle

Case Comments

Date	Comment
09/14/2020	Customer called in stating she is having many issues with her vehicle such as shaking, driver side tire wearing out, doors unlocking on their own, and transmission issues. Customer scheduled an appointment online and informed the DLR she would need a rental. Once the customer got there the DLR turned her down as they had no rentals available. Advisor let the customer know FCA would not be able to assist with a rental and she is more than welcome to contact another DLR to see if they can provide her with a rental.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/15/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/13/2020	**Origin**	Telephone	**Reason**	
Mileage	57,815 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	MOUNT PLEASANT		WI	[redacted]	USA
Dealer	26730	PALMEN AUTOMOTIVE GROUP OF RACINE,		**Dealer Phone**	2628866800
Dealer Address	8320 WASHINGTON AVE				
	RACINE		WI	53406 3733	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	I
Subject	Vehicle Concern				
Synopsis	vehicle repaired				
Customer Anomaly	Body				
	Trunk				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	7	Trunk Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/13/2020 04:11 PM	Closed

Initial Description

CST called because back lock needs to repair

Case Comments

Date	Comment
09/15/2020	Customer called in for assistance on repair. DLR advised cst that lock would be covered but to reach the lock would not be covered. I advised cst that I would reach out to DLR for clarification. After multiple attempts to contact DLR. I wasnt able to SA or SM. Cst meets criteria to reassign case to specialist for technical assistance. I advised cst of next steps and CM would be in contact within 24 hours. Cst needed nothing further.
09/16/2020	Vehicle concerns: needs help getting the entire cost covered In-Service Date: 5/2/2016 Original Owner: y Mileage: 57,815 Vehicle Purchase Loyalty: New: 3 Used: 1 Multiple Repairs/ Previous related repairs: n MVP plans: LIFETIME MAXIMUM CARE Open Recalls: 0 Other:
09/16/2020	*****outbound dlr contact***** Palmen Automotive Group of Racine Inc * 2628866800 CM spoke to SA Wally & was advised that it's in regards to the sliding door lock as it is seized and needs to be replaced. The plastic appiicays may break and are not covered. Wally states that the customer has to call them back to let them know if they want them to fix the vehicle. CM advised that she will call the customer.
09/16/2020	*****outbound customer contact***** [redacted] CM called customer and left VM.
09/17/2020	Customer seeking callback.
09/17/2020	CUSTOMER CALLED REQUESTING TO SPEAK WITH CASE MANAGER, STATES HAD TO PICK VEHICLE UP FROM DEALERSHIP FOR PERSONAL REASONS, AGENT INFORMED CUSTOMER THAT CASE MANAGER CURRENTLY UNAVAILABLE, WILL PUT IN REQUEST FOR CALL BACK
09/18/2020	*****outbound customer contact***** [redacted] CM returned customer's phone call. * upset the Agent did not update her information as she clearly told them to call her and not Michael * dlr is not moving on repairs * hasn't heard back from Mopar * charged $77 for the diagnosed due to nobody calling her back * left vm's but no call backs * very inconvenienced & frustrated that we won't cover the diagnosis fee nor will we cover the cost of repairs for the applicay when they break * nobody is taking ownership for anything *customer wanted a supervisor due to CM not guaranteeing she will cover the entire cost of the repairs when they break CM apologized numerous times for the inconvenience, advised that we can never guarantee full coverage as that is not what we do however we help as much as we can. CM advised that every case is case by case and if it's something that we are able to cover fully, then we do so but we never guarantee that we will. Customer states she doesn't care about anyone elses case, only hers and wants it guaranteed that it will be covered as she is being treated horribly right from the start. CM advised that she will call the dlr and get more information and she would cover up to $300 for the applicays if they break. Customer said no, she's covering the entire price for her being treated so horribly not only by the dlr but by everyone else as we're all passing the buck and nobody is taking ownership of the issues.
09/18/2020	*****outbound dlr contact***** Palmen Automotive Group of Racine Inc * 2628866800 CM spoke to SM John & asked that if the applicay's break, would she be able to cover it for the customer. John said yes that's fine and to send him an email so he can keep track of it. CM advised that she will & thanked John for his assistance.

Date	Comment
09/18/2020	*****outbound customer contact***** [redacted] CM called customer back & advised that CM spoke to SM John and was advised that if the applicay's break, CM will cover the cost and advised that she has sent [redacted] an email advising as well. Customer said that's fine but what about the diagnosis fee and the now, another $100 deductible she's going to have to pay for all because she was never called back in a timely manner when she was at the dlr earlier this week. Customer states that she will never buy another Chrysler vehicle due to the horrible & frustrating customer service she's been getting from the beginning of this entire ordeal. CM apologized once again for the inconvenience and advised that we do not reimburse for the deductible as that is part of her SC that she agreed to and would need to speak to MVP in regards to that. CM advised that we do not reimburse for the diagnosis fee however CM will inquire about seeing if we are able to due to the circumstances. Customer states that she's still being treated horribly as CM won't reimburse her the money as it's CM's fault for all of this and is looking forward to the sup call on Monday. CM advised customer that she understands at this point that no matter what she does for the customer she will not be happy. Customer advised CM that is correct as she's been inconvenienced from day one of nobody updating the file the way they should have and for not being called back.
09/18/2020	Sup Call back Customer has requested Supervisor call back Preferred daytime number [redacted] referred evening number [redacted] Reason for request: customer is irate over not having her contact information in the system when she first called as CM called her husband which she specifically said not too, customer is irate that CM did not return her phone calls from the VM cause if she did, she wouldn't be out $77 for the diagnostic fee and now yet another deductible for having to go back yet again. Customer is irate over CM not guaranteeing to pay for the applicay when she first asked due to the inconvenience and this entire ordeal is just way beyond frustrating CAIR assigned to: T0239SG CSR has informed customer a Supervisor call back request has been made, and the customer will receive a callback within one (1) business day
09/21/2020	First Attempt ****Supervisor Callback [redacted] *** Customer stated that it is ridiculous that she has had to wait all this time to get this resolved, customer stated that this is a design flaw, the customer service is flawed. TL advised can appreciate her frustration, the vehicle is outside of warranty, the service contract doesn't covered the entire repair and the CM has agreed to cover the cost. Customer stated that this call is redundant, no one is taking responsibility for this, we are done
09/22/2020	*****outbound dlr contact***** Palmen Automotive Group of Racine Inc * 2628866800 CM tried to speak with someone in the service department was not able to do so. CM called back and asked to speak with the SM John however CM was not able to speak to him neither. CM will send SM John an email to see when the customer's appointment is for.
09/22/2020	*****Email to DLR***** CM sent SM John an email asking if the customer has booked an appointment for repairs.
09/22/2020	*****Email from DLR***** to me Scheduled for 9/28/2020 at 10 am
09/24/2020	CM sent customer an email advising she will follow up with them and the dlr on Tuesday, Sept. 29th
09/28/2020	Vehicle has arrived at dealership PALMEN AUTOMOTIVE GROUP OF RACINE, and attended by dealer employee
09/29/2020	*****outbound dlr contact***** Palmen Automotive Group of Racine Inc * 2628866800 CM spoke to SA Wally & was advised that he was not aware that the customer was to be put into a rental as nobody in the dlr told him. The customer is scheduled for Thursday Oct.1st and will have a rental in place.
09/29/2020	CM replied back to customer's email.
10/01/2020	Vehicle has arrived at dealership PALMEN AUTOMOTIVE GROUP OF RACINE, and attended by dealer employee
10/02/2020	*****outbound dlr contact***** Palmen Automotive Group of Racine Inc * 2628866800 Left SA Walley a VM and requested a call back to Chelee with a status update on this vehicle.
10/06/2020	*****outbound dlr contact***** Palmen Automotive Group of Racine Inc * 2628866800 CM called the service department but was unable to speak to anyone.
10/08/2020	*****Email from DLR***** to me Repairs were completed on 10/01/2020 Molding replacements were not necessary!
10/08/2020	CM sent customer an email stating if everything is alright with the repairs, no need to contact us back as we will close the case in 2 days

Email(s)

Date	09/16/2020	***Subject***	case [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	09/16/2020 19:27 PM

Hello [redacted]

My name is Chelee and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

· Your case number is [redacted]
· The Chrysler Case Management telephone number is: 1-844-827-2003
· My Direct Extension is 3020678
· Our work hours are: 8 am 8 pm Eastern Standard Time Monday-Friday.

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

Chelee
Senior Case Management Specialist
Phone: 1-844-827-2003| Ext. 3020678
[redacted]

Date	09/24/2020	***Subject***	RE: case # [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	09/24/2020 19:34 PM

Hi [redacted]

I am just touching base with you in regards to your vehicle. I received an email from the dealership and was advised that your appointment is scheduled for Monday, Sept. 28th. I will follow up with the dealership & you on Tuesday Sept 29th.

Thank you & have a nice day.

Chelee
Senior Case Management Specialist
Phone: 1-844-827-2003| Ext. 3020678
[redacted]

Date	09/28/2020	***Subject***	Re: cas [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	09/28/2020 15:42 PM

Good luck. Took the van to the dealership this morning for the scheduled appointment. Wally, who scheduled the appointment had no idea why we were there. He said that he had to check with Chrysler to make sure that everything was covered, even though, this should have been taken care of last week. There was not a courtesy vehicle available. Had to get to a previously scheduled appointment at work. Now we have to reschedule the repair again! Cant understand the lack of communication and the incompetence in a simple repair.

Sent from AT&T Yahoo Mail for iPhone

On Thursday, September 24, 2020, 2:34 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:

Hi [redacted]

I am just touching base with you in regards to your vehicle. I received an email from the dealership and was advised that your appointment is scheduled for Monday, Sept. 28th. I will follow up with the dealership & you on Tuesday Sept 29th.

Thank you & have a nice day.

Chelee
Senior Case Management Specialist
Phone: 1-844-827-2003| Ext. 3020678

[redacted]

Date	09/29/2020	***Subject***	Re: case # [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	09/29/2020 19:52 PM

Hello [redacted]

I'm very sorry for the inconvenience this has caused you and I just spoke to Wally at the dealership. I had informed him that I had spoken to the service manager in regards to this. He advised me that they will have a rental vehicle for you and was informed of what would be covered. I will follow up with them on Friday and with you as well.

Thank you & have a nice day.

Chelee
Senior Case Management Specialist
Phone: 1-844-827-2003| Ext. 3020678

[redacted]

Date	09/30/2020	***Subject***	Re: case # [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	09/30/2020 00:58 AM

Okay, thanks

Sent from AT&T Yahoo Mail for iPhone

On Tuesday, September 29, 2020, 2:52 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:

Hello [redacted]

I'm very sorry for the inconvenience this has caused you and I just spoke to Wally at the dealership. I had informed him that I had spoken to the service manager in regards to this. He advised me that they will have a rental vehicle for you and was informed of what would be covered. I will follow up with them on Friday and with you as well.

Thank you & have a nice day.

Chelee
Senior Case Management Specialist
Phone: 1-844-827-2003| Ext. 3020678

[redacted]

Date	09/30/2020	***Subject***	Re: case [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	09/30/2020 03:45 AM

Chelee,
We were charged $77 from the dealership to look at the broken door lock, because we were not able to get a response from Chrysler, last time it was at the dealership. Will you be able to have this charge put towards the $100 deductible, due to this continued inconvenience, when we finally get the repair done?
Tammi Clementi

Sent from AT&T Yahoo Mail for iPhone

On Tuesday, September 29, 2020, 2:52 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:

Hello [redacted]

I'm very sorry for the inconvenience this has caused you and I just spoke to Wally at the dealership. I had informed him that I had spoken to the service manager in regards to this. He advised me that they will have a rental vehicle for you and was informed of what would be covered. I will follow up with them on Friday and with you as well.

Thank you & have a nice day.

Chelee
Senior Case Management Specialist
Phone: 1-844-827-2003| Ext. 3020678

[redacted]

Date	10/06/2020	***Subject***	Re: case # [redacted]		
From	[redacted]uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/06/2020 22:25 PM

Hello [redacted]

I am just reaching out to you in regards to your vehicle. I have tried to speak to someone in regards to your repair status at the dealership however I was unable to. I will try sending the service manager an email. Once I receive a response, I will be in contact to you. As for the $77, that is a diagnostic fee and it is not covered by us.

Thank you & have a great day!

Chelee
Senior Case Management Specialist
Phone: 1-844-827-2003| Ext. 3020678
[redacted]

Date	10/07/2020	***Subject***	Re: case [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	10/07/2020 02:56 AM

I understand that it is a diagnostic fee. The issue is that we brought the van in. We were told that the parts associated with the door lock were not covered. And we would be responsible for the parts, and that it would cost $300. We called about the lock repair when it was at the dealership. The van was there for 4 days. If we would have gotten the okay to have the associated parts for the door lock covered under the extended warranty when the van was at the dealership, we would have been charged the $77. We then also paid $100 deductible for the door repair.

Sent from AT&T Yahoo Mail for iPhone

On Tuesday, October 6, 2020, 5:25 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:

Hello [redacted]

I am just reaching out to you in regards to your vehicle. I have tried to speak to someone in regards to your repair status at the dealership however I was unable to. I will try sending the service manager an email. Once I receive a response, I will be in contact to you. As for the $77, that is a diagnostic fee and it is not covered by us.

Thank you & have a great day!

Chelee
Senior Case Management Specialist
Phone: 1-844-827-2003| Ext. 3020678

[redacted]

Date	10/08/2020	***Subject***	Re: case # [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/08/2020 16:21 PM

Good afternoo[redacted]

I am just following up with you in regards to your vehicle. I was advised by John at the dealership that your vehicle has been fixed and repaired to you. If everything is good with the repairs, there is no need to contact us back as I will leave the case open for 2 more days before closing it out.

Thank you & have a great day!

Chelee
Senior Case Management Specialist
Phone: 1-844-827-2003| Ext. 3020678

[redacted]

Date	10/10/2020	***Subject***	Re: case #[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	10/10/2020 18:50 PM

On our last phone call you said that you were going to follow up on the $77 refund. Never heard back about that. Where do we stand in you taking responsibility for your actions?

[redacted]

Sent from AT&T Yahoo Mail for iPhone

On Thursday, October 8, 2020, 11:21 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:

Good afternoon [redacted]

I am just following up with you in regards to your vehicle. I was advised by John at the dealership that your vehicle has been fixed and repaired to you. If everything is good with the repairs, there is no need to contact us back as I will leave the case open for 2 more days before closing it out.

Thank you & have a great day!

Chelee
Senior Case Management Specialist
Phone: 1-844-827-2003| Ext. 3020678

[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/17/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/17/2020	**Origin**	Chat	**Reason**	
Mileage	60,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
Dealer	X7282	HERTZ DAILY RENTALS-DesPlaines IL		**Dealer Phone**	8477597410
Dealer Address	2170 S MANNHEIM RD				
	DES PLAINES		IL	60018 2956	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Parts & Accessories				
Synopsis					
Customer Anomaly	Electronics				
	Power Windows				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	118	Automatic window function issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/17/2020 12:23 AM	New
09/17/2020 12:36 AM	Open
09/17/2020 12:37 AM	Closed

Initial Description

Chat Started: Wednesday, September 16, 2020, 20:23:35 (-0400) Chat Origin: NAFTA Chrysler Brand Chat Agent Emily (8s) Emily: Thank you for chatting with us, my name is Emily with Chrysler Customer Care. Please keep the chat window open to participate in a brief survey at the completion of our conversation. (2m 46s) Visitor: Hi, my Town and Country van driver side sliding door continually has the lock that is stuck in the lock position. When I look it up online it seems there are a lot of people with this issue. Is there a recall or a best method to get this repaired without a large expense? My passenger sliding door also makes a noise like the lock is stuck but so far hasnt stayed in the lock position. (3m 28s) Visitor: Its a 2016. I dont care if I have to always manually open the doors either, I just am trying to find a way to keep them working. (4m 16s) Emily: I do apologize you are having a concern, I would be happy to look into this with you, in order to look more into this with you may I please have you confirm your name, address, telephone number, email address and the last 8 of the VIN on the vehicle? (5m 6s) Visitor: [redacted] (5m 35s) Visitor: [redacted] (7m 37s) Emily: I can understand this would be frustrating with the doors I am currently showing no recalls listed on the vin. I would be happy to open a case on the matter for you and have everything noted. I would need to recommend taking the van in to local dealership to have a diagnosis completed to determine the repair. I am not aware to what repair can be completed. (9m 23s) Visitor: Do you know if that will be expensive to get a diagnostic done for the repair? (9m 37s) Emily: Each location would be different with a diagnostic fee I know most locations start around 100.00 (11m 31s) Visitor: Ok I guess I was hoping for something different but thank you for your time. (11m 33s) Emily: You're welcome (11m 41s) Emily: Thank you for contacting Chrysler Customer Care. Please chat with us again if you need further assistance. You can also look for updates on our website www.Chrysler.com. Have a good day!

Live Chats

Date

Date	
09/17/2020	Chat Started: Wednesday, September 16, 2020, 20:23:35 (-0400) Chat Origin: NAFTA Chrysler Brand Chat Agent Emily (8s) Emily: Thank you for chatting with us, my name is Emily with Chrysler Customer Care. Please keep the chat window open to participate in a brief survey at the completion of our conversation. (2m 46s) Visitor: Hi, my Town and Country van driver side sliding door continually has the lock that is stuck in the lock position. When I look it up online it seems there are a lot of people with this issue. Is there a recall or a best method to get this repaired without a large expense? My passenger sliding door also makes a noise like the lock is stuck but so far hasnt stayed in the lock position. (3m 28s) Visitor: Its a 2016. I dont care if I have to always manually open the doors either, I just am trying to find a way to keep them working. (4m 16s) Emily: I do apologize you are having a concern, I would be happy to look into this with you, in order to look more into this with you may I please have you confirm your name, address, telephone number, email address and the last 8 of the VIN on the vehicle? (5m 6s) Visitor: [redacted] (5m 35s) Visito (7m 37s) Emily: I can understand this would be frustrating with the doors I am currently showing no recalls listed on the vin. I would be happy to open a case on the matter for you and have everything noted. I would need to recommend taking the van in to local dealership to have a diagnosis completed to determine the repair. I am not aware to what repair can be completed. (9m 23s) Visitor: Do you know if that will be expensive to get a diagnostic done for the repair? (9m 37s) Emily: Each location would be different with a diagnostic fee I know most locations start around 100.00 (11m 31s) Visitor: Ok I guess I was hoping for something different but thank you for your time. (11m 33s) Emily: You're welcome (11m 41s) Emily: Thank you for contacting Chrysler Customer Care. Please chat with us again if you need further assistance. You can also look for updates on our website www.Chrysler.com. Have a good day!

Date	
09/17/2020	

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/17/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/25/2020	**Origin**	Telephone	**Reason**	
Mileage	48,200 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	MADISON		WI	[redacted]	USA
Dealer	60426	RUSS DARROW CHRYSLER, JEEP, DODGE		**Dealer Phone**	6082494909
Dealer Address	3502 LANCASTER DR				
	MADISON		WI	53718 6381	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	K
Subject	drivers door				
Synopsis	Approved Request				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C83	Request For Goodwill Reimbursement	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Reimbursement request - Compensation/Goodwill				

Case Status History

Create Date	Status
09/17/2020 01:49 PM	Open
09/17/2020 03:13 PM	Suspended
09/24/2020 07:15 AM	Open
09/25/2020 04:01 PM	Closed

Initial Description

drivers side door wouldn't unlock

Case Comments

Date	Comment
09/17/2020	***Customer concern*** Cst vehicle sliding door wouldn't not open remained locked, actuator seized up. Cst had to pay $1300 for repairs at the dlr. ***Agent advised*** Agent sending for reimbursement review for goodwill. Cst has good LS and CCS and within 2/24 of the basic warranty as per AH 1267. Agent sent cst email to send in documentation for review and advised of case handling times. Cst aware and would also like to notate when called dlr, dlr advised had already repaired 4 of these this week and notes this is a problem that FCA needs to address. Agent heeded cst feedback and explained that could become recall possibly and to handle this concern as a case by case basis, cst understands.
09/22/2020	Customer was told she would be called in 48 hours for reimbursement. Advised to allow more time as takes longer.
09/24/2020	Check Request Information: Total Amount $860.52 BREAKDOWN: Parts $678 Latch (Sliding Door-68030379AG) $572 Applique Sliding Door Outside $106 Labor $281.60 Tax $52.78 [($959.60/$1250.57) x $68.78] Total Reimbursable Amount $1012.38*85% DOCUMENTS: DOC[redacted] Proof of Payment DOC[redacted] Repair Order CONFIRMATION: Name: Rosa Din Date: 9/24/2020 Time: 3:06 PM REASON FOR REIMBURSEMENT REQUEST Customer seeking reimbursement for the repair done on the vehicle last 09/16/2020. JUSTIFICATION: Vehicle has Goodwill. Customer is original owner and the vehicle has LS 431 CCS 15 and mileage is 48102. MANDATORY COMMENT: All necessary documents have been received and the case is now being reviewed for possible reimbursement. If the customer calls in please advise them that the documents were received and that they can expect a decision within 30-60 days from todays date.
09/24/2020	All necessary documents have been received and the case is now being reviewed for possible reimbursement. If the customer calls in please advise them that the documents were received and that they can expect a decision within 30-60 days from todays date.
09/25/2020	Check has been approved. Sending an email to the customer to notify regarding check approval.

Email(s)

Date	09/17/2020	**Subject**	Reimbursement [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	09/17/2020 14:51 PM

Hell[redacted]

Thank you for taking the time to contact DODGE Customer Care.

I would be more than happy to look into your reimbursement request; however, in order for your file to be reviewed in full I would need to get further information.
If you could attach a copy of the work order, as well as the proof of payment for repairs, that would be greatly appreciated.
Once your documents have been received, the reimbursement process may take up to 60 days.
Rest assured, once theres an update available, you will be contacted as soon as possible.
Thank you again for your email. Should you require additional assistance, please reply to this email message or call .

Best wishes,
Karla

DODGE Customer Care
[redacted]

Date	09/17/2020	***Subject***	Reimbursement [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	09/17/2020 14:51 PM

Hell[redacted]

Thank you for taking the time to contact DODGE Customer Care.

I would be more than happy to look into your reimbursement request; however, in order for your file to be reviewed in full I would need to get further information.
If you could attach a copy of the work order, as well as the proof of payment for repairs, that would be greatly appreciated.
Once your documents have been received, the reimbursement process may take up to 60 days.
Rest assured, once theres an update available, you will be contacted as soon as possible.
Thank you again for your email. Should you require additional assistance, please reply to this email message or call .

Best wishes,
Karla

DODGE Customer Care
[redacted]

Date	09/17/2020	***Subject***	Re: Reimbursement [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	09/17/2020 14:54 PM

Heres a picture of the two documents I have. Please let me know if you can read these. If not I could try scanning them and sending them to you.
Sent from my iPhone

> On Sep 17, 2020, at 9:51 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> Hell[redacted]
>
> Thank you for taking the time to contact DODGE Customer Care.
>
> I would be more than happy to look into your reimbursement request; however, in order for your file to be reviewed in full I would need to get further information.
> If you could attach a copy of the work order, as well as the proof of payment for repairs, that would be greatly appreciated.
> Once your documents have been received, the reimbursement process may take up to 60 days.
> Rest assured, once theres an update available, you will be contacted as soon as possible.
> Thank you again for your email. Should you require additional assistance, please reply to this email message or call .
>
>
> Best wishes,
> Karla
>
> DODGE Customer Care
>
>
> [redacted]

Date	09/24/2020	***Subject***	Re: Reimbursement [ref:[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	09/24/2020 15:11 PM

Dea[redacted]

Thank you for allowing Dodge Customer Care an opportunity to address your concern, Your satisfaction is our primary concern.

This is to inform you that all necessary documents have been received and the case is now being reviewed for possible reimbursement. You can expect a decision within 30-60 days from todays date.

Should you have any more questions or concerns, please don't hesitate to make contact and we would be more than willing to assist you, Thank you for your patience and cooperation.

Sincerely,

Rosa
[redacted]

Date	09/25/2020	***Subject***	Re: Reimbursement [ref:_00Dj01qsDF._5003Z185DY0:ref]

From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	09/25/2020 16:00 PM

Dear [redacted]

Thank you for allowing Dodge Customer Care an opportunity to addressed your concern, Our primary focus is your satisfaction.

My name is Rosa and I will be your advocate to ensure your concerns and questions are addressed accordingly.

We are pleased to inform you that we have approved a total of $860.52 for your request for reimbursement. We will be sending the checks to the mailing address on file for you. Please allow 30 calendar days for the check to arrive.

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

Sincerely,

Rosa
Reimbursement Specialist
[redacted]

Date	10/05/2020	Subject	Regarding your Cas[redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	10/05/2020 22:07 PM

Dear [redacted]
Thank you for contacting FCA Customer Care.
Our records indicate that case number [redacted] is closed.
If you require further assistance please contact us and we would be happy to assist.
Thank you and have a great day.
FCA Customer Care
[redacted]

Date	10/05/2020	Subject	Re: Reimbursement [redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	10/05/2020 22:07 PM

I was glad to hear that we will have part of our money refunded. But my bigger concern is whether the problem is being addressed. We tend to keep our vehicles for 15+ years and if this happened After only having the vehicle for four years Im wondering how many times we will have to deal with this issue. Please let me know what is being done to permanently rectify this issue. Thanks

Sent from my iPhone

> On Sep 25, 2020, at 11:00 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> Dear [redacted]
>
> Thank you for allowing Dodge Customer Care an opportunity to addressed your concern, Our primary focus is your satisfaction.
>
> My name is Rosa and I will be your advocate to ensure your concerns and questions are addressed accordingly.
>
> We are pleased to inform you that we have approved a total of $860.52 for your request for reimbursement. We will be sending the checks to the mailing address on file for you. Please allow 30 calendar days for the check to arrive.
>
> Please don't hesitate to contact us for any other concerns. Thank you for your continued business with Dodge Automobiles.
>
> Sincerely,
>
> Rosa
> Reimbursement Specialist
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYX53	**Vehicle**	CHRYSLER TOWN & COUNTRY LIMITED		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/17/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/17/2020	**Origin**	Chat	**Reason**	
Mileage	82,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address	[redacted]			**Source**	Customer
Caller City	BRIDGEPORT	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer					
Customer Address					
Dealer	66262	SUBURBAN CHRYSLER DODGE JEEP RAM O		**Dealer Phone**	2484767900
Dealer Address	38123 WEST TEN MILE ROAD				
	FARMINGTON HILLS		MI	48335 2803	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	C
Subject	Customer Assistance				
Synopsis					
Customer Anomaly					
Contact Reason	C66	Inquiry on MVP Service Coverage	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - MVP - MVP - Service Contracts - Coverage				

Case Status History

Create Date	Status
09/17/2020 07:14 PM	New
09/17/2020 07:21 PM	Open
09/17/2020 07:30 PM	Closed

Initial Description

Chat Started: Thursday, September 17, 2020, 15:14:52 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Maurice (23s) Maurice: Thank you for chatting with us, my name is Maurice with FCA Customer Care. Please keep the chat window open to participate in a brief survey at the completion of our conversation. (1m 49s) Visitor: I'm trying to get information on my warranty for my Chrysler town and country. I purchased a lifetime warranty and I'm not sure how to ensure its being used. I have taken the van to a dealer and they said one item was not covered. I'm curious if there's an issue with the warranty (2m 9s) Maurice: Hello [redacted] I can see why that would be important. If you confirm your vehicle identification number, address, telephone number, and email, I will be more than happy to look into this for you. (3m 6s) Visitor: Vin - [redacted] 3m 36s) Visitor: address - [redacted] Bridgeport tx (this may have changed since purchase) (3m 55s) Visitor: [redacted] 4m 13s) Maurice: Thank you for confirming! I am looking into this for you now. What would be the approximate mileage? (4m 20s) Visitor: 82,000 (4m 38s) Maurice: Thank you for confirming. (6m 42s) Maurice: Thank you much for holding, I appreciate your patience. I am seeing that you do have the lifetime maximum care warranty through mopar vehicle protection. For information on the warranty, and coverage details, you can contact Mopar Vehicle Protection at 1- 800-521-9922 that hotline is open until 8pm EST today. I would also like to let you know that you have no open recalls at this time, so everything is good to go there. (6m 52s) Maurice: Is there anything else I might be able to look into for you today? (7m 46s) Visitor: Should the dealership I take my car to be able to access this information or do I need to tell them? (8m 21s) Maurice: Great question! The dealership has access to the mopar vehicle protection information. (8m 25s) Visitor: for instance, last year they told me that a drivers side mirror was not covered by the warranty. Is that correct? (8m 38s) Visitor: I have a door that now will not unlock, is that covered by the warranty? (8m 51s) Maurice: Great question, you would need to contact mopar vehicle protection for information on the warranty. I do apologize I do not have access to the extended warranties. (9m 27s) Visitor: you don't have access to that? Do I have an account number for my warranty or is it linked to the vin number? (9m 40s) Maurice: Great question, the warranty is linked to your VIN. For information on the warranty, and coverage details, you can contact Mopar Vehicle Protection at 1- 800-521-9922 that hotline is open until 8pm EST today (10m 17s) Visitor: ok, and all I need to give them is my vin number? (10m 42s) Maurice: They may also ask you to verify your information as I have, Address, VIN, telephone number etc. (10m 56s) Maurice: Is there anything else I can look into for you at this time? (10m 58s) Visitor: should the extended warranty appear on my online account? (11m 21s) Visitor: I created my account today, added my vehicle, but I don't see where it shows my extended warranty (11m 38s) Maurice: Great question. I am seeing that you have more than one service contract on the vehicle, when this happens, the extended warranty would not appear on the mopar account, as it does not know how to display when there is more than one service contract. (12m 7s) Visitor: what does that mean more than one service contract? (12m 15s) Maurice: You also have the ROAD HAZARD TIRE AND WHEEL PROTECTION (12m 28s) Maurice: This is also through mopar vehicle protection. (12m 43s) Visitor: ok, do you know what would be covered under that? (13m 7s) Maurice: You can request your full warranty provisions through mopar vehicle protection at the number provided, and they will also be able to let you know what your maximum care and the road hazard tire and wheel protection covers. (13m 27s) Visitor: ok, thank you (13m 46s) Maurice: You are very welcome [redacted] t was a pleasure assisting today, Is there anything else I might be able to help with? (13m 52s) Visitor: no (14m 15s) Maurice: Thank you so much for contacting Chrysler Customer Care and thank you for choosing Chrysler! Have a wonderful weekend!

Case Comments

Date	Comment
09/17/2020	Customer chatted in wanting to know what is covered by their warranty. Customer has MVP SC. Agent referred to MVP. Customer wanted to know if the account is suppose to show on their MOC account, agent advised since customer has two SC, this will not display on their account.

Live Chats

Date

Date	
09/17/2020	Chat Started: Thursday, September 17, 2020, 15:14:52 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Maurice (23s) Maurice: Thank you for chatting with us, my name is Maurice with FCA Customer Care. Please keep the chat window open to participate in a brief survey at the completion of our conversation. (1m 49s) Visitor: I'm trying to get information on my warranty for my Chrysler town and country. I purchased a lifetime warranty and I'm not sure how to ensure its being used. I have taken the van to a dealer and they said one item was not covered. I'm curious if there's an issue with the warranty (2m 9s) Maurice: Hell[redacted] can see why that would be important. If you confirm your vehicle identification number, address, telephone number, and email, I will be more than happy to look into this for you. (3m 6s) Visitor: Vin[redacted] (3m 36s) Visitor: [redacted] Bridgeport tx (this may have changed since purchase) (3m 55s) Visitor: [redacted] (4m 13s) Maurice: Thank you for confirming! I am looking into this for you now. What would be the approximate mileage? (4m 20s) Visitor: 82,000 (4m 38s) Maurice: Thank you for confirming. (6m 42s) Maurice: Thank you much for holding, I appreciate your patience. I am seeing that you do have the lifetime maximum care warranty through mopar vehicle protection. For information on the warranty, and coverage details, you can contact Mopar Vehicle Protection at 1- 800-521-9922 that hotline is open until 8pm EST today. I would also like to let you know that you have no open recalls at this time, so everything is good to go there. (6m 52s) Maurice: Is there anything else I might be able to look into for you today? (7m 46s) Visitor: Should the dealership I take my car to be able to access this information or do I need to tell them? (8m 21s) Maurice: Great question! The dealership has access to the mopar vehicle protection information. (8m 25s) Visitor: for instance, last year they told me that a drivers side mirror was not covered by the warranty. Is that correct? (8m 38s) Visitor: I have a door that now will not unlock, is that covered by the warranty? (8m 51s) Maurice: Great question, you would need to contact mopar vehicle protection for information on the warranty. I do apologize I do not have access to the extended warranties. (9m 27s) Visitor: you don't have access to that? Do I have an account number for my warranty or is it linked to the vin number? (9m 40s) Maurice: Great question, the warranty is linked to your VIN. For information on the warranty, and coverage details, you can contact Mopar Vehicle Protection at 1- 800-521-9922 that hotline is open until 8pm EST today (10m 17s) Visitor: ok, and all I need to give them is my vin number? (10m 42s) Maurice: They may also ask you to verify your information as I have, Address, VIN, telephone number etc. (10m 56s) Maurice: Is there anything else I can look into for you at this time? (10m 58s) Visitor: should the extended warranty appear on my online account? (11m 21s) Visitor: I created my account today, added my vehicle, but I don't see where it shows my extended warranty (11m 38s) Maurice: Great question. I am seeing that you have more than one service contract on the vehicle, when this happens, the extended warranty would not appear on the mopar account, as it does not know how to display when there is more than one service contract. (12m 7s) Visitor: what does that mean more than one service contract? (12m 15s) Maurice: You also have the ROAD HAZARD TIRE AND WHEEL PROTECTION (12m 28s) Maurice: This is also through mopar vehicle protection. (12m 43s) Visitor: ok, do you know what would be covered under that? (13m 7s) Maurice: You can request your full warranty provisions through mopar vehicle protection at the number provided, and they will also be able to let you know what your maximum care and the road hazard tire and wheel protection covers. (13m 27s) Visitor: ok, thank you (13m 46s) Maurice: You are very welcome[redacted]t was a pleasure assisting today, Is there anything else I might be able to help with? (13m 52s) Visitor: no (14m 15s) Maurice: Thank you so much for contacting Chrysler Customer Care and thank you for choosing Chrysler! Have a wonderful weekend!

Date	
09/17/2020	

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2017	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/21/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/22/2020	**Origin**	Telephone	**Reason**	
Mileage	82,885 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	CHICAGO		IL		USA
Dealer	X7534	EAN HOLDINGS - LOUISVILLE		**Dealer Phone**	5023612528
Dealer Address	4221 Park Blvd				
	Louisville		KY	40209 1257	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Vehicle concern				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/21/2020 11:48 PM	Open
09/21/2020 11:51 PM	Closed
09/21/2020 11:52 PM	Open
09/22/2020 12:26 AM	Closed

Initial Description

Customer was inquiring about any open recalls or known issues with her sliding doors

Case Comments

Date	Comment
09/21/2020	Customer was calling because she is experiencing issues with her sliding door, it opens even when its locked and wanted to check if there any open recalls or extended warranties on this matter. Agent checked for both recalls and extended warranties and found none for this issue, agent recommended customer to take it to the dlr and have it diagnosed and offered to schedule appointment, customer inquired about her warranty coverage and after checking VIP agent informed her that she was outside warranty and that she would have to pay for the diagnosis. No further action required

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/24/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/25/2020	**Origin**	Chat	**Reason**	
Mileage	82,776 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	X7032	ENTERPRISE LEASING - WARRANTY		**Dealer Phone**	
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Others				
Synopsis	No diagnosis, does not meet GW				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/24/2020 06:42 PM	New
09/25/2020 11:19 AM	Open
09/25/2020 11:21 AM	Closed

Initial Description

Chat Started: Thursday, September 24, 2020, 14:42:47 (-0400) Chat Origin: NAFTA Chrysler Brand Chat Agent Sarah (5s) Sarah: Thank you for chatting with us, my name is Sarah with Chrysler Customer Care. Please keep the chat window open to participate in a brief survey at the completion of our conversation. (29s) Visitor: hi Sarah I go disconnected form the person I was previously talking (43s) Sarah: Hello! (1m 2s) Sarah: How are you today[redacted] (2m 28s) Visitor: Good i just have saftey issue with my van i just sent a email with my registration to my vehicle to help out (3m 49s) Sarah: I am sorry to hear that. I would be happy to look into this further here for you. Do you happen to have the VIN on the vehicle? (5m 38s) Sarah[redacted]re you there? (6m 0s) Visitor: Yes sorry I have to go get it (6m 28s) Sarah: No problem. (6m 52s) Visitor[redacted] 7m 10s) Sarah: Thank you. (7m 25s) Visitor: yep (8m 53s) Sarah: What is the current issue you are having with the vehicle? (10m 14s) Visitor: So i can not manually or automatically unlock my divers side sliding door (10m 49s) Sarah: I absolutely understand, are you currently working with a Dealer? (11m 0s) Visitor: therefore I can not open it at all (11m 9s) Visitor: no i bought my car 2 years ago (12m 35s) Sarah: I understand thank you, what is the approximate mileage on the vehicle? (13m 38s) Visitor: I understand that I have all other doors working but in a situation that this would be the only door to evacuate the vehicle it would be unsafe and possibly life threatening (17m 10s) Sarah: I can certainly see why you would be concerned with that issue. The first step to resolve the issue would be for a dealer to diagnose what has caused that issue. I am showing your previous case here and it will update the owner information once those documents have been received. Would you like me to locate a Dealer in your are to assist? (17m 12s) Visitor: Um I have to check (17m 55s) Visitor: Miles are 82776 (18m 25s) Visitor: this is my other issue im[redacted]and haven't received my[redacted]et (18m 43s) Visitor: a dealers going to cost me $$$$ I don't have (19m 22s) Sarah: At this time I am not showing any recalls or extended warranties that would provide coverage for this concern. (21m 4s) Visitor: I need it taken care of this is a very unsafe issue (22m 29s) Sarah: I absolutely understand however since the vehicle is out of warranty it is not a repair that we would be able to assist with. I have examined your file in full however I would be unable to provide any type of assistance for your situation today. I do understand your frustration as this was not a planned cost, but when our certified dealer completes the work you will then have 2 years of coverage on the new parts and labor to provide you with some comfort and peace of mind. Is there anything else I can assist with today? (25m 11s) Sarah[redacted]re you still there? (26m 33s) Visitor: So what am I to do (27m 8s) Sarah: You would need to work with a Dealer or Independent repair facility to resolve the issue. (29m 2s) Visitor: So there's nothing Chrysler can do with a safety problem that could cause a life threatening situation (29m 34s) Sarah: There is nothing we are able to do without a Dealer diagnosis. The vehicle is outside of warranty so we are not able to assist with repair cost. (30m 36s) Visitor: Ok so I have to take it somewhere to diagnosis and then u guys will take it into consideration to assist in costs (31m 1s) Sarah: Since the vehicle is out of warranty we cannot assist with repair cost. We can work with you and the Dealer to get the issue resolved but there would be a cost to repair. (32m 12s) Visitor: That is my issue i dont have the funds to pay the dealer they charge way to much to fix anything (34m 25s) Sarah: I understand however since the vehicle is out of warranty we do not have a way to assist with the repair. (36m 50s) Visitor: This is a safety issues it should matter if its under warranty

Live Chats

Date

Date	
09/24/2020	Chat Started: Thursday, September 24, 2020, 14:42:47 (-0400) Chat Origin: NAFTA Chrysler Brand Chat Agent Sarah (5s) Sarah: Thank you for chatting with us, my name is Sarah with Chrysler Customer Care. Please keep the chat window open to participate in a brief survey at the completion of our conversation. (29s) Visitor: hi Sarah I go disconnected form the person I was previously talking (43s) Sarah: Hello! (1m 2s) Sarah: How are you today[redacted] (2m 28s) Visitor: Good i just have saftey issue with my van i just sent a email with my registration to my vehicle to help out (3m 49s) Sarah: I am sorry to hear that. I would be happy to look into this further here for you. Do you happen to have the VIN on the vehicle? (5m 38s) Sarah: [redacted]are you there? (6m 0s) Visitor: Yes sorry I have to go get it (6m 28s) Sarah: No problem. (6m 52s) Visitor: [redacted] (7m 10s) Sarah: Thank you. (7m 25s) Visitor: yep (8m 53s) Sarah: What is the current issue you are having with the vehicle? (10m 14s) Visitor: So i can not manually or automatically unlock my divers side sliding door (10m 49s) Sarah: I absolutely understand, are you currently working with a Dealer? (11m 0s) Visitor: therefore I can not open it at all (11m 9s) Visitor: no i bought my car 2 years ago (12m 35s) Sarah: I understand thank you, what is the approximate mileage on the vehicle? (13m 38s) Visitor: I understand that I have all other doors working but in a situation that this would be the only door to evacuate the vehicle it would be unsafe and possibly life threatening (17m 10s) Sarah: I can certainly see why you would be concerned with that issue. The first step to resolve the issue would be for a dealer to diagnose what has caused that issue. I am showing your previous case here and it will update the owner information once those documents have been received. Would you like me to locate a Dealer in your are to assist? (17m 12s) Visitor: Um I have to check (17m 55s) Visitor: Miles are 82776 (18m 25s) Visitor: this is my other issue im unemployed and haven't received my unemployment benefits yet (18m 43s) Visitor: a dealers going to cost me $$$$ I don't have (19m 22s) Sarah: At this time I am not showing any recalls or extended warranties that would provide coverage for this concern. (21m 4s) Visitor: I need it taken care of this is a very unsafe issue (22m 29s) Sarah: I absolutely understand however since the vehicle is out of warranty it is not a repair that we would be able to assist with. I have examined your file in full however I would be unable to provide any type of assistance for your situation today. I do understand your frustration as this was not a planned cost, but when our certified dealer completes the work you will then have 2 years of coverage on the new parts and labor to provide you with some comfort and peace of mind. Is there anything else I can assist with today? (25m 11s) Sarah: [redacted]are you still there? (26m 33s) Visitor: So what am I to do (27m 8s) Sarah: You would need to work with a Dealer or Independent repair facility to resolve the issue. (29m 2s) Visitor: So there's nothing Chrysler can do with a safety problem that could cause a life threatening situation (29m 34s) Sarah: There is nothing we are able to do without a Dealer diagnosis. The vehicle is outside of warranty so we are not able to assist with repair cost. (30m 36s) Visitor: Ok so I have to take it somewhere to diagnosis and then u guys will take it into consideration to assist in costs (31m 1s) Sarah: Since the vehicle is out of warranty we cannot assist with repair cost. We can work with you and the Dealer to get the issue resolved but there would be a cost to repair. (32m 12s) Visitor: That is my issue i dont have the funds to pay the dealer they charge way to much to fix anything (34m 25s) Sarah: I understand however since the vehicle is out of warranty we do not have a way to assist with the repair. (36m 50s) Visitor: This is a safety issues it should matter if its under warranty

Date	
09/24/2020	

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/25/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/25/2020	**Origin**	Telephone	**Reason**	
Mileage	45,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	BROKEN ARROW		OK	[redacted]	USA
Dealer	27044	Jim Glover Chrysler Dodge Jeep Ram		**Dealer Phone**	9184014600
Dealer Address	10505 N OWASSO EXPY				
	OWASSO		OK	74055 4667	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	M
Subject	Air conditioning				
Synopsis	Referred to dealer for diagnosis.				
Customer Anomaly	HVAC				
	Cooling/Heating				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	62	Cooling and heating issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/25/2020 04:06 PM	Open
09/25/2020 04:10 PM	Closed

Initial Description

The customer said that the air conditioning is not working if idle or below 60 miles per hour and one of the doors does not open.

Case Comments

Date	Comment
09/25/2020	Agent received a call from a customer she said her name is [redacted] The customer said that she purchased MVP. The customer said that air conditioning is not working if idle or below 60 miles per hour, then it starts to get warm. The customer said that one of the doors on the driver side does not open. The customer asked where she can take the vehicle. The customer said that she will bring it to a Dodge dealer called Jim Glover CDJR in Owasso, OK zip code 74055. Agent informed the customer that she may call us back if the dealer is not resolving the concerns.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/29/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/29/2020	**Origin**	Brand Site	**Reason**	assistance
Mileage	121,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	Tifton	**Caller Country**	USA	**Caller Postal Code**	[redacted]

Customer	RODNEY OWENS				
Customer Address	4203 MEDFORD LN				
	TIFTON		GA	317936922035	USA
Dealer	99999	Dealer99999		**Dealer Phone**	
Dealer Address					
Dealer Zone		**Sales District**		**Service District**	

Subject	Sliding Door Lock Failure
Synopsis	Issue with sliding door locks seeking cost assistance, declined goodwill as customer does not merit. Referred to dealer for diagnosis.
Customer Anomaly	Electronics
	Power Door Locks

Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning

Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details

Case Status History

Create Date	Status
09/29/2020 04:02 AM	New
09/29/2020 07:53 PM	Open
09/29/2020 08:12 PM	Closed

Initial Description

The locking mechanism on both of my sliding doors have failed. The driver's side sliding door is locked and cannot be opened. The passenger side sliding door will not lock; however, we can open and close it. Problems with these locks have been documented across the internet and I am disappointed, as a repeated Dodge purchaser, that Dodge is not standing behind their product when it is an obvious design flaw with the design and manufacturer of the lock mechanism. This will be the last Dodge that I purchase unless Dodge steps up and assists their customers with the costs of these repairs.

Email(s)

Date	09/29/2020	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	09/29/2020 04:03 AM

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

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

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

Mopar Brand: 800-247-9753

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference numbe[redacted]

Sincerely,

The Mopar Brand

To view the Mopar Privacy Policy, visit

[redacted]

Date	09/29/2020	**Subject**	Case Acknowledgemen[redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	09/29/2020 20:11 PM

Hello [redacted]

Thank you for contacting Dodge Customer Care.

We certainly understand how the sliding door locks regarding your 2016 Dodge Grand Caravan would cause you concern and appreciate the time and effort you took to bring this matter to our attention.

During my preliminary review Rodney, I can see that this would be originally covered under the basic warranty which would be 3 years or 36,000 miles whichever comes first.

While looking through our records for possible coverage searching for; recalls, customer satisfaction notifications, extended warranties and service contracts, sadly I was not able to find anything that we could use to help offer coverage for the power sliding door locks.

As the manufacturer warranty that would have covered this component would have expired by both time and mileage this would be considered an out of pocket expense.

I understand that you feel that the problem you are experiencing is a manufacturing defect on your vehicle, and we take all of our customers concerns seriously. Through our ongoing internal investigations, if we do find that this is a manufacturing defect, we will notify you by mail for you to have the issue resolved. Please keep all of your receipts for the work completed on your vehicle so as if this does happen you will be able to submit for reimbursement consideration at that time.

As you are experiencing problems with an issue you feel deserves attention, we certainly recommend that you contact your local dealer to arrange an appointment so that they can inspect the vehicle and determine an appropriate course of action. For your convenience, I have provided contact information for 2 dealerships in your area below.

Griffin Chrysler Dodge Jeep Ram
505 7th St. W. Tifton, GA 31794
(229) 382-0440

Fitzgerald Chrysler Dodge Jeep Ram
187 Benjamin H. Hill Drive W. Fitzgerald, GA 31750
(229) 423-5720

We have documented your concerns and have made them available to be reviewed internally.

Thank you again for your email Rodney. Please do not hesitate to contact us if you need any further assistance by calling us at 1-800-4A-DODGE (1-800-423-6343).

Best wishes,

Belinda
Dodge Customer Care
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/29/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/01/2020	**Origin**	Chat	**Reason**	
Mileage	65,109 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	N/A			**Source**	Customer
Caller City	N/A	**Caller Country**	USA	**Caller Postal Code**	00000000000
Customer					
Customer Address					
Dealer	60814	COURTESY CHRYSLER DODGE JEEP RAM O		**Dealer Phone**	4808308001
Dealer Address	6130 E AUTO PARK DR				
	MESA		AZ	85206 4358	USA
Dealer Zone	West	**Sales District**		**Service District**	L
Subject	Warranty & Maintenance Information				
Synopsis	n/a				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/29/2020 06:32 PM	New
09/29/2020 06:56 PM	Open
10/01/2020 07:04 PM	Closed

Initial Description

Chat Started: Tuesday, September 29, 2020, 14:32:47 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Michael (14s) Michael: Thank you for chatting with us, my name is Michael with FCA Customer Care. Please keep the chat window open to participate in a brief survey at the completion of our conversation. (1m 21s) Visitor: hello (1m 50s) Michael: hi (2m 32s) Visitor: I had my sliding door locks repaired back in Sept 2018. fast forward to april 2020 when one of the lock mechanisms failed again. (2m 58s) Visitor: I didn't get the issue repaired at the time due to Covid-19 health concerns. (3m 15s) Visitor: I had the lock fixed yesterday and had to pay out of pocket $100.00 (3m 58s) Visitor: What I am looking for is a refund of my $100.00 because the part that failed was under warranty (2 year) at the time it failed (April 2020) (4m 17s) Michael: I can definitely appreciate how frustrating this would be, I would be more than happy to assist you with this, in order to obtain further information regarding your vehicle may I verify the last 8 characters of the vehicles VIN, the approximate mileage and the Name and Address the vehicle is registered to? (4m 53s) Visitor[redacted]5m 0s) Visitor[redacted]Mesa, AZ (7m 6s) Michael: Where was this work performed? (7m 14s) Visitor: more background- The original dealership (Hegg's) that replaced the lock went out of business at some point and the new dealership (Courtesy) took over the property. Hegg's destroyed all of their records. The new dealership was unable to help me with the warranty issue. (7m 45s) Visitor: The work was performed at Courtesy yesterday. (10m 31s) Visitor: Like I was telling the people at the dealership and the nice lady at Mopar yesterday, when everything with the pandemic started me and my family hunkered down. I didn't want to risk getting my young kids sick with a vehicle repair. That's the only reason that I waited so long. (10m 33s) Michael: Also what is your ZIP phone and email. (10m 41s) Visitor[redacted]10m 45s) Visitor: [redacted]11m 22s) Visito[redacted](11m 40s) Michael: Thank you I will be a few minutes while I look into this. (11m 44s) Visitor: ok thank you. (20m 45s) Michael: I am here just still looking into this to see how I can assist with this. (21m 6s) Visitor: ok thank you. (23m 34s) Visitor: I understand that the mopar part warranty is 2 years. And that the repair was done approximately 14 days after the two year period. I'm not disputing that at all. My main concern is that the $100.00 that I spent yesterday to get the part fixed should have been covered under the mopar part warranty. If it wasn't for the pandemic and the health of my family I would have had the door repaired sooner. (29m 45s) Michael: I have reached out for to see if this is something we would be able to assist with in any capacity, I have been advised that as the Mopar Parts Warranty has expired approximately 2 weeks prior to the repair which was performed this is not something which we would be able to assist with. (30m 33s) Visitor: the part broke back in april 2020. I wasn't able to go to the dealership due to the pandemic. (30m 55s) Michael: I am sorry to hear this [redacted]and I do understand, however the repair would have needed to have been completed while the Part was still covered under the Mopar Parts Warranty (34m 19s) Visitor: so what i'm hearing is that mopar would rather have me risk the health of my family to get a repair completed during the warrant period than wait until it was safe to do so according to the infection rate of a virus during a national pandemic. When I called Mopar the automated message stated that "this is an unprecedented time." How can that apply to Mopar but not to the consumer (35m 0s) Michael: I can certainly emphasize with your situation[redacted]however we would not be able to assist with this in any capacity as the warranty period for the part had expired 2 weeks prior to having this repair completed. (35m 28s) Visitor: I would like to speak with a supervisor please. I know you're just doing your job and i'm not upset with you. (35m 31s) Michael: This is not something we can assist with, had the repair been completed 2 weeks earlier, it would have been covered. However the warranty period has passed and you advised you had foreknowledge of this issue. (36m 15s) Michael: At this time all possible avenues have been reviewed and it has been determined this is not something we can assist with in any capacity. (36m 43s) Visitor: i'd like to speak with a supervisor (37m 18s) Michael: I understand, I will request my Supervisor to contact you back, it will be a one business day callback, I do apologize. What would be your preferred contact number and email? (37m 39s) Visitor:[redacted]37m 49s) Michael: Thank you, for reference your Case # regarding this i[redacted](37m 57s) Michael: Is there anything else I can assist you with today? (42m 43s) Visitor: nah. i'm disappointed in Mopar. honestly, at this point I don't think I'll ever buy another chrysler vehicle. the simple fact that a part breaks during a national pandemic and the customer waits until the infection rate is low in their state to get a repair completed only to find out that the warranty expired 2 weeks prior is ridiculous. Let's face it that part never should have failed in the first place. Any reputable company stands by their products and has exceptions especially during a public health crisis. It's unsettling and speaks volumes that Mopar doesn't stand by the parts that they produce 2 weeks after the "warranty." (44m 43s) Visitor: I don't push for things to get done that I don't feel are right. The fact that I've wasted hours of my time dealing with this issue shows my determination. (45m 39s) Michael: I will ensure your feedback is documented internally. (45m 45s) Michael: Thank you for contacting FCA Customer Care! Have a good day! Please contact us back if you need further assistance! (46m 5s) Visitor: Thank you.

Case Comments

Date	Comment
09/29/2020	Customer advised sliding door lock issue, had parts replaced at Hager DLR in 2018. Writer contacted DLR spoke to SA Bill whom advised that Mopar Parts Warranty had expired 2 weeks prior to having repair performed. No LS, no CCS, second owner, only vehicle, no good will available for escalation to CM. Writer advised that would be unable to assist with reimbursement of $100 fee they had been charged at DLR. Customer requested supervisor contact at 218-290-0986 or scott.hirsch@hotmail.com, Writer advised of one business day callback.

Email(s)

Date	09/29/2020	***Subject***	Warranty & Maintenance Information [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	09/29/2020 22:37 PM

Hell[redacted]

Thank you for taking my call today.

Could you please reply to this email with you repair order and the proof of payment from your visit to the DLR.

Thank you

Nicole | CAC Team Leader

[redacted]

Date	09/29/2020	***Subject***	Re: Warranty & Maintenance Information [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	09/29/2020 22:54 PM

Nicole,

I've attached the requested receipt. Thank you again for helping me resolve this matter.

Thank you,

[redacted]

-------- Original message --------
From: US Customer Care <uscustomercare@fcagroup.com>
Date: 9/29/20 3:37 PM (GMT-07:00)
To [redacted]
Subject: Warranty & Maintenance Information [redacted]

Hello [redacted]

Thank you for taking my call today.

Could you please reply to this email with you repair order and the proof of payment from your visit to the DLR.

Thank you

Nicole | CAC Team Leader[https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000mdJNZ]

[redacted]

Date	10/01/2020	***Subject***	Re: Warranty & Maintenance Information [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/01/2020 01:30 AM

Thank you [redacted]

Could you also send over a copy of the repair order.

Nicole | CAC Team Leader

-------- Original Message
From: [redacted]
Sent: 9/29/2020 6:54 PM
To: uscustomercare@fcagroup.com
Subject: Re: Warranty & Maintenance Information [redacted]

Nicole,

I've attached the requested receipt. Thank you again for helping me resolve this matter.

Thank you,

[redacted]

-------- Original message --------
From: US Customer Care <uscustomercare@fcagroup.com>
Date: 9/29/20 3:37 PM (GMT-07:00)
To: [redacted]
Subject: Warranty & Maintenance Information [redacted]

Hello [redacted]

Thank you for taking my call today.

Could you please reply to this email with you repair order and the proof of payment from your visit to the DLR.

Thank you

Nicole | CAC Team Leader[https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000mdJNZ]

[redacted]

Date	10/01/2020	***Subject***	Re: Warranty & Maintenance Information [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	10/01/2020 04:01 AM

Absolutely. Here you go.

Thank you,

[redacted]

-------- Original message --------
From: US Customer Care <uscustomercare@fcagroup.com>
Date: 9/30/20 6:30 PM (GMT-07:00)
To: [redacted]
Subject: Re: Warranty & Maintenance Information [[redacted]

Thank you [redacted]

Could you also send over a copy of the repair order.

Nicole | CAC Team Leader

---------- Original Message ----------
From: [redacted]
Sent: 9/29/2020 6:54 PM
To: uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
Subject: Re: Warranty & Maintenance Information [redacted]

Nicole,

I've attached the requested receipt. Thank you again for helping me resolve this matter.

Thank you,

[redacted]

-------- Original message --------
From: US Customer Care <uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>
Date: 9/29/20 3:37 PM (GMT-07:00)
To: [redacted]
Subject: Warranty & Maintenance Information [redacted]

Hello [redacted]

Thank you for taking my call today.

Could you please reply to this email with you repair order and the proof of payment from your visit to the DLR.

Thank you

Nicole | CAC Team Leader [redacted]

Date	10/01/2020	***Subject***	Re: Warranty & Maintenance Information [[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/01/2020 17:25 PM

Hello [redacted]

I just need clarification on pricing?

The RO you have sent shows the repair is much more then the $100 you paid. can you clarify?

Nicole | CAC Team Leader

From [redacted]
Sent: 10/1/2020 12:01 AM
To: uscustomercare@fcagroup.com
Subject: Re: Warranty & Maintenance Information [redacted]

Absolutely. Here you go.

Thank you,

[redacted]

-------- Original message --------
From: US Customer Care <uscustomercare@fcagroup.com>
Date: 9/30/20 6:20 PM (GMT-07:00)
To: [redacted]
Subject: Re: Warranty & Maintenance Information [redacted]

Thank you [redacted]

Could you also send over a copy of the repair order.

Nicole | CAC Team Leader

---------- Original Message ----------
From: [redacted]
Sent: 9/29/2020 6:54 PM
To: uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
Subject: Re: Warranty & Maintenance Information [redacted]

Nicole,

I've attached the requested receipt. Thank you again for helping me resolve this matter.

Thank you,

[redacted]

-------- Original message --------
From: US Customer Care <uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>
Date: 9/29/20 3:37 PM (GMT-07:00)
To: [redacted]
Subject: Warranty & Maintenance Information [redacted]

Hello [redacted]

Thank you for taking my call today.

Could you please reply to this email with you repair order and the proof of payment from your visit to the DLR.

Thank you

Nicole | CAC Team Leader [redacted]

Date	10/01/2020	***Subject***	Re: Warranty & Maintenance Information [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	10/01/2020 17:33 PM

The RO was covered by a lifetime warranty that I have through CNA with a deductible. I have a $100 deductible for repairs.

Thank you,

[redacted]

-------- Original message --------
From: US Customer Care <uscustomercare@fcagroup.com>
Date: 10/1/20 10:25 AM (GMT-07:00)
To: [redacted]
Subject: Re: Warranty & Maintenance Information [redacted]]

Hello [redacted],

I just need clarification on pricing?

The RO you have sent shows the repair is much more then the $100 you paid. can you clarify?

Nicole | CAC Team Leader

---------- Original Message ----------
From [redacted]
Sent: 10/1/2020 12:01 AM
To: uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
Subject: Re: Warranty & Maintenance Information [redacted]]

Absolutely. Here you go.

Thank you,

[redacted]

-------- Original message --------
From: US Customer Care <uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>
Date: 9/30/20 6:30 PM (GMT-07:00)
To: [redacted]>
Subject: Re: Warranty & Maintenance Information [redacted]]

Thank you [redacted]

Could you also send over a copy of the repair order.

Nicole | CAC Team Leader

---------- Original Message ----------
From [redacted]
Sent: 9/29/2020 6:54 PM
To: uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>
Subject: Re: Warranty & Maintenance Information [[redacted]

Nicole,

I've attached the requested receipt. Thank you again for helping me resolve this matter.

Thank you,

[redacted]

-------- Original message --------
From: US Customer Care <uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>>
Date: 9/29/20 3:37 PM (GMT-07:00)
To: s[redacted]>>
Subject: Warranty & Maintenance Information [redacted]]

Hello [redacted]

Thank you for taking my call today.

Could you please reply to this email with you repair order and the proof of payment from your visit to the DLR.

Thank you

Nicole | CAC Team Leader[h[redacted]

[redacted]

Date	10/01/2020	***Subject***	Re: Warranty & Maintenance Information [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/01/2020 17:39 PM

Thank you for your reply.

I have gone ahead and processed the check. It will typically arrive in about 14 days. If for some reason it does not arrive in 30 days please contact us back.

Have a great day!

Nicole | CAC Team Leader

---------- Original Message ----------
From: [redacted].com]
Sent: 10/1/2020 1:33 PM
To: uscustomercare@fcagroup.com
Subject: Re: Warranty & Maintenance Information [redacted]

The RO was covered by a lifetime warranty that I have through CNA with a deductible. I have a $100 deductible for repairs.

Thank you,

[redacted]

-------- Original message --------
From: US Customer Care <uscustomercare@fcagroup.com>
Date: 10/1/20 10:25 AM (GMT-07:00)
To [redacted]
Subject: Re: Warranty & Maintenance Information [redacted]]

Hello [redacted],

I just need clarification on pricing?

The RO you have sent shows the repair is much more then the $100 you paid. can you clarify?

Nicole | CAC Team Leader

---------- Original Message ----------
From [redacted]
Sent: 10/1/2020 12:01 AM
To: uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
Subject: Re: Warranty & Maintenance Information [redacted]]

Absolutely. Here you go.

Thank you,

[redacted]

-------- Original message --------
From: US Customer Care <uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>
Date: 9/30/20 6:30 PM (GMT-07:00)
To: [redacted]
Subject: Re: Warranty & Maintenance Information [[redacted]

Thank you [redacted]

Could you also send over a copy of the repair order.

Nicole | CAC Team Leader

---------- Original Message ----------
From: [redacted]
Sent: 9/29/2020 6:54 PM
To: uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>
Subject: Re: Warranty & Maintenance Information [redacted]]

Nicole,

I've attached the requested receipt. Thank you again for helping me resolve this matter.

Thank you,

[redacted]

-------- Original message --------
From: US Customer Care <uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>

<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>>
Date: 9/29/20 3:37 PM (GMT-07:00)
To: [redacted]
Su[redacted]

Hello [redacted]

Thank you for taking my call today.

Could you please reply to this email with you repair order and the proof of payment from your visit to the DLR.

Thank you

Nicole | CAC Team Leader[redacted]

Date	10/01/2020	***Subject***	Re: Warranty & Maintenance Information [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	10/01/2020 18:42 PM

Thank you very much for the help. I greatly appreciate all that you have done for me. O hope you have a good weekend.

Thank you,

[redacted]

-------- Original message --------
From: US Customer Care <uscustomercare@fcagroup.com>
Date: 10/1/20 10:39 AM (GMT-07:00)
[redacted]
Subject: Re: Warranty & Maintenance Information [redacted]

Thank you for your reply.

I have gone ahead and processed the check. It will typically arrive in about 14 days. If for some reason it does not arrive in 30 days please contact us back.

Have a great day!

Nicole | CAC Team Leader

---------- Original Message ----------
From: [redacted]
[redacted] 1/2020 1:33 PM
To: uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
Subject: Re: Warranty & Maintenance Information [redacted]]

The RO was covered by a lifetime warranty that I have through CNA with a deductible. I have a $100 deductible for repairs.

Thank you,

[redacted]

-------- Original message --------
From: US Customer Care <uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>
Date: 10/1/20 10:25 AM (GMT-07:00)
To: [redacted]
Subject: Re: Warranty & Maintenance Information [redacted]

Hello [redacted]

I just need clarification on pricing?

The RO you have sent shows the repair is much more then the $100 you paid. can you clarify?

Nicole | CAC Team Leader

---------- Original Message ----------
From [redacted]
Sent: 10/1/2020 12:01 AM
To: uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>
Subject: Re: Warranty & Maintenance Information [redacted]

Absolutely. Here you go.

Thank you,

[redacted]

-------- Original message --------
From: US Customer Care <uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>>
Date: 9/30/20 6:30 PM (GMT-07:00)
To: [redacted] >>
Subject: Re: Warranty & Maintenance Information [redacted]]

Thank you [redacted]

Could you also send over a copy of the repair order.

Nicole | CAC Team Leader

---------- Original Message ----------
From: [redacted]
[redacted]

Sent: 9/29/2020 6:54 PM
To: uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>>
Subject: Re: Warranty & Maintenance Information [redacted]

Nicole,

I've attached the requested receipt. Thank you again for helping me resolve this matter.

Thank you,

[redacted]

-------- Original message --------
From: US Customer Care <uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>>>
Date: 9/29/20 3:37 PM (GMT-07:00)
[redacted]
Subject: Warranty & Maintenance Information [redacted]

Hello [redacted]

Thank you for taking my call today.

Could you please reply to this email with you repair order and the proof of payment from your visit to the DLR.

Thank you

Nicole | CAC Team Leader|[redacted]

[redacted]

Live Chats

Date

Date	
09/29/2020	Chat Started: Tuesday, September 29, 2020, 14:32:47 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Michael (14s) Michael: Thank you for chatting with us, my name is Michael with FCA Customer Care. Please keep the chat window open to participate in a brief survey at the completion of our conversation. (1m 21s) Visitor: hello (1m 50s) Michael: hi (2m 32s) Visitor: I had my sliding door locks repaired back in Sept 2018. fast forward to april 2020 when one of the lock mechanisms failed again. (2m 58s) Visitor: I didn't get the issue repaired at the time due to Covid-19 health concerns. (3m 15s) Visitor: I had the lock fixed yesterday and had to pay out of pocket $100.00 (3m 58s) Visitor: What I am looking for is a refund of my $100.00 because the part that failed was under warranty (2 year) at the time it failed (April 2020) (4m 17s) Michael: I can definitely appreciate how frustrating this would be, I would be more than happy to assist you with this, in order to obtain further information regarding your vehicle may I verify the last 8 characters of the vehicles VIN, the approximate mileage and the Name and Address the vehicle is registered to? (4m 53s) Visitor [redacted] (5m 0s) Visitor: [redacted] Mesa, AZ (7m 6s) Michael: Where was this work performed? (7m 14s) Visitor: more background- The original dealership (Hegg's) that replaced the lock went out of business at some point and the new dealership (Courtesy) took over the property. Hegg's destroyed all of their records. The new dealership was unable to help me with the warranty issue. (7m 45s) Visitor: The work was performed at Courtesy yesterday. (10m 31s) Visitor: Like I was telling the people at the dealership and the nice lady at Mopar yesterday, when everything with the pandemic started me and my family hunkered down. I didn't want to risk getting my young kids sick with a vehicle repair. That's the only reason that I waited so long. (10m 33s) Michael: Also what is your ZIP phone and email. (10m 41s) Visitor [redacted] (10m 45s) Visitor [redacted] (11m 22s) Visitor [redacted] (11m 40s) Michael: Thank you I will be a few minutes while I look into this. (11m 44s) Visitor: ok thank you. (20m 45s) Michael: I am here just still looking into this to see how I can assist with this. (21m 6s) Visitor: ok thank you. (23m 34s) Visitor: I understand that the mopar part warranty is 2 years. And that the repair was done approximately 14 days after the two year period. I'm not disputing that at all. My main concern is that the $100.00 that I spent yesterday to get the part fixed should have been covered under the mopar part warranty. If it wasn't for the pandemic and the health of my family I would have had the door repaired sooner. (29m 45s) Michael: I have reached out for to see if this is something we would be able to assist with in any capacity, I have been advised that as the Mopar Parts Warranty has expired approximately 2 weeks prior to the repair which was performed this is not something which we would be able to assist with. (30m 33s) Visitor: the part broke back in april 2020. I wasn't able to go to the dealership due to the pandemic. (30m 55s) Michael: I am sorry to hear this [redacted] and I do understand, however the repair would have needed to have been completed while the Part was still covered under the Mopar Parts Warranty (34m 19s) Visitor: so what i'm hearing is that mopar would rather have me risk the health of my family to get a repair completed during the warrant period than wait until it was safe to do so according to the infection rate of a virus during a national pandemic. When I called Mopar the automated message stated that "this is an unprecedented time." How can that apply to Mopar but not to the consumer (35m 0s) Michael: I can certainly emphasize with your situation [redacted] however we would not be able to assist with this in any capacity as the warranty period for the part had expired 2 weeks prior to having this repair completed. (35m 28s) Visitor: I would like to speak with a supervisor please. I know you're just doing your job and i'm not upset with you. (35m 31s) Michael: This is not something we can assist with, had the repair been completed 2 weeks earlier, it would have been covered. However the warranty period has passed and you advised you had foreknowledge of this issue. (36m 15s) Michael: At this time all possible avenues have been reviewed and it has been determined this is not something we can assist with in any capacity. (36m 43s) Visitor: i'd like to speak with a supervisor (37m 18s) Michael: I understand, I will request my Supervisor to contact you back, it will be a one business day callback, I do apologize. What would be your preferred contact number and email? (37m 39s) Visitor: [redacted] (37m 49s) Michael: Thank you, for reference your Case # regarding this is [redacted] (37m 57s) Michael: Is there anything else I can assist you with today? (42m 43s) Visitor: nah. i'm disappointed in Mopar. honestly, at this point I don't think i'll ever buy another chrysler vehicle. the simple fact that a part breaks during a national pandemic and the customer waits until the infection rate is low in their state to get a repair completed only to find out that the warranty expired 2 weeks prior is ridiculous. Let's face it that part never should have failed in the first place. Any reputable company stands by their products and has exceptions especially during a public health crisis. It's unsettling and speaks volumes that Mopar doesn't stand by the parts that they produce 2 weeks after the "warranty." (44m 43s) Visitor: I don't push for things to get done that I don't feel are right. The fact that I've wasted hours of my time dealing with this issue shows my determination. (45m 39s) Michael: I will ensure your feedback is documented internally. (45m 45s) Michael: Thank you for contacting FCA Customer Care! Have a good day! Please contact us back if you need further assistance! (46m 5s) Visitor: Thank you.

Date
09/29/2020

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/29/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/19/2020	**Origin**	Telephone	**Reason**	
Mileage	68,729 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	METROPOLIS		IL	[redacted]	USA
Dealer	57998	LINWOOD MOTOR COMPANY		**Dealer Phone**	6185242621
Dealer Address	1634 EAST 5TH STREET				
	METROPOLIS		IL	62960 2720	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	P
Subject	Recurring issue Door actuator				
Synopsis	vehicle is repaired				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C163	Service Problem Not Resolved	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Network - Treatment in workshop - Service Problem Not Resolved				

Case Status History

Create Date	Status
09/29/2020 07:37 PM	Open
10/06/2020 09:00 PM	Suspended
10/13/2020 07:00 AM	Open
10/19/2020 10:17 PM	Closed

Initial Description

Actuary door not strong, replaced ports, When transmission replaced took 3 months at Dealer,

Case Comments

Date	Comment
09/29/2020	Complained about Actuary on door 3 years ago, a part fell out and they said oh yeah that is from Actuary When transmission fixed took 3 months to get car back, This service cost her a dent in the door, she saw the day after got out of garage. It is not right that have told them every time went to Dealer for last 3 years that actuary door not right and grandchild could have fallen out and now that outside of warranty now they agree that is what needs to be fixed. That is not right.
09/29/2020	BASIC WARRANTY, 36/36 Miles, July 21, 2019 Expired (Time) POWERTRAIN WARRANTY 60/60, July 21, 2021 Expired (Odometer) No open recalls, No active Service contract, Good Brand Loyalty
09/29/2020	Dealer 57998 Linwood Motor Company Phone 6185242621 1634 East 5th Street Metropolis, IL 629602720, 'was At Dealer for Diagnosis this week Sept 23rd PASSENGER REAR SLIDING DOOR WILL NOT UNLOCK WITH OTHER DOORS FOUND DOOR LATCH/ACTUATOR FAILING AT TIMES WEAK ACTUATOR ESTIMATE TO REPLACE $539.72
09/29/2020	Have complained to Dealer about the sliding door actuator for 3 years, transport grandchildren in vehicle and not safe and now that out of warranty they agree that that is what needs to be fixed, showed them the part that fell out and they said Oh Yeah that is the actuator but did not fix. Not right that now they want 500 to fix, Have been going to same Dealer for many years
09/30/2020	In-Service Date: 7/21/2016 Original Owner: yes Mileage:68,729 New/Used Vehicle Purchase History: 2 new Loyalty Score:465 Case Critical:30 Multiple Repairs/ Previous related repairs: yes Basic Warranty: expired Powertrain Warranty: expired MVP plans: no No Recalls
09/30/2020	*****OUTBOUND DEALERHSIP CONTACT 6185242621**** Service Chad states door lock actuator 539.72 for repairs they will contact us back with warranty pricing they would be ok if notes were added but they can not goodwill it as it is outside of their parameters
09/30/2020	*****OUTBOUND CUSTOMER CONTACT [redacted] **** Agent contacted the customer to advise that we did reach out to the DLR and they are contacting us back with more information. we will review and follow up, agent provided the customer with CM contact information
09/30/2020	Chad from Linwood Motors calling on behalf of customer to give estimate. $243.53 is the cost of repair.
10/02/2020	*****OUTBOUND CUSTOMER CONTACT [redacted] **** agent contacted the customer to advise that we will be covering the repairs, customer thanked agent
10/02/2020	*****OUTBOUND DEALERHSIP CONTACT 6185242621**** Agent spoke with SA Dennis to advise that we will be covering the repairs in the amount of $243.53 DM notes for the repairs of the actuator , they will order parts agent to follow up on parts status so that the customer can make an appointment
10/02/2020	[redacted] s requesting review of cost assistance for repairs that need to be completed on his vehicle. Customer has submitted request for goodwill for repair(s) to [Vehicle concern] Writer is suggesting the following as a goodwill gesture based on dealer input and for customer satisfaction. Customers proof of payment is: waiting on parts Date of Repair: waiting on parts In-Service Date: 7/21/2016 Original Owner: yes Mileage: 68,729 Loyalty: 465 Multiple Repairs: yes RO- Authorized Chrysler Dealership: 57998 Account Name Linwood Motor Company Dealer Opinion: DLR agrees as this is a repeat concern Service Contract/Warranty: no Labor $000.00 Parts $000.00 Misc. $000.00 Tax $000.00 Total $$243.53 Co-Pay- $000.00 Specialist is seeking cost assistance for full assistance for repair. Writer requests FCA contribution of $243.53 with customer contribution $000.00 Total for repair $243.53

Date	Comment
10/06/2020	*****OUTBOUND DEALERHSIP CONTACT 6185242621**** Parts states that the part was received today.
10/06/2020	*****OUTBOUND CUSTOMER CONTACT [redacted] **** CM contacted the customer to advise that the part has been received, Customer states she will call the DLR but she is leaving town tomorrow until the 13th, CM to follow up after that
10/06/2020	customer called to speak to cm and wants call back a[redacted]
10/13/2020	******OUTBOUND CUSTOMER CONTA[redacted]** unable to reach left a voicemail asking for a call back , left Cm contact information
10/15/2020	Hello[redacted] I wanted to follow up to seek if you had a chance to make an appointment, please let us know, Best Regards Cherise 1-844-827-2003 EXT 3020175
10/19/2020	******OUTBOUND CUSTOMER CONTACT[redacted]**** customer states that the vehicle is fixed, CM advised we will close the file, customer thanked CM
10/19/2020	email to the customer Good afternoo[redacted]s mentioned in our phone conversation, please keep my information and give me a call directly if you have any further concerns with your vehicle. There is no need to reply to this email if you are no longer having any concerns with your vehicle and you issues are resolved at this time. We just wanted to thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern. If you require any further assistance and are able to get the vehicle back into the dealership and get it diagnosed, then certainly give us a call back so we may reopen your case and look into the concern further. We also wanted to let you know that we attempt to conduct a satisfaction survey upon closure of a case; therefore, you could potentially receive a survey by email or phone. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time, participation, patience and for being a loyal FCA customer. It has been a pleasure working with you, and all the best in the future, Cherise Senior Case Specialist FCA Case Management Phone: 1-844-827-2003 ext. 3020175

Email(s)

Date	10/15/2020	***Subject***	Recurring issue Door actuator [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/15/2020 18:59 PM

Hello [redacted]

I wanted to follow up to seek if you had a chance to make an appointment, please let us know,

Best Regards
Cherise 1-844-827-2003 EXT 3020175
[redacted]

Date	10/19/2020	***Subject***	RE: Recurring issue Door actuato[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/19/2020 22:16 PM

Good afternoon[redacted]
As mentioned in our phone conversation, please keep my information and give me a call directly if you have any further concerns with your vehicle. There is no need to reply to this email if you are no longer having any concerns with your vehicle and you issues are resolved at this time.
We just wanted to thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern. If you require any further assistance and are able to get the vehicle back into the dealership and get it diagnosed, then certainly give us a call back so we may reopen your case and look into the concern further. We also wanted to let you know that we attempt to conduct a satisfaction survey upon closure of a case; therefore, you could potentially receive a survey by email or phone. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience.

Thank you for your time, participation, patience and for being a loyal FCA customer. It has been a pleasure working with you, and all the best in the future,

Cherise
Senior Case Specialist
FCA Case Management
Phone: 1-844-827-2003 ext. 3020175

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 10/15/2020 2:59 PM
To:[redacted]
Subject: Recurring issue Door actuator [redacted]

Hell[redacted]

I wanted to follow up to seek if you had a chance to make an appointment, please let us know,

Best Regards
Cherise 1-844-827-2003 EXT 3020175
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/30/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/30/2020	**Origin**	Telephone	**Reason**	
Mileage	1 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	FARMINGTON HILLS		MI		SA
Dealer	X7740	HERTZ DAILY RENTALS-Ft Myers FL		**Dealer Phone**	2397682048
Dealer Address	16070 CHAMBERLAIN PKWY				
	FY MYERS		FL	33913	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Rear sliding door				
Synopsis	close				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/30/2020 02:42 PM	Open
09/30/2020 03:20 PM	Closed

Initial Description

Sliding rear door not closing

Case Comments

Date	Comment
09/30/2020	Per cst there is an issue with the passenger side rear sliding door. Per cst the DLR has advised it is the locking mechanism. Cst states the DLR has advised this is known issue. Advised cst vehicle does not merit standards for GW. Cst notated the information Cst requested for the number to NHTSA Provided the phone number , cst thanked me and branded

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/30/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/06/2020	**Origin**	Telephone	**Reason**	
Mileage	71,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	SUGAR LAND		TX	[redacted]	USA
Dealer	45478	GILLMAN CHRYSLER JEEP DODGE		**Dealer Phone**	7137764900
Dealer Address	10585 W SAM HOUSTON PKWY S				
	HOUSTON		TX	77099 2844	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	G
Subject	Safety issue				
Synopsis					
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C127	Negative Feedback On Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	FCA World - Feedback - Product - Negative comments & Suggestions - Vehicle				

Case Status History

Create Date	Status
09/30/2020 06:32 PM	Open
09/30/2020 07:37 PM	Closed
10/06/2020 04:09 PM	Open
10/06/2020 04:28 PM	Closed

Initial Description

Feels that the part failing and not being able to open the door manually is safety concern

Case Comments

Date	Comment
09/30/2020	Briefly summarize why the customer is contacting Chrysler: Customer stated that the door locks and he cannot open it. Customer stated that the door will not open manually and it is a safety issue. Customer stated that the DLR says it is a known issue but no recall. Customer stated that people could die if the door will not open manually like the drivers side can. Briefly summarize what the customer is expecting: to know why the part failed and to have Chrysler investigate Agent advised customer that if the door is operating as designed this cannot be changed. Agent advised that if a part fails the DLR does a diagnosis to determine the repair. Agent advised that if there is ever a recall launched for his vehicle, he will be notified.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2016	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	10/02/2020	CAIR Type	Regular	Status	Closed
Close Date	10/02/2020	Origin	Telephone	Reason	
Mileage	100,500 Miles	Market	U	Language	English
Contact Email					
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	WINDSOR		NC		USA
Dealer	X7549	EAN HOLDINGS - CHARLOTTE		Dealer Phone	7046889950
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		Sales District		Service District	
Subject	Goodwill asssitance				
Synopsis	closed				
Customer Anomaly					
Contact Reason	C183	Vehicle Warranty Plan Coverage	Customer Anomaly		
Reason Code	After Sales - Complaint - Warranty - Warranty - Coverage Information				

Case Status History

Create Date	Status
10/02/2020 04:04 PM	Open
10/02/2020 04:08 PM	Closed

Initial Description

Customer seeking good will assistance with repairs.

Case Comments

Date	Comment
10/02/2020	Customer stated that he is seeking assistance with goodwill assistance, writer advise that customer does not merit good will will need to advise to work with dealer. Customer stated that the doors to his vehicle does not open. Customer stated that he has replaced this over and over no further assistance closing case.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/02/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/02/2020	**Origin**	Chat	**Reason**	
Mileage	70,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	26914	SAN DIEGO CHRYSLER DODGE JEEP RAM		**Dealer Phone**	6192244151
Dealer Address	777 CAMINO DEL RIO SOUTH				
	SAN DIEGO		CA	92108 3513	USA
Dealer Zone	California	**Sales District**		**Service District**	N
Subject	Customer Assistance				
Synopsis					
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/02/2020 04:11 PM	New
10/02/2020 04:43 PM	Open
10/02/2020 04:57 PM	Closed

Initial Description

Chat Started: Friday, October 02, 2020, 12:11:43 (-0400) Chat Origin: NAFTA Chrysler Brand Chat Agent Emily (7s) Emily: Thank you for chatting with us, my name is Emily with Chrysler Customer Care. Please keep the chat window open to participate in a brief survey at the completion of our conversation. (3m 57s) Visitor: good morning Emily, my 2015 Town and Country is in the shop. The passenger sliding door is stuck and needs a $1400 latch. when looking on the internet it appears this is a known issue with chrysler and I am really hoping you can help me with "factory assist" on the cost to fix this. The total bill (air blower in back and thermostat replacement) is going to be close to 3K - I literally just paid the van off and now I have over 7months of care payments. Any help would be greatly appreciated! (4m 7s) Emily: I do apologize you are having a concern, I would be happy to look into this with you, in order to look more into this with you may I please have you confirm your name, address, telephone number, email address and the last 8 of the VIN on the vehicle? (5m 27s) Visitor [redacted] San Diego CA [redacted] 5m 47s) Emily: Thank you, currently how many miles are on the vehicle? (9m 51s) Emily: Thank you, taking a look over the information I am showing no recalls listed on the repairs needed at this time. I am showing on recall and this one has been completed. (9m 56s) Emily: Are you there ? (10m 20s) Visitor: hello? (10m 41s) Emily: Hello I am here (10m 46s) Visitor: 70,000 (11m 50s) Emily: Thank you, taking a look over the information I am showing all factory warranty would be expired at this time. We are dedicated to producing a quality product and I am sorry to hear of the issues you are having with your vehicle. We put all of our vehicles through vigorous testing but sometimes a vehicle will require an unexpected repair. We realize that these repair expenses cannot be predicted and so are surprising and disappointing when they do arise. Within warranty parameters, we do not hesitate to assume the repair costs and we even surpass industry standards in the warranties that we offer our customers as we truly do believe in our products. However, after the warranty terms have expired, we do rely on our customers to accept the repair costs for the vehicle. I do understand your frustration as this was not a planned cost, but when our certified dealer completes the work you will then have 2 years of coverage on the new parts and labor to provide you with some comfort and peace of mind. (14m 44s) Visitor: I totally understand the warranty aspect of owning a car - why most sell theirs after 3 yrs. What I am looking for is "factory assist" to pay for something chrysler knows is an issue. I have used "factory assist" in the past (owned a buick) (19m 27s) Emily: I can certainly understand the concern with the matter, I would need to recommend and suggest holding on to all paperwork from the repairs if recall is issued for the concerns that are happening you would be able to submit for reimbursement. I wish I had more of a favorable answer in the matter for you with the pricing for repairs. (19m 42s) Emily: I have noted everything on case numbe[redacted] 23m 35s) Visitor: ok, I do know that others have recieved factory assist on this specific issue. As much as I love my van not sure if it will be worth going to another chrysler as the dealer has awful customer service and I'm not too impressed with the corporation. (24m 48s) Emily: I do apologize I can certainly understand this would be upsetting and frustrating. I will have everything noted for you on the matter. (25m 2s) Emily: Have I been able to answer all your questions today? Is there anything else that I can look into for you today? (30m 28s) Emily: Due to the lack in response I am going to have to disconnect the chat. (30m 51s) Visitor: Can you take a complaint about the dealership? (31m 54s) Emily: I can certainly take the complaint about the dealership. May I please have the concerns you are having with the location (33m 9s) Visitor: Chrysler Jeep Dodge in San Diego (34m 44s) Visitor: they created a oil express lane - no appointments are allowed for an oil change - this express oil change has taken up to 3 hrs. I have since started going to jiffy lube. (1) (39m 40s) Visitor: (2) when taking my car this time I had an appointment for 7:30a Monday I dropped the car off - they did not look at my car until WED at 5P I had NO car for 3 days and did not know status. I have recommended a virtual Que -I can be there in under 20mins. Yesterday at 5 I found out that I am at about 3K for repairs - mostly for things that should be covered by the manufacturer - Again, I understand the warranty. I am hoping that I get my van back today - but no status yesterday. Not sure about you but not having a car for a solid week - even when stuck at home, is unsat. (43m 3s) Emily: You are currently for a week would be a long time without a vehicle. I will certainly have the compliant place on file for the location. Certainly have the information passed along with the wait times with having an oil change at the express lane. I would recommend holding on to all paperwork from the repairs if recall is issued on the matter you can certainly submit for reimbursement at anytime time once we have a recall on the matter. (45m 3s) Visitor: Great. Thankyou (45m 17s) Emily: You're welcome Thank you for contacting Chrysler Customer Care. Please chat with us again if you need further assistance. You can also look for updates on our website www.Chrysler.com. Have a good day! (45m 40s) Visitor: you as well

Live Chats

Date	
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You can also look for updates on our website www.Chrysler.com. Have a good day! (45m 40s) Visitor: you as well

Date	
10/02/2020	

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/03/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/07/2020	**Origin**	Telephone	**Reason**	
Mileage	70,585 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	McHenry		IL		USA
Dealer	43835	ANDERSON DODGE CHRYSLER JEEP		**Dealer Phone**	8152292000
Dealer Address	5711 EAST STATE STREET				
	ROCKFORD		IL	61108 2426	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	E
Subject	key fob and panel				
Synopsis	customer has appt with dealership on monday for problem.				
Customer Anomaly					
Contact Reason	C54	Vehicle Key Code	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Parts - Documentation - Key code				

Case Status History

Create Date	Status
10/03/2020 03:01 PM	Open
10/07/2020 08:10 PM	Closed

Initial Description

key fob and panel lights going on and off

Case Comments

Date	Comment
10/03/2020	customer calling having problems with key fob where it will not work and goes on and off and locks customer in vehicle at times and cannot open door except manually. customer does have appointment with dealership on monday to have vehicle diagnosed, and has case number that he can refer to and give to dealership.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2017	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/05/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/27/2020	**Origin**	Telephone	**Reason**	
Mileage	79,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	PEORIA		IL	[redacted]	USA
Dealer	43887	SAM LEMAN CHRYSLER-JEEP-DODGE		**Dealer Phone**	3096921801
Dealer Address	1801 WEST PIONEER PARKWAY				
	PEORIA		IL	61615 1948	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	G
Subject	DLR Complaint				
Synopsis	not having repairs done at FCA dealer				
Customer Anomaly					
Contact Reason	C103	Serviced Vehicle Returned With Damage	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Network - Treatment in workshop - Delivered Damaged vehicle				

Case Status History

Create Date	Status
10/05/2020 07:46 PM	Open
10/27/2020 04:43 PM	Closed

Initial Description

DLR Complaint

Case Comments

Date	Comment
10/05/2020	See other comments
10/05/2020	*Customer Inquiry [redacted] alled and stated he took his vehicle for an oil change on Saturday morning and then Saturday afternoon he went out to use his vehicle and there was oil leaking out of the bottom of the vehicle. Customer stated he called the DLR and it took 4 times before he could get a hold of the SM Craig, who stated they were going to send out a tow truck to get the vehicle and bring it back to the DLR. Customer stated he waited all day and then around 2pm he called again and tried to get a hold of Craig because the tow truck still had not been there. Customer stated it took half a dozen times to get a hold of Craig again to find out if the tow truck was even coming. Customer stated Craig was sending it out and it would be there after it goes to the shop. Customer stated he feels like no one is taking his seriously there and has been out of a vehicle for three days now and wanted to speak with the owner of the DLR. *Agent Advised* Agent advised all of his concerns have been documented. Agent advised in terms of being able to speak with the owner of the DLR we did not have access to any of that information and he would have to go back to the DLR. Agent advised that on our end the case would be sent up for review because we valued him as a customer and that he would be receiving a call within one business day from one of our specialists.
10/05/2020	Vehicle has arrived at dealership Sam Leman Chrysler-Jeep-Dodge Peoria and attended by dealer employee
10/06/2020	********** In-Service Date:11/11/2016 Original Owner: Yes Mileage: 79,000 Household: 1 original Multiple Repairs/Previous related repairs: No Mechanical MVP plans: No Open Recalls: No Other: Concern: States oil leak found after oil change completed at Sam Leman Peoria, states multiple calls to SM Craig regarding getting it towed back to the dealer. ********** *****Repair History***** RO: **********
10/06/2020	Writer emailed SM Craig
10/06/2020	*****Customer Contact***** [redacted] Writer called customer to discuss the case, lvm
10/06/2020	***** DEALER CONTACT ***** Sam Leman Chrysler-Jeep-Dodge Peoria | 43887 | 309-208-1000 | Fixed Ops Director Brian (Morton and Peoria locations) Writer spoke to Fixed Ops Director Brian while on a call regarding another customer. Brian confirmed this vehicle was indeed addressed by the dealer and that he was at the customers home to ensure the oil leak was cleaned up. Writer also received email from SM Craig while on vacation. We paid to have the vehicle towed to the dealership. The seal for the oil filter is what failed. We replaced the oil filter and seal, changed the oil, degreased the vehicle delivered it back and cleaned the garage floor.
10/08/2020	*****Customer Contact*** [redacted] Writer called customer to discuss the case, lvm
10/08/2020	CST called wanting to speak to the CM. Agent informed CST the CM is currently not available but will be notified of his concerns and CONTACT. CSt seeking call back.
10/12/2020	*****CUSTOMER CONTACT**** [redacted] Writer called customer to return call, writer confirmed the customers original concern with the oil leak was resolved with the dealer. Customer did mention another issue he is having with the passenger side door lock. Customer stated when you press the button inside the vehicle while locked it doesn't work and you have to manually pull the handle to unlock it. Writer advised the customer will need to have a diagnosis and then we can work with the dealer and customer to assist however we can with getting it resolved. - Phone is preferred: [redacted]
10/16/2020	*****CUSTOMER CONTACT*** [redacted] Writer called customer to follow up, customer confirmed he is going back to the dealer on 10/21 for them to check the passenger side door lock.
10/21/2020	Vehicle has arrived at dealership SAM LEMAN CHRYSLER-JEEP-DODGE and attended by dealer employee
10/21/2020	Writer replied back to SM Craig for update
10/21/2020	Email received from SM Craig Parts ordered for the door lock actuator, have an appt. for install on the 26th.

Date	Comment
10/21/2020	*****CUSTOMER CONTACT***** [redacted] Writer called customer to follow up, writer advised of the update received from SM Craig. Customer stated he was under the impression that the repair would be completed tomorrow. Customer stated he was given the option of picking up the vehicle or leaving overnight. Customer stated he needs to pick up the vehicle however is planning on dropping it back off in the morning. Writer advised he would email SM Craig to get that clarified for the customer. Customer stated as well he has a 3rd party warranty with Car Shield however the dealer advised they do not work with that company. Customer stated normally he has a $100 deductible but it was not confirmed whether the repair would have been covered or not.
10/23/2020	Writer emailed SM Craig to confirm if the repair was completed yesterday or if that is taking place on the 26th
10/23/2020	*****CUSTOMER CONTACT***** [redacted] riter called customer to follow up, customer stated the repair has not been done yet at the dealer. Customer stated he is going to call his 3rd party warranty company first.
10/27/2020	*****CUSTOMER CONTACT***** [redacted] Writer called customer to follow up, lvm
10/27/2020	*****CUSTOMER CONTACT***** [redacted] Customer called back to return call from writer, customer stated he did reach his warranty company. Customer stated he is going to another dealer which is Kia dealer who does accept the SC. Writer advised since that is not a FCA dealer we will close our case at this time. Writer advised if there are any further questions/concerns the customer is welcome to reach out.

Email(s)

Date	10/06/2020	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 10/06/2020 17:09 PM

Hi [redacted]

My name is Joe and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number is [redacted]
The Chrysler Case Management telephone number is: 1-844-827-2003
My direct extension: 3020720
My work hours are: 9:00am to 5:30pm Eastern Time | 8:00am to 4:30pm Central Time

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

Regards,
Joe | Case Specialist
Phone 1-844-827-2003 ext. 3020720
[redacted]

Date	10/27/2020	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 0/27/2020 16:43 PM

He [redacted]

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is: [redacted]

The FCA Case Management Telephone Number is: 1-844-827-2003

My Direct Extension is: 3020720

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best

Regards,
Joe | Case Specialist
Phone 1-844-827-2003 ext. 3020720

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 10/6/2020 1:09 PM
To [redacted]
Su [redacted]

Hi [redacted]

My name is Joe an [redacted] assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number [redacted]
The Chrysler Case Management telephone number is: 1-844-827-2003
My direct extension: 3020720
My work hours are: 9:00am to 5:30pm Eastern Time | 8:00am to 4:30pm Central Time

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

Regards,
Joe | Case Specialist
Phone 1-844-827-2003 ext. 3020720
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2017	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN GT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/05/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/05/2020	**Origin**	Telephone	**Reason**	
Mileage	25,682 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	BLUFFTON		SC	[redacted]	USA
Dealer	60266	PEACOCK JEEP DODGE RAM CHRYSLER HI		**Dealer Phone**	8432081200
Dealer Address	265 DRIVERS WAY				
	HARDEEVILLE		SC	29927 4311	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	K
Subject	Door Lock				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/05/2020 07:52 PM	Open
10/05/2020 08:04 PM	Closed

Initial Description

customer seeking assistance with door lock

Case Comments

Date	Comment
10/05/2020	Customer seeking assistance with sliding door on the passenger side door does not lock. Customer states he noticed SB- 25-017-20 Group 23. Customer states he has a service appointment Oct 6th, 2020. Customer seeking to see if repair would be covered by Dodge. Call disconnect. Tired calling customer back. No response. *****NEXT AGENT**** Please advised customer repair would not be covered under SB-25-017-20 as SB do not authorize repair and are technical information only. Repair would be an out of pocket expense. Customer does not merit cost assistance. Original Owner: No SC: No 24/24: Yes CCS: 00 LS: 364

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/05/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/05/2020	**Origin**	Telephone	**Reason**	
Mileage	50,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City	Woodside	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Addre					
	GARDEN CITY		NY [redacted]		USA
Dealer	X7025	AVIS BUDGET CAR RENTAL-Denver		**Dealer Phone**	3033427218
Dealer Address	6 SYLVAN WAY				
	PARSIPPANY		NJ	07054 3826	USA
Dealer Zone		**Sales District**		**Service District**	

Subject	sliding door
Synopsis	Agent asked if needing any further assistance, branded call, then warm transferred cx to sara at dealership. Cx thanked Agent.
Customer Anomaly	Electronics
	Power Door Locks

Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning

Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details

Case Status History

Create Date	Status
10/05/2020 08:08 PM	Open
10/05/2020 08:15 PM	Closed

Initial Description

Cx states that sliding door would not open from outside so she could not get her child out of vehicle.

Case Comments

Date	Comment
10/05/2020	Cx states that sliding door would not open from outside so she could not get her child out of vehicle. Agent advised cx that vehicle would need to be diagnosed by any Chrysler dealership. Agent asked if needing any further assistance, branded call, then warm transferred cx to sara at dealership. Cx thanked Agent. Boardwalk Chrysler Dodge Jeep Ram 1b Bair Island Road Redwood City, CA 94063-2764 6503640100

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/06/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/11/2020	**Origin**	Telephone	**Reason**	
Mileage	34,000 Miles	**Market**	U	**Language**	
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	APPLETON		WI	[redacted]	USA
Dealer	60417	BERGSTROM CHRYSLER-JEEP-DODGE-RAM		**Dealer Phone**	9207666500
Dealer Address	2929 LAWE ST				
	KAUKAUNA		WI	54130 9556	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	J
Subject	Passenger rear back sliding door				
Synopsis	closed				
Customer Anomaly	Body				
	Liftgate				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	170	Liftgate Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/06/2020 05:20 PM	Open
10/22/2020 08:57 PM	Suspended
10/28/2020 09:00 AM	Open
10/28/2020 08:56 PM	Suspended
11/03/2020 08:00 AM	Open
11/11/2020 11:05 PM	Closed

Initial Description

Vehicle at DLR being diagnosed at DLR

Case Comments

Date	Comment
10/06/2020	*****VEHICLE QUALIFIER***** [redacted] 2016 DODGE GRAND CARAVAN SXT, Case [redacted] Warnings: No open recalls In-Service Date: January 27, 2016 Original Owner: Yes Owners: (1) Mileage: 34000 Vehicle purchase loyalty: (1) new, (1) used Multiple Repairs/Previous related repairs: Yes, multiple repairs regarding HVAC Yes, one repair to right sliding door MVP plans: No Other: n/a Issue/complaint: HVAC issues
10/06/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] 2016 DODGE Customer advised vehicle at Bergstrom's in Kaukauna this morning and currently being diagnosed. Customer advised DLR wasn't able to duplicate the issue and is letting it sit in the sun. Customer advised concern may an actuator or a sensor. Customer was advised he will be responsible for diagnosis.Customer was advised the SM is out of office today and expected back tomorrow. Customer was advised CS will contact the SM tomorrow for an update and to see if able to assist with repairs.
10/07/2020	*****OUTBOUND DEALERSHIP CONTACT***** BERGSTROM CHRYSLER-JEEP-DODGE-RAM, 60417 [redacted] 2016 DODGE GRAND CARAVAN SXT, Case [redacted] FCA email sent to SM Chad as follows: The customer, Robert advised his vehicle has an issue with the driver's side back sliding door which keeps popping open. Has the vehicle been diagnosed and if yes, may I get answers to the following questions?: Is the concern a result of misuse/abuse/lack of maintenance? Could the customer have caused/prevented concern? Is the concern related to the age and/or mileage (daily use or wear and tear)? Has the vehicle been properly maintained? Have there been any previous related repairs? Have there been any previous out-of-pocket repairs? What is the repair cost at customer price? What is the breakdown for warranty pricing, parts and labor? Do you feel this customer should receive assistance and why? Would you be willing to provide assistance via D-12-27?
10/08/201	*****OUTBOUND DEALERSHIP CONTACT***** BERGSTROM CHRYSLER-JEEP-DODGE-RAM, 60417, [redacted] 2016 DODGE GRAND CARAVAN SXT, Case # [redacted] FCA email sent to SM Chad as follows: Is there an update available for this vehicle?
10/08/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] 2016 DODGE CS attempted to contact customer, however, customer was not available. CS left VM advising writer waiting to hear back from SM regarding diagnosis of the sliding door. CS left VM for a return call at 1-844-827-2003 extension 3020198 if needed.
10/13/2020	*****Outbound dealership contact***** CM contacted Bergstrom Chrysler-60417 and was advised by SM Chad he needs more time to research and asked cm to call back tomorrow.
10/14/2020	*****Outbound dealership contact***** CM contacted Bergstrom Chrysler-60417 and spoke to SM Chad New latch assembly on drivers side PN: 68030379AG 607.11 part Total with labor $744.65 CM will review and offer customer goodwill with copay.
10/14/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM left a detailed voicemail. If customer contact back the goodwill offer will be cost assistance for the sliding door latch with customer copay of $150.00
10/16/2020	*****Outbound dealership contact***** CM contacted Bergstrom Chrysler-60417 and spoke to SM Chad who will follow up with the customer to see if they have accepted the goodwill offer . CM to add DM notes and send a follow up email to sM.

Date	Comment
10/16/2020	Email to SM Chad to confirm DM notes are in.
10/16/2020	customer called in stating he wanted speak with his cm so the writer looked into and stated his cm was not in a position to be transferred to the writer then informed the customer of the note per the previous comment customer would like to discuss what happens if the issue repeats
10/20/2020	*****OUTBOUND DEALERSHIP CONTACT***** BERGSTROM CHRYSLER-JEEP-DODGE-RAM, 60417 [redacted] 2016 DODGE GRAND CARAVAN SXT, Cas [redacted] M Chad advised he can see there is an expected customer copay of $150.00 for the latch assembly on drivers side repair. SM Chad advised customer will need to schedule an appointment for the repair.
10/20/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CS attempted to contact customer, however, customer was not available. CS left VM for a return call at 1-844-827-2003 extension 3020198 advising update to case.
10/20/2020	*****NEXT AGENT***** If customer contacts back the goodwill offer will be cost assistance for the sliding door latch with customer copay of $150.00 If customer accepts have customer contact the Bergstrom dealership in Kaukauna to schedule an appointment for the repair.
10/22/2020	*****INBOUND CUSTOMER CONTACT***** [redacted] ustomer advised he was told there would be a $150 copay for the rear sliding door repair and wondering about its warranty.
10/22/2020	*****OUTBOUND DEALERSHIP CONTACT***** BERGSTROM CHRYSLER-JEEP-DODGE-RAM, 60417, [redacted] 2016 DODGE GRAND CARAVAN SXT, Case # [redacted] M Chad advised if the customer accepts the $150 copay offer have him contact SA Shannon or himself. SM Chad advised the warranty coverage would be two years.
10/22/2020	*****INBOUND CUSTOMER CONTACT***** [redacted] aft 3:30 pm CST) Customer accepted the $150 copay offer for the rear sliding door repair and was advised warranty is two years. Customer advised hes going to have the DLR do some AC repairs and asked to be contacted back Wednesday regarding appointment as he wants to have both repairs done at the same time.
10/28/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] aft 3:30 pm CST) Agent spoke t [redacted] nd asked if an appointment is scheduled. Customer stated that he has an appointment for the door issue on 11/2 and he is paying to fix an AC leak on 11/3. Agent stated that we will follow up with the DLR and him to confirm repair satisfaction. Customer understood and thanked the agent.
11/02/2020	Vehicle has arrived at dealership Bergstrom Chrysler-Jeep-Dodge-Ram and attended by dealer employee
11/03/2020	*****OUTBOUND DEALERSHIP CONTACT***** BERGSTROM CHRYSLER-JEEP-DODGE-RAM, 60417, [redacted] 2016 DODGE GRAND CARAVAN SXT, Case [redacted] CA email sent to SM Chad as follows: Has the customer's vehicle been repaired and returned back to them as I have pending DM notes with a $150.00 customer co-pay for the rear sliding door? If the repair has been completed can you let me know the following warranty pricing?: Total Parts $ Total Labor $ Warranty Total $ - Customer copay $150.00
11/03/2020	*****INBOUND DEALERSHIP CONTACT***** BERGSTROM CHRYSLER-JEEP-DODGE-RAM, 60417 [redacted] - 2016 DODGE GRAND CARAVAN SXT, Case [redacted] ask update from SM Chad as follows: Looks like it was in yesterday. Sounds like the A/C Evap core is bad too and also a hinge pin on the sliding door is bad and the track has a plastic piece missing
11/03/2020	*****OUTBOUND DEALERSHIP CONTACT***** BERGSTROM CHRYSLER-JEEP-DODGE-RAM, 60417 [redacted] 2016 DODGE GRAND CARAVAN SXT, Case [redacted] CA email sent to SM Chad as follows: Please note Case [redacted] had replaced Case [redacted] - 2016 DODGE GRAND CARAVAN. I just noticed this and Case # [redacted] would be used on the pending claim. Thank you for your current update. Is the customer going ahead with the A/C Evap core repair and if yes, is there any backordered part concern? With regard to the hinge pin on the sliding door and the track with a plastic piece missing is the customer going ahead with repairs and if yes, is there any backordered part concern?
11/04/2020	*****INBOUND DEALERSHIP CONTACT***** BERGSTROM CHRYSLER-JEEP-DODGE-RAM, 60417 [redacted] 2016 DODGE GRAND CARAVAN SXT, FCA email received from SM Chad as follows: Ok Maxine We got the latch in and it seems to have damaged the door module because of how it kept running. This could add another $600 or so to the repair. Do you want to cover that also? We have one in stock
11/04/2020	*****OUTBOUND DEALERSHIP CONTACT***** BERGSTROM CHRYSLER-JEEP-DODGE-RAM, 60417 [redacted] 2016 DODGE GRAND CARAVAN SXT, Case [redacted] CA email sent to SM Chad as follows: Thank you for your email. Yes, please add the door module to the repair.
11/05/2020	*****OUTBOUND DEALERSHIP CONTACT***** BERGSTROM CHRYSLER-JEEP-DODGE-RAM, 60417, [redacted] 2016 DODGE GRAND CARAVAN SXT, Case [redacted] CA email sent to SM Chad as follows: Is there a repair update available?
11/05/2020	*****INBOUND DEALERSHIP CONTACT***** BERGSTROM CHRYSLER-JEEP-DODGE-RAM, 60417, [redacted] 2016 DODGE GRAND CARAVAN SXT, FCA email received from SM Chad as follows: Itâ€™s still broken. We are trying a door harness. After that all the parts in the system have been replaced then we will call tech assist
11/05/2020	*****OUTBOUND DEALERSHIP CONTACT***** BERGSTROM CHRYSLER-JEEP-DODGE-RAM, 60417, [redacted] 2016 DODGE GRAND CARAVAN SXT, Case [redacted] CA email sent to SM Chad as follows: Thank you for the update. Will your dealership be providing the customer with goodwill for the door harness replacement?
11/09/2020	*****OUTBOUND DEALERSHIP CONTACT***** BERGSTROM CHRYSLER-JEEP-DODGE-RAM, 60417, [redacted] 2016 DODGE GRAND CARAVAN SXT, Case [redacted] CA email received from SM Chad as follows: I think we got this all fixed! I can goodwill the whole claim of you want to just put notes in when I'm done with it?
11/09/2020	*****INBOUND DEALERSHIP CONTACT***** BERGSTROM CHRYSLER-JEEP-DODGE-RAM, 60417 [redacted] 2016 DODGE GRAND CARAVAN SXT, Case [redacted] DLR Task received from SM Chad on 11/06 as follows: VEHICLE IS DONE. NEW HARNESS NEW DOOR MODULE, NEW LATCH, NEW SWITCH. GOODWILLED FOR GUEST
11/09/2020	*****OUTBOUND DEALERSHIP CONTACT***** BERGSTROM CHRYSLER-JEEP-DODGE-RAM, 60417, [redacted] 2016 DODGE GRAND CARAVAN SXT, Case [redacted] CA email sent to SM Chad as follows: Did your dealership provide goodwill to the customer forthe driver side sliding door? It's showing a rejected status.
11/09/2020	*****INBOUND DEALERSHIP CONTACT***** BERGSTROM CHRYSLER-JEEP-DODGE-RAM, 60417, [redacted] 2016 DODGE GRAND CARAVAN SXT, Cas [redacted] CA email received from SM Chad as follows: I did I didnt know it got rejected. Never fails. Ill have to find the ro again and see what happened? I might need your help on this one
11/11/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] aft 3:30 pm CST) Customer advised his vehicle is repaired and everything is good so far. Customer was advised his case will close and email will be sent regarding the closure.
11/11/2020	.

Email(s)

Date	10/06/2020	***Subject***	[redacted]]
From	dodgecustomercare@fcagroup.com	***To***	[redacted] 10/06/2020 17:23 PM

Hello [redacted]

My name is Maxine and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your case number i[redacted]
The Chrysler Case [redacted]elephone number is: 1-844-827-2003
My extension is: 3020198
My work hours are: 9:30 am 6:00 pm Eastern Standard Time Monday - Friday.

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

Sincerely,

Maxine
Senior Case Management Specialist
Phone: 1-844-827-2003| Ext. 3020198
[redacted]

Date	11/11/2020	***Subject***	[redacted]
From	dodgecustomercare@fcagroup.com	***To***	[redacted] 11/11/2020 21:35 PM

Hello [redacted]

I am sending you this email regarding the closure of Case [redacted]th FCA Case Management.
Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may open a new case with you. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best.

Maxine
Senior Case Management Specialist
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/07/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/10/2020	**Origin**	Brand Site	**Reason**	assistance
Mileage	69,693 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City	Port Huron	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer					
Customer Address					
Dealer	45767	MORAN BLUE WATER CDJR		**Dealer Phone**	8103854481
Dealer Address	4080 24TH AVE				
	FORT GRATIOT		MI	48059 3800	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	A
Subject	Unfair repair bill				
Synopsis	close				
Customer Anomaly					
Contact Reason	C66	Inquiry on MVP Service Coverage	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - MVP - MVP - Service Contracts - Coverage				

Case Status History

Create Date	Status
10/07/2020 02:51 PM	New
10/10/2020 06:15 PM	Open
10/10/2020 06:26 PM	Closed

Initial Description

[redacted]

I have owned 9 Chrysler vehicles and support your company. For the second time the side sliding door actuator went out and I paid the $100 deductible through my warranty. Seems you have a problem with those. The bigger issue is having to pay $100 because the applique broke (which they warned me it might) in the repair. Why I am I paying for something not engineered right. And something you broke to fix it. Thanks. Bill McMillan

Email(s)

Date	10/07/2020	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	10/07/2020 14:51 PM

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

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

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

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference numbe[redacted]

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit

[redacted]

Date	10/10/2020	**Subject**	[redacted]	]
From	chryslercustomercare@fcagroup.com	**To**		0/10/2020 18:26 PM

Hello [redacted]

Thank you for contacting the CHRYSLER Customer Assistance Center.

I can certainly understand your dissatisfaction with having to pay your deductible twice for the same repair. As that is part of your Mopar Service Contract, you would have to give them a call at 1-800-521-9922 and they will see what they can do to assist you.

Have a good weekend! Stay safe!!

You are always welcome to call us directly with your questions at Chrysler Customer Assistance Center by calling 1-800-247-9753.

Sincerely,

Jody
Chrysler Customer Assistance Center
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/10/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/12/2020	**Origin**	Telephone	**Reason**	
Mileage	69,693 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	PORT HURON		MI	[redacted]	USA
Dealer	45767	MORAN BLUE WATER CDJR		**Dealer Phone**	8103854481
Dealer Address	4080 24TH AVE				
	FORT GRATIOT		MI	48059 3800	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	A
Subject	Dont think hes responsible for the $100 deductible				
Synopsis	vm left				
Customer Anomaly	Interior				
	Panels/Moldings				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	82	Interior panels or moldings issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/10/2020 08:34 PM	Open
10/12/2020 05:44 PM	Closed

Initial Description

Cst said dealer had to break a part to repair something.

Case Comments

Date	Comment
10/10/2020	Cst went to dealer to get the sliding door latch replaced , The dealer had to break Applique to fix repair . cst dont think he should have to pay the $100 deductible because they broke the part.
10/12/2020	called cst and left a voicemail regarding the 100$ deductible

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2017	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/15/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/15/2020	**Origin**	Chat	**Reason**	
Mileage	68,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
Dealer	60417	BERGSTROM CHRYSLER-JEEP-DODGE-RAM		**Dealer Phone**	9207666500
Dealer Address	2929 LAWE ST				
	KAUKAUNA		WI	54130 9556	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	J
Subject	Warranty & Maintenance Information				
Synopsis	yes, your Life time Maximum care will cover the repairs for your doors				
Customer Anomaly					
Contact Reason	C201	Extended Warranty Coverage	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Warranty - Warranty - Extended Warranty				

Case Status History

Create Date	Status
10/15/2020 03:21 AM	New
10/15/2020 03:32 AM	Open
10/15/2020 03:34 AM	Closed

Initial Description

Chat Started: Thursday, October 15, 2020, 03:21:13 (+0000) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Monica (28s) Monica: Thank you for chatting with us, my name is Monica with FCA Customer Care. Please keep the chat window open to participate in a brief survey at the completion of our conversation. (42s) Visitor: Hi, I have a quick question. (2m 12s) Visitor: We bought the Dodge extended warranty when we bought our grand caravan. Currently, the passenger side sliding door will not lock. It will not lock with the key fob or manually. It feels stuck in the unlock position. The doors are not power sliding doors. Is this something covered by the extended warranty? (2m 51s) Monica: I appreciate you giving us the opportunity to review your concern, from what I understand you want to know if your door issues are covered under your extended warranty., is that correct? (3m 4s) Visitor: Correct (3m 25s) Monica: I can definitely look into this for you! And i am so sorry to hear that you are having issues with your passenger door (3m 38s) Visitor: Thank you! (3m 40s) Monica: While you wait, can you please provide the approximate mileage on your vehicle, your complete address, Zip, phone number and email to verify we have updated information on file? (3m 59s) Visitor: About 68000 miles. (4m 15s) Visitor: Neenah, Wi (4m 19s) Visito 4m 47s) Visitor: (5m 1s) Visitor 5m 23s) Monica: Thank you (5m 47s) Monica: one moment while i look up your information (6m 46s) Visitor: Thank you. (8m 33s) Monica: yes, your Life time Maximum care will cover the repairs for your doors (9m 58s) Visitor: Great! The dealer only told us that we had to pay a diagnostic fee and then we would find out if covered. If covered, then the fee would also be covered. If not, then we had to pay the fee. I just wanted to know ahead of time. (10m 17s) Monica: if you have more concerns, you can contact the MVP Consumer Group at 1-800-992-1997, and they will explain in details what your plan coveres (10m 38s) Monica: was i able to answer your question? (10m 46s) Visitor: Thank you very much! Your help is greatly appreciated!! (10m 54s) Monica: Thank you for chatting with us, do have a great day! (10m 55s) Visitor: Have a great night!

Case Comments

Date	Comment
10/15/2020	***Customer Inquiry*** We bought the Dodge extended warranty when we bought our grand caravan. Currently, the passenger side sliding door will not lock. It will not lock with the key fob or manually. It feels stuck in the unlock position. The doors are not power sliding doors. Is this something covered by the extended warranty? ***Agent Advise*** yes, your Life time Maximum care will cover the repairs for your doors

Live Chats

Date

Date	
10/15/2020	Chat Started: Thursday, October 15, 2020, 03:21:13 (+0000) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Monica (28s) Monica: Thank you for chatting with us, my name is Monica with FCA Customer Care. Please keep the chat window open to participate in a brief survey at the completion of our conversation. (42s) Visitor: Hi, I have a quick question. (2m 12s) Visitor: We bought the Dodge extended warranty when we bought our grand caravan. Currently, the passenger side sliding door will not lock. It will not lock with the key fob or manually. It feels stuck in the unlock position. The doors are not power sliding doors. Is this something covered by the extended warranty? (2m 51s) Monica: I appreciate you giving us the opportunity to review your concern, from what I understand you want to know if your door issues are covered under your extended warranty., is that correct? (3m 4s) Visitor: Correct (3m 25s) Monica: I can definitely look into this for you! And i am so sorry to hear that you are having issues with your passenger door (3m 38s) Visitor: Thank you! (3m 40s) Monica: While you wait, can you please provide the approximate mileage on your vehicle, your complete address, Zip, phone number and email to verify we have updated information on file? (3m 59s) Visitor: About 68000 miles. (4m 15s) Visi[redacted] Neenah, Wi (4m 19s) Visi[redacted] (4m 47s) Visi[redacted] (5m 1s) Visito[redacted] (5m 23s) Monica: Thank you (5m 47s) Monica: one moment while i look up your information (6m 46s) Visitor: Thank you. (8m 33s) Monica: yes, your Life time Maximum care will cover the repairs for your doors (9m 58s) Visitor: Great! The dealer only told us that we had to pay a diagnostic fee and then we would find out if covered. If covered, then the fee would also be covered. If not, then we had to pay the fee. I just wanted to know ahead of time. (10m 17s) Monica: if you have more concerns, you can contact the MVP Consumer Group at 1-800-992-1997, and they will explain in details what your plan coveres (10m 38s) Monica: was i able to answer your question? (10m 46s) Visitor: Thank you very much! Your help is greatly appreciated!! (10m 54s) Monica: Thank you for chatting with us, do have a great day! (10m 55s) Visitor: Have a great night!

Date
10/15/2020

New Customer Assistance Inquiry Record (CAIR)#

VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/16/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/16/2020	**Origin**	Chat	**Reason**	
Mileage	64,758 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	42081	CROWN DODGE CHRYSLER JEEP RAM		**Dealer Phone**	8056566669
Dealer Address	6300 KING				
	VENTURA		CA	93003 8586	USA
Dealer Zone	California	**Sales District**		**Service District**	K
Subject	Customer Assistance				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/16/2020 03:42 PM	New
10/16/2020 03:58 PM	Open
10/16/2020 04:00 PM	Closed

Initial Description

Chat Started: Friday, October 16, 2020, 11:42:18 (-0400) Chat Origin: NAFTA Chrysler Brand Chat Agent Carina (17s) Carina: Thank you for chatting with us, my name is Carina with Chrysler Customer Care. Please keep the chat window open to participate in a brief survey at the completion of our conversation. (38s) Visitor: good morning (48s) Carina: Hell[redacted]ow are you? (1m 5s) Visitor: good so i have a question for you (1m 51s) Visitor: we recently purchased a 2016 town and country and months after the door wouldnt open anymore (2m 53s) Carina: I am sorry to hear that[redacted] Has the dealership done a diagnosis? (3m 16s) Visitor: we brought it in to the dealer for repair and asked them if chrysler would take care of it since the car is only 4 years old and it was found to have a defective actuator....nothing broken. they told me to contact chrysler directly so, here i am (3m 43s) Carina: I can look into this further for you. May I please have the address, phone number, email and current mileage? (3m 57s) Visitor: our home address? (5m 19s) Visito[redacted]ortage MI[redacted] miles (5m 48s) Carina: Thank you. When did you purchase the vehicle as I still show it in a Dealers name? (6m 20s) Visitor: May of this year? approximately (7m 38s) Visitor: first payment was end of april (8m 1s) Carina: Okay. I am looking through everything and Unfortunately this repair would of only been covered for 3 years or 36 000 miles which ever comes first. I do not see any recalls or extended warranties on this issue. Did you purchase an extended warranty with the vehicle that I am not seeing? (9m 0s) Visitor: no we didn't....wouldnt expect any major repairs outside of regular maintenance on a car only 4 years old (9m 51s) Visitor: the car door wouldn't open that's a safety issue a recall would take care of right? (10m 48s) Carina: If there was a recall out on the issue yes it would. Unfortunately after reviewing further at this time this repair would be an out of pocket expense. (11m 40s) Visitor: so how do recalls get issued? (12m 49s) Carina: How recalls get reviewed is when customer's contact us with a complaint. If there are enough complaints documented here of the same issue it goes in for recall review. (13m 4s) Visitor: i have seen many instances of this on websites and the maintenace manager at the dealer said he has seen it before, seems a common malfunction on your parts used in the door (14m 6s) Carina: What I can do is document this as a complaint. If there are enough complaints here it will go in for recall review. If a recall does come out you will be notified by mail. We would recommend keeping all receipts as this is needed if a recall comes out for reimbursement review. (15m 12s) Visitor: ok we will hold on to our receipts, safety and reliability not a strong suit of chrysler these days i guess...thanks (16m 29s) Carina: I have everything documented on case [redacted] Is there anything else for today[redacted] (17m 6s) Visitor: no, thank you (17m 59s) Carina: Thank you for contacting Chrysler Customer Care. Have a great weekend and stay safe!

Live Chats

Date

Date	
10/16/2020	Chat Started: Friday, October 16, 2020, 11:42:18 (-0400) Chat Origin: NAFTA Chrysler Brand Chat Agent Carina (17s) Carina: Thank you for chatting with us, my name is Carina with Chrysler Customer Care. Please keep the chat window open to participate in a brief survey at the completion of our conversation. (38s) Visitor: good morning (48s) Carina: Hello [redacted] how are you? (1m 5s) Visitor: good so i have a question for you (1m 51s) Visitor: we recently purchased a 2016 town and country and months after the door wouldnt open anymore (2m 53s) Carina: I am sorry to hear that [redacted] has the dealership done a diagnosis? (3m 16s) Visitor: we brought it in to the dealer for repair and asked them if chrysler would take care of it since the car is only 4 years old and it was found to have a defective actuator....nothing broken. they told me to contact chrysler directly so, here i am (3m 43s) Carina: I can look into this further for you. May I please have the address, phone number, email and current mileage? (3m 57s) Visitor: our home address? (5m 19s) Visitor [redacted] Portage MI [redacted] 64758 miles (5m 48s) Carina: Thank you. When did you purchase the vehicle as I still show it in a Dealers name? (6m 20s) Visitor: May of this year? approximately (7m 38s) Visitor: first payment was end of april (8m 1s) Carina: Okay. I am looking through everything and Unfortunately this repair would of only been covered for 3 years or 36 000 miles which ever comes first. I do not see any recalls or extended warranties on this issue. Did you purchase an extended warranty with the vehicle that I am not seeing? (9m 0s) Visitor: no we didn't....wouldnt expect any major repairs outside of regular maintenance on a car only 4 years old (9m 51s) Visitor: the car door wouldn't open that's a safety issue a recall would take care of right? (10m 48s) Carina: If there was a recall out on the issue yes it would. Unfortunately after reviewing further at this time this repair would be an out of pocket expense. (11m 40s) Visitor: so how do recalls get issued? (12m 49s) Carina: How recalls get reviewed is when customer's contact us with a complaint. If there are enough complaints documented here of the same issue it goes in for recall review. (13m 4s) Visitor: i have seen many instances of this on websites and the maintenace manager at the dealer said he has seen it before, seems a common malfunction on your parts used in the door (14m 6s) Carina: What I can do is document this as a complaint. If there are enough complaints here it will go in for recall review. If a recall does come out you will be notified by mail. We would recommend keeping all receipts as this is needed if a recall comes out for reimbursement review. (15m 12s) Visitor: ok we will hold on to our receipts, safety and reliability not a strong suit of chrysler these days i guess...thanks (16m 29s) Carina: I have everything documented on case [redacted] Is there anything else for today [redacted] (17m 6s) Visitor: no, thank you (17m 59s) Carina: Thank you for contacting Chrysler Customer Care. Have a great weekend and stay safe!
Date	
10/16/2020	

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2017	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/20/2020	**CAIR Type**	Legal	**Status**	Closed
Close Date	11/06/2020	**Origin**	Telephone	**Reason**	
Mileage	85,590 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	KENNEDY		AL	[redacted]	USA
Dealer	X7743	EAN HOLDINGS - MEMPHIS		**Dealer Phone**	9013450070
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	vehicle malfunctioned				
Synopsis	.				
Customer Anomaly	Electronics				
	Control Systems (BCM, etc.)				
Contact Reason	C206	Vehicle in Accident	**Customer Anomaly**	10	Body Control Module (BCM) issue
Reason Code	After Sales - Complaint - Product - Accident - Vehicle in Accident				

Case Status History

Create Date	Status
10/20/2020 04:57 PM	Open
11/06/2020 04:18 PM	Closed

Initial Description

cst vehicle locked the doors and went out of park while cst was outside of vehicle

Case Comments

Date	Comment
10/20/2020	***Cst Issue*** cst vehicle was parked on a small incline, vehicle was in park, cst got out of the vehicle went around the vehicle but could not get back in the vehicle due to the doors locking up as they would not unlock from inside or outside the vehcile started rolling towards a power poll with wife and [redacted]hildren in the car [redacted] and hit the pole which finally stopped the vehicle from moving as husband was unable to open the doors as they would not unlock from inside or outside cst refuses to drive vehicle due to cst knowing the vehicle jumped out of park by itself and it malfunctioned . Cst kids were in the vehicle when it started rolling as well cst is stating that when the vehicle doors locked when the vehicle starting cst is staitng that 2 days before it was making a little noise when she started the vehicle but vehicle did not have any warning lights on at all cst son [redacted]ears old got bruising on his arm [redacted] has bruised and swollen wrist when vehicle hit the power pole the engine shut off cst servicing dlr refuses to look at it - Carl Hoagn in Colubus MI cst is going to bring the vehicle into a different dealer to get vehicle diagnosed [redacted] is asking if any call backs can go to her phone [redacted] **Agent Advised*** agent advised cst a case is being opened for the cst agent advised cst to bring vehicle to dlr to get diahnostic done on vehicle ***DLR*** 99970
10/20/2020	Vehicle is located at: 4747 Mount Pleasant Church Rd Kennedy Alabama 35574 Per OGC Matrix, reassigned to CCRG.
10/20/2020	Assigned to MJK32 EDR required
11/06/2020	****FILE RETURNED TO SI FOR RESOLUTION*** Denial. Email to be sent: Dear [redacted] This will acknowledge your recent contact regarding your 2017 Dodge Grand Caravan. Naturally, we were sorry to learn of this incident. Please rest assured, we appreciate and share your concerns about vehicle safety. It is important for you to remember that we donâ€™t just design and build vehicles; we also drive them, as do most of our families and friends. We have some very close and personal reasons to be concerned about vehicle safety, like you, people depend on us to provide them with safe and dependable transportation. FCA US LLC provided for Engineering Analysis Associates/Bosch Automotive Service Solutions to examine your vehicle. EAA is a leading supplier of technical field support to the transportation industry. They have hundreds of specialists in the United States that conduct thousands of product investigations each year, providing valuable automotive field expertise. FCA feels that the expense of this independent inspection is in the best interest of you, our customer, and the Corporation in our efforts to properly evaluate serious concerns such as yours. The inspection revealed that there was no evidence of a malfunction, which would cause the vehicle to move by itself. The transmission, linkage, parking pawl, parking brake, and all other related systems were checked very carefully. As referenced in your owner's manual: Unintended movement of a vehicle could injure those in or near the vehicle. As with all vehicles, you should never exit a vehicle while the engine is running. Before exiting a vehicle, always apply the parking brake, shift the transmission into PARK, turn the engine OFF, and remove the key fob. When the ignition is in the OFF position, the transmission is locked in PARK, securing the vehicle against unwanted movement. The PARK feature is only a supplement to the parking brake. Never use the PARK position as a substitute for the parking brake. Always apply the parking brake fully when parked to guard against vehicle movement and possible injury or damage. In view of this, we must respectfully decline participation with any costs associated with this incident. We suggest that you refer any damages that may have occurred to your insurance carrier. Should they feel a manufacturing responsibility exists, they have full subrogation rights under the terms of your policy, including your deductible. Thank you for allowing us the opportunity in reviewing this matter with you.
08/12/2021	CCRG Open Date: 10/20/2020 13:14:34

Email(s)

Date	10/20/2020	***Subject***	ECA - Inspection Request for [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/20/2020 17:55 PM

Tue Oct 20 00:00:00 GMT 2020 CAIR Data File CAIR[redacted]

Company:

[redacted]

Cust:

[redacted]

AD1:

[redacted]

AD2:

Primary Phone:

[redacted]

Business Phone:

Mobile Phone:

[redacted]

Home Phone:

[redacted]

Email:

[redacted]

Cty/St/ZIP:

KENNEDY, AL, [redacted]

Country:

USA

Co-own: NOT SURE

Non-Owner CONTACT INFORMATION

Company:

[redacted]

Rep:

[redacted]

AD1:

AD2:

Phone:

[redacted]

Business Phone:

Mobile Phone:

Email:

[redacted]

[redacted]

[redacted]

Country:

USA

Language:

Status and Notes----------

Check Information ----------

Opened By:

Brenda Lockwood

Open Date:

Tue Oct 20 16:56:58 GMT 2020

Type:

Special Investigation

Status:

Open

Last Updated By:

Jay Susalla

Origin:

Telephone

Vehicle Information

VIN:

[redacted]

YR/Model:

2017 RTKM53 DODGE GRAND CARAVAN SXT

Sls BC/Sls/Svc/Dlr:

Champion Cjd/Ean Holdings LLC

In Srv Date:

Tue Oct 18 00:00:00 GMT 2016

Svc BC/Sls/Svc/Dlr:

EAN HOLDINGS - MEMPHIS

Curr Mi/Km:

85590.0 Miles

General Narrative

REASONS FOR CONTACT:
1) After Sales
2) Complaint
3) Product
4) Accident
5) Vehicle in Accident

*** cst vehicle locked the doors and went out of park while cst was outside of vehicle ***

NARRATIVE ADDED BY Amy Cannazzaro ON Tue Oct 20 17:54:32 GMT 2020

Assigned to MJK32
EDR required

NARRATIVE ADDED BY Jay Susalla ON Tue Oct 20 17:13:19 GMT 2020

Vehicle is located at:
[redacted]Kennedy Alabama[redacted]
Per OGC Matrix, reassigned to CCRG.

NARRATIVE ADDED BY Brenda Lockwood ON Tue Oct 20 17:06:54 GMT 2020

Cst Issue
cst vehicle was parked on a small incline, vehicle was in
park, cst got out of the vehicle went around the vehicle
but could not get back in the vehicle due to the doors locking up as they would not unlock from inside or outside the vehcile started rolling
towards a power poll with wife and[redacted]in the ca[redacted]
and hit the pole which finally stopped the vehicle from moving as husband was unable to open the doors
as they would not unlock from inside or outside
cst refuses to drive vehicle due to cst knowing
the vehicle jumped out of park by itself and it malfunctioned .
Cst kids were in the vehicle when it started rolling as well
cst is stating that when the vehicle doors locked when the
vehicle starting
cst is staitng that 2 days before it was making a little noise when she started the vehicle but
vehicle did not have any warning lights on at all
cst son[redacted]ars old got bruising on his arm
[redacted]has bruised and swollen wrist
when vehicle hit the power pole the engine shut off
cst servicing dlr refuses to look at it - Carl Hoagn in Colubus MI
cst is going to bring the vehicle into a different dealer to get vehicle diagnosed
[redacted]s asking if any call backs can go to her phone[redacted]

Agent Advised
agent advised cst a case is being opened for the cst
agent advised cst to bring vehicle to dlr to get diahnostic done on vehicle

DLR
99970

VEHICLE IS LOCATED AT:

Per OGC Matrix, reassigned to 82T.
CAIR NUMBER[redacted] REQUEST EAA INSPECTION Tue Oct 20 00:00:00 GMT 2020

Date	10/20/2020	***Subject***	FCA - Inspection Request fo[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/20/2020 17:55 PM

Tue Oct 20 00:00:00 GMT 2020 CAIR Data File CAIR[redacted]

Company[redacted]
Cust:[redacted]
AD1:[redacted]
AD2:
Primary Phone[redacted]
Business Phone:
Mobile Phone[redacted]
Home Phone:[redacted]
Email: jonas[redacted]
Cty/St/ZIP: KENNEDY,[redacted]
Country: USA
Co-own: NOT SURE

Non-Owner CONTACT INFORMATION

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

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

Open Date: Tue Oct 20 16:56:58 GMT 2020
Type: Special Investigation
Status: Open
Origin: Telephone

Vehicle Information

VIN[redacted]
YR/Model: 2017 RTKM53 DODGE GRAND CARAVAN SXT
Sls BC/Sls/Svc/Dlr: Champion Cjd/Ean Holdings LLC
In Srv Date: Tue Oct 18 00:00:00 GMT 2016
Svc BC/Sls/Svc/Dlr: EAN HOLDINGS - MEMPHIS
Curr Mi/Km: 85590.0 Miles

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

*** cst vehicle locked the doors and went out of park while cst was outside of vehicle ***

NARRATIVE ADDED ON Tue Oct 20 17:54:32 GMT 2020
Assigned to MJK32 EDR required

NARRATIVE ADDED ON Tue Oct 20 17:13:19 GMT 2020
Vehicle is located at[redacted] Kennedy Alabama[redacted] Per OGC Matrix, reassigned to CCRG.

NARRATIVE ADDED ON Tue Oct 20 17:06:54 GMT 2020
Cst Issue cst vehicle was parked on a small incline, vehicle was in park, cst got out of the vehicle went around the vehicle but could not get back in the vehicle due to the doors locking up,as they would not unlock from inside or outside the vehcile started rolling towards a power poll with wife and[redacted] in the car[redacted]) and hit the pole which finally stopped the vehicle from moving as husband was unable to open the doors as they would not unlock from inside or outside cst refuses to drive vehicle due to cst knowing the vehicle jumped out of park by itself and it malfunctioned . Cst kids were in the vehicle when it started rolling as well cst is stating that when the vehicle doors locked when the vehicle starting cst is staitng that 2 days before it was making a little noise when she started the vehicle but vehicle did not have any warning lights on at all cst son[redacted] got bruising on his arm[redacted] has bruised and swollen wrist when vehicle hit the power pole the engine shut off cst servicing dlr refuses to look at it - Carl Hoagn in Colubus MI cst is going to bring the vehicle into a different dealer to get vehicle diagnosed[redacted] is asking if any call backs can go to her phone[redacted] ***Agent Advised*** agent advised cst a case is being opened for the cst agent advised cst to bring vehicle to dlr to get diahnostic done on vehicle ***DLR*** 99970

VEHICLE IS LOCATED AT:

Per OGC Matrix, reassigned to 82T.
CAIR NUMBER[redacted] REQUEST EAA INSPECTION Tue Oct 20 00:00:00 GMT 2020

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2017	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN GT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/20/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/20/2020	**Origin**	Telephone	**Reason**	
Mileage	67,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	DE SOTO		MO	[redacted]	USA
Dealer	26940	Pettus Chrysler Dodge Jeep RAM DeS		**Dealer Phone**	6363377777
Dealer Address	12830 HIGHWAY 21				
	DE SOTO		MO	63020 3351	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	O
Subject	VEHICLE PROBLEM				
Synopsis	No further action needed				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/20/2020 06:19 PM	Open
10/20/2020 10:21 PM	Closed

Initial Description

Customer called and stated vehicle is having problems with sliding door

Case Comments

Date	Comment
10/20/2020	Customer called and stated that about 5 days ago sliding door on drivers side stopped working. Customer took vehicle to Auto Plaza Chrysler Dodge Jeep Ram De Soto 12830 MO-21, De Soto, MO 63020 (636) 337-7777 and service tech informed customer that vehicle would need a door lock actuator. Customer also stated that no diagnosis was done on vehicle. Customer stated repair cost will be approx. 1,300.00. Customer is calling and asking for repair assistance
10/20/2020	Customer does not meet cost assistance. No basic warranty and mileage

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/22/2020	**CAIR Type**	Top Care	**Status**	Closed
Close Date	11/09/2020	**Origin**	Email	**Reason**	
Mileage	0 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Top Management
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	BOILING SPGS		SC		USA
Dealer	44264	SPARTANBURG CHRYSLER DODGE JEEP		**Dealer Phone**	8645802400
Dealer Address	8200 FAIRFOREST RD				
	SPARTANBURG		SC	29303 1588	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	Q
Subject	Top Care - Driver's Sliding Door Would Not Open				
Synopsis	repairs complete				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/22/2020 09:00 AM	Open
11/09/2020 03:15 PM	Closed

Initial Description

Top Care - Driver's Sliding Door Would Not Open

Case Comments

Date	Comment
10/22/2020	Customer is having an issue with the sliding door on his 2016 Dodge Grand Caravan. Writer has requested additional information in order to be able to assist customer with getting issue addressed.
10/23/2020	Left voice message for customer. Need to see if vehicle has been taken in to FCA dealer to have sliding door issue addressed.
10/27/2020	Reaching out to customer as she has left voice message.
10/27/2020	Customer to make appointment to get sliding door diagnosed. Writer provided contact information and will work with dealership once appointment is made.
10/28/2020	Customer has made appointment for 10/30/20 at DLR 44264 Spartanburg CJDR to have sliding door diagnosed.
10/29/2020	Vehicle has arrived at dealership Spartanburg Chrysler Dodge Jeep Inc and attended by dealer employee
10/30/2020	vehicle is at dealership for repairs to begin
11/02/2020	Spoke to SM Ron (8645802400 ext 1021) who will advise customer that door panel needs to be removed and it is $500 to replace if it gets damaged. Writer will cover cost if there is an issue.
11/04/2020	SM Ron to provide estimate of repair cost and states customer's basic warranty is expired.
11/05/2020	SM Ron and WA Alicia have provided estimate for repairing customer's sliding door. Writer to add DM notes to cover cost of repair.

Email(s)

Date	10/22/2020	**Subject**	2016 Dodge Grand Caravan		
From	matthew.agosta@fcagroup.com	**To**		**Sent Date/Time**	10/22/2020 11:00 AM

Hello
I work in Executive Referral and Mr. Manley forwarded your email for me to review. I will assist you with your issue and will need some information to get your issue addressed.
Please provide me with:

- last eight characters of your Vehicle Identification Number
- current mileage
- daytime phone number

Once I have this information, I can work with you to get your vehicle into one of our FCA dealerships to get the issue diagnosed and repaired.
Sincerely,
Matt
FCA Executive Referral

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	Model Year	2016	Brand	CHRYSLER
Body	RTYT53	Vehicle	CHRYSLER TOWN & COUNTRY S		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	10/27/2020	CAIR Type	Regular	Status	Closed
Close Date	10/27/2020	Origin	Telephone	Reason	
Mileage	56,000 Miles	Market	U	Language	English
Contact Email	[redacted]				
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer	[redacted]				
Customer Address					
	ROANOKE		VA	[redacted]	USA
Dealer	23296	BERGLUND CHRYSLER DODGE JEEP RAM		Dealer Phone	5403459881
Dealer Address	2525 FRANKLIN RD SW				
	ROANOKE		VA	24014 1007	USA
Dealer Zone	Mid Atlantic	Sales District		Service District	K
Subject	seeking cost assistance				
Synopsis					
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/27/2020 04:08 PM	Open
10/27/2020 04:14 PM	Closed

Initial Description

seeking cost assistance

Case Comments

Date	Comment
10/27/2020	Customer had read online about door actuators and is seeking cost assistance. Customer doesn't have enough loyalty. Advised wouldn't be able to assist. Advised if a recall is added can call back in and sne din receipts.

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/28/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	10/28/2020	**Origin**	Brand Site	**Reason**	assistance
Mileage	68,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address	[redacted]			**Source**	Customer
Caller City	Taylor	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address	[redacted]				
	TAYLOR	MI	[redacted]	USA	
Dealer	99999	Dealer99999		**Dealer Phone**	
Dealer Address					
Dealer Zone		**Sales District**		**Service District**	
Subject	VEHICLE ISSUES				
Synopsis	Customer was already declined in cases 77546466 and 77569601				
Customer Anomaly	Gears & Transmission				
	Automatic Gearbox				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	45	Automatic Gearbox issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/28/2020 01:12 PM	Closed
10/28/2020 01:17 PM	Open
10/28/2020 01:21 PM	Closed
10/28/2020 03:10 PM	Open
10/28/2020 06:39 PM	Closed

Initial Description

Summary- last year - TIPM failure and WIN module failure- $1400 repair at Christmas. \n\nCurrent- Shift Sylenoid- was just quoted $1800 with no cost assistance and no help from customer care. \n\nAlso- passenger side door issue where it stays in locked position (safety issue), airbag light on, driver side heated seat doesn't work. Vehicle still being paid on.\n\nLoyal customer - 3rd T&C and former owned PT Cruiser and Dodge vehicle. I'm so upset right now- here we are at Christmas again and facing an expensive repair that should NOT be happening at 68K miles. Why did Chrylser lower their powertrain warranty in 2016?

Email(s)

Date	10/28/2020	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	10/28/2020 13:12 PM

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

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

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

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

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

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit [redacted]

Date	10/28/2020	**Subject**	[redacted]	
From	uscustomercare@fcagroup.com	**To**	[redacted]	10/28/2020 13:20 PM

Hello [redacted]

Thank you for contacting Chrysler Customer Care.

We can certainly understand how the problems you are experiencing with your 2016 Chrysler Town & Country would cause you concern and appreciate the time and effort your took to bring this matter to our attention.

Our records show that you have contacted us by telephone and we have already addressed your concerns. We have updated your concerns and that you have reached out to us here as well. To avoid duplication this email case has been closed.

Thank you again for your email [redacted] Please do not hesitate to contact us if you need any further assistance by calling us at 1-800-247-9753.

Best wishes,

Belinda
Chrysler Customer Care
[redacted]

Date	10/28/2020	***Subject***	Re: Case Acknowledgemen[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	10/28/2020 15:10 PM

Thank you for not standing behind your product..

Sincerely,

A last time Chrysler/Dodge purchaser

Get Outlook for Android[redacted]

From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Wednesday, October 28, 2020 9:20:35 AM
To: [redacted]
Su[redacted]

[Header]
Hello [redacted]

Thank you for contacting Chrysler Customer Care.

We can certainly understand how the problems you are experiencing with your 2016 Chrysler Town & Country would cause you concern and appreciate the time and effort your took to bring this matter to our attention.

Our records show that you have contacted us by telephone and we have already addressed your concerns. We have updated your concerns and that you have reached out to us here as well. To avoid duplication this email case has been closed.

Thank you again for your email [redacted] Please do not hesitate to contact us if you need any further assistance by calling us at 1-800-247-9753.

Best wishes,

Belinda
Chrysler Customer Care
[Footer]
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	10/28/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/01/2020	**Origin**	Telephone	**Reason**	
Mileage	82,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	LAINGSBURG		MI	[redacted]	USA
Dealer	45531	RAY LAETHEM CHRYSLER DODGE JEEP		**Dealer Phone**	3138847210
Dealer Address	18001 MACK AVE				
	DETROIT		MI	48224 1475	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	A
Subject	latch was replaced this year				
Synopsis					
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/28/2020 04:46 PM	Open
11/01/2020 08:17 PM	Closed

Initial Description

now there is a locking mechanism that doesn't work anymore. The rear passenger door doesn't automatically lock anymore.

Case Comments

Date	Comment
10/28/2020	Customer had the vehicle in for the locking mechanism repair in June 2020, the rear door passenger power locks do not engage, the child is opening the door as they are driving, very dangerous. DLR told the customer that because tis not the mechanism failing it is a charge to the customer. The updates are $254.62, and may have to do this many times a year to keep the power locks working. And now the first update was September 24th, and now they failed again. This is not a very good source of repair. Customer cannot pay this every other month to keep the locks working. Customer wants a more permanent fix for this as it is endangering the lives of his children. -customer has LS 459, CCS 15 -wants permanent fix to this issue -possible STAR case, -Agent advised the customer that we will escalate this up and see if there is anything we can do for this situation and someone will contact the customer within 2 business day.

Email(s)

Date	11/01/2020	**Subject**	latch was replaced this year [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	11/01/2020 20:09 PM

Hello [redacted]

Thanks for reaching out to the Customer Assistance Center. We have looked into this further for you, per your request on the sliding door that can be opened while driving your little ones around.

See owners manual pg55

****(vehicle has child safe locks on the inside of doors for such reasons customer should engage child locks so door cannot be opened from the inside)*****

Sliding Side Door Child Protection Lock To provide a safer environment for small children riding in the rear seats, the sliding doors are equipped with a Child Protection Door Lock system. NOTE: When the Child Protection Door Lock system is engaged, the door can be opened only by using the outside door handle even though the inside door lock is in the unlocked position. To Engage The Child Protection Door Lock 1. Open the sliding side door. 2. Slide the Child Protection Door Lock control inward (toward the vehicle) to engage the Child Protection Door Lock

Please reach out to the Dealer if you need any further diagnosis, and or repairs. This can be engaged for child safety and there fore you can repair issue upon your own discretion. But please for child safety engage the child locks. If any recalls should happen to come up regarding your vehicle please know FCA will notify you by mail.

Best Regards,
April
FCA Customer Care
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/02/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/02/2020	**Origin**	Brand Site	**Reason**	assistance
Mileage	67,109 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**tact Phone**	[redacted]		
Caller Address	[redacted]			**Source**	Customer
Caller City	Sierra Vista	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	SIERRA VISTA		AZ	[redacted]	USA
Dealer	60717	LAWLEY CHRYSLER, DODGE, JEEP, RAM		**Dealer Phone**	5204588000
Dealer Address	1901 S HIGHWAY 92				
	SIERRA VISTA		AZ	85635 4665	USA
Dealer Zone	West	**Sales District**		**Service District**	L
Subject	Driver Sliding Door Stuck				
Synopsis	OOW does not meet GW parameters				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/02/2020 06:47 PM	New
11/02/2020 10:55 PM	Open
11/02/2020 11:05 PM	Closed

Initial Description

The driver side sliding door is stuck closed in the locked position and will not unlock/open. This appears to be a common issue in 2016 Dodge Grand Caravans. Please provide your response on how you will address this issue. Thank you.

Case Comments

Date	Comment
11/02/2020	Customer sent email seeking assistance with repair to drivers door and has been declined. Vehicle is OOW and does not meet GW.

Email(s)

Date	11/02/2020	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	11/02/2020 18:47 PM

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

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

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

Mopar Brand: 800-247-9753

FCA Brand : 800-247-9753

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

Sincerely,

The Mopar Brand

To view the Mopar Privacy Policy, visit

[redacted]

Date	11/02/2020	***Subject***	[redacted]O NOT REPLY TO THIS ADDRESS ***** [		
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	11/02/2020 23:03 PM

Hello [redacted]

Thank you for contacting Dodge Customer Care.

In regards to the drivers sliding door, we fully appreciate your concern, particularly in view of the expense and inconvenience involved, however, we are unable to accommodate your request for out-of-warranty consideration. The vehicle has exceeded the time and mileage limitations of the warranty we offered on the vehicle at the time it was placed into service. Although we are unable to provide a more favorable reply, we appreciate the opportunity to review your request.

Thank you again for your email.

Best wishes,

Mary-Lyn
Dodge Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 11/2/2020 1:47 PM
To: [redacted]
Subject: [redacted]RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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

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

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

Mopar Brand: 800-247-9753

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference numb[redacted]

Sincerely,

The Mopar Brand

To view the Mopar Privacy Policy, visit

[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/05/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/05/2020	**Origin**	Brand Site	**Reason**	assistance
Mileage	43,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address	[redacted]			**Source**	Customer
Caller City	San Antonio	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	SAN ANTONIO	TX	[redacted]	USA	
Dealer	60517	SAN ANTONIO DODGE CHRYSLER JEEP		**Dealer Phone**	2109672000
Dealer Address	11910 IH35 N				
	SAN ANTONIO	TX	78233 4200	USA	
Dealer Zone	Southwest	**Sales District**		**Service District**	J
Subject	Sliding doors malfunction				
Synopsis	close				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/05/2020 06:09 PM	New
11/05/2020 08:36 PM	Open
11/05/2020 08:47 PM	Closed

Initial Description

Right passenger sliding door buzzes and left driver side sliding back door will not open. Found out this is common. Dealer knows what it is but still wants to charge $155.00 to diagnose. This is a danger since door is stuck shut and back passengers are unable to exit in an emergency. Childeren ride in back.

Email(s)

Date	11/05/2020	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	11/05/2020 18:09 PM

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

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

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

Mopar Brand: 800-247-9753

FCA Brand : 800-247-9753

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

Sincerely,

The Mopar Brand

To view the Mopar Privacy Policy, visit [redacted]

Date	11/05/2020	**Subject**	Case Acknowledgement [redacted]		
From	dodgecustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	11/05/2020 20:45 PM

Hello [redacted]

Thank you for contacting the DODGE Customer Assistance Center.

We are disappointed to learn of your concern with the safety of your sliding doors regarding your Dodge Grand Caravan and understand how this might cause concern.

Diagnosis fees are free when vehicle is under warranty, after warranty expires the dealership does charge for a diagnosis and as we do not control their business practices, we cannot disregard their decisions.

Maybe the dealer knows what is causing this but a diagnosis will give him the exact issue so that he can remedy that and your children will be safe.

Please do not hesitate to contact us if you need any further assistance by calling us at the number below.

Thank you again for your email [redacted]. Have a great day.

You are always welcome to call us directly with your questions at Dodge Customer Assistance Center by calling 1-800-423-6343.

Sincerely,

Jody
Dodge Customer Assistance Center
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/09/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/09/2020	**Origin**	Brand Site	**Reason**	assistance
Mileage	77,351 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	Clermont	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	CLERMONT		FL	[redacted]	USA
Dealer	45501	NAPLETON'S CLERMONT CHRYSLER JEEP		**Dealer Phone**	4076560204
Dealer Address	15859 STATE ROAD 50				
	CLERMONT		FL	34711 9533	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	E
Subject	Car issues				
Synopsis					
Customer Anomaly	Engine				
	Cylinder Head				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	23	Engine cylinder head / block issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/09/2020 05:25 PM	New
11/09/2020 08:47 PM	Open
11/09/2020 09:44 PM	Closed

Initial Description

Hello. I am writing to share some experiences with our car. We bought this car with the hope that it would be perfect for our family. We were about to welcome our [redacted] and did our research on this car and decided it for our needs perfectly. We bought it with all the high hopes. Unfortunately, we have had problems after problems after problems since then. We've already had engine problems before 60,000 miles, which was thankfully covered by the warranty. But now, a year later, we are having major engine problems again. That is not to mention all the other problems that we've had. The ac randomly goes on and off, and will flicker ever couple of seconds. I've already had to reach out to friends to pick my children up from school at the last minute because the car refused to turn on, even though the battery was fully charged. It wouldn't even turn over. The sliding doors won't work at times. We put our hard earned money into this car. We were hoping it would last us. But honesty, I am so extremely disappointed. We recently took it to a mechanic, and were told that all the lifters and rockers should have been changed when we last took it in and the warranty was still in effect, because its a known problem in these vans. We were told we'd need to change them, and that the transmission will have to be fixed soon too. I just can't express my disappointment. We are already barely making ends meet, since I am no longer working due to the pandemic. We are a [redacted] and now we are looking at either fixing this car and paying thousands or having to get a new car that I can feel safe to drive my children in. I honestly don't feel like fixing this car is worth it because the problems just keep coming. The engine problems won't allow for a decent trade in, and I would not feel good about selling this car to someone else with all these problems and safety issues. This car has been a very bad financial decision. It compromises my family's safety. It compromises the Dodge brand. I would just like to know how Dodge can let its customers down in this manner.

Email(s)

Date	11/09/2020	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	11/09/2020 17:25 PM

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

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

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

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

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

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit [redacted]

Date	11/09/2020	***Subject***	[redacted]	
From	uscustomercare@fcagroup.com	***To***	[redacted]	11/09/2020 21:43 PM

Hello [redacted]
Thank you for contacting Dodge Customer Care.
I can understand the dissatisfaction you feel, given that you have experienced engine and transmission issues with your Dodge Grand Caravan. I appreciate your request for assistance and I would be happy to check into this for you.

Chrysler is dedicated to producing a quality product and we are saddened to hear of the issues you have had with your vehicle. Products are not put out onto the market with specific faults in mind and we cannot foresee when a vehicle may require specific maintenance outside of the suggested maintenance routines.

I have researched your request for assistance, and have utilized every possible resource. Your warranty for this issue was for 5 years or 60,000 miles, whichever occurs first. Furthermore, there are no service contracts, recalls or extended warranties pertaining to the engine or transmission.

Being a vehicle owner myself I realize that vehicle repairs can't be predicted and as such, they are very disappointing. Within warranty, service contract, extended warranty or recall parameters, we would not hesitate to assume the cost of the repairs. However, after the warranty has expired or if your vehicle does not have any warranties, service contracts, extended warranties or recalls that relate to your concerns, charges must then be your responsibility.

I do understand your frustration as this was not a planned cost, but when our certified dealer completes the work you will then have parts warranty coverage on the new parts and labor to provide you with some comfort and peace of mind.

Although we are unable to provide a more favorable reply, we appreciate the opportunity to review your request. We do value you as a customer, and appreciate that you chose Dodge, please give us a call at any time to review your file.
Please do not hesitate to contact us if you need any further assistance by calling us at (800) 423-6343.
Thank you again for your email [redacted] ve a great day.
Best wishes,
Cara
Dodge Customer Care
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/09/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/09/2020	**Origin**	Telephone	**Reason**	
Mileage	48,974 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	LOS ANGELES		CA	[redacted]	USA
Dealer	59578	GLENDALE DODGE CHRYSLER JEEP		**Dealer Phone**	8182424161
Dealer Address	900 S BRAND BLVD				
	GLENDALE		CA	91204 2108	USA
Dealer Zone	California	**Sales District**		**Service District**	Y
Subject	slide door				
Synopsis	Cs need vehicle diagnostics preformed				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/09/2020 11:42 PM	Open
11/09/2020 11:50 PM	Closed

Initial Description

cs sated door wont open

Case Comments

Date	Comment
11/09/2020	Cs stated here vehicle sliding door won't open. Cs stated she took to vehicle to DLR and DLR advised her vehicle while need diagnostics. Advised cs she would need diagnostics before any assistance would be consider. Cs was provided the case number at this time. Cs stated she was going to take vehicle in tomorrow advised cs to call back if needed more assistances.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2016	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	11/10/2020	CAIR Type	Regular	Status	Closed
Close Date	11/16/2020	Origin	Telephone	Reason	
Mileage	31,000 Miles	Market	U	Language	English
Contact Email					
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	OBERLIN		LA		USA
Dealer	44690	MARK DODGE, CHRYSLER, JEEP, LLC		Dealer Phone	3374742640
Dealer Address	3777 GERSTNER MEMORIAL DRIVE				
	LAKE CHARLES		LA	70607 3235	USA
Dealer Zone	Southwest	Sales District		Service District	V
Subject	Door locks not working				
Synopsis	Writer authorized replacement of the sliding door latch parts and labor as goodwill under warranty, DM notes are entered on this file 11/16/20.				
Customer Anomaly					
Contact Reason	C183	Vehicle Warranty Plan Coverage	Customer Anomaly		
Reason Code	After Sales - Complaint - Warranty - Warranty - Coverage Information				

Case Status History

Create Date	Status
11/10/2020 03:08 PM	Open
11/16/2020 04:32 PM	Closed

Initial Description

Door locks not working

Case Comments

Date	Comment
11/16/2020	Dealer Scott SA called writer on 11/16/20 said customer needs Sliding Door Latch replaced writer agreed to cover the repairs parts and labor as goodwill under warranty. DM notes are entered on this file.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/17/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/17/2020	**Origin**	Telephone	**Reason**	
Mileage	130,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address	[redacted]			**Source**	Customer
Caller City	WALDORF	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	WALDORF		MD	[redacted]	USA
Dealer	23309	DARCARS CHRYSLER DODGE JEEP RAM OF		**Dealer Phone**	3014596800
Dealer Address	8100 ANNAPOLIS ROAD				
	NEW CARROLLTON		MD	20784 3010	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	O
Subject	VEHICLE CONCERNS				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C127	Negative Feedback On Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	FCA World - Feedback - Product - Negative comments & Suggestions - Vehicle				

Case Status History

Create Date	Status
11/17/2020 10:32 PM	Open
11/17/2020 10:39 PM	Closed

Initial Description

Left passenger door jammed and buzzing noises

Case Comments

Date	Comment
11/17/2020	Cst stated that her back doors (especially the back passenger side) seems to be getting jammed and is making a loud buzzing noise. Cst stated that when she went online she could see that a lot of cst with the same vehicle as her is having this issue and the cst suggested we place a recall on it. Agent advised recalls are issues from us through NHTSA. Agent gave cst website and advised feedback will be documented

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/19/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/20/2020	**Origin**	Telephone	**Reason**	
Mileage	90,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	MAPLE VALLEY		WA	[redacted]	USA
Dealer	26536	WEST HILLS CHRYSLER JEEP DODGE		**Dealer Phone**	3603774418
Dealer Address	900 W HILLS BLVD				
	BREMERTON		WA	98312 6300	USA
Dealer Zone	West	**Sales District**		**Service District**	A
Subject	Repeated Issue				
Synopsis	There is nothing to do with this vehicle.				
Customer Anomaly					
Contact Reason	C274	Vehicle Service/Maintenance	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - New Vehicle Information - Vehicle Service/Maintenance - Other				

Case Status History

Create Date	Status
11/19/2020 09:31 PM	Open
11/20/2020 06:45 PM	Closed

Initial Description

Repeated Issue

Case Comments

Date	Comment
11/19/2020	Customer stated the rear sliding doors are not functioning & he has been at the dealer multiple times for the same issue. Customer stated he knows the lemon law is 3 times or more. Customer stated 5-6 months ago, the vehicle had a tick & it comes and go. Customer stated a mechanic diagnosed it & told him it was the #4 hole & that is why it keeps ticking. Customer stated the dealer told him they have to pull the engine apart & replace the heads. Customer stated the dealer talked him into doing a carbon build up cleaning then told him he has 2 broken motor mounts. Customer stated he is really calling because he have a minivan for a reason & it is not working for him. Agent informed customer that all his concerns are noted. Customer was informed that by making this request they are NOT actually filing lemon law or any related process. Their case is being escalated for a review of the vehicle's repair history to determine if their request merits further action and that due to the nature of their request, it will require a call back which will take place within 1-2 business days. The outcome of the review does NOT determine Lemon Law eligibility.
11/20/2020	CM called customer and he went a long diatribe about every instance with the van. CM stated we aren't going to buy it back, customer stated he wished CM luck with his job. Closing case.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/21/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/07/2020	**Origin**	Telephone	**Reason**	
Mileage	38,180 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	HOPKINS		SC	[redacted]	USA
Dealer	68744	WILSON CHRY-DODGE JEEP INC		**Dealer Phone**	8036356510
Dealer Address	301 S CONGRESS ST				
	WINNSBORO		SC	29180 1403	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	L
Subject	GW Request				
Synopsis	Repairs completed and confirmed and SC added.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/21/2020 03:03 PM	Open
11/24/2020 06:05 PM	Suspended
11/30/2020 07:02 PM	Open
12/07/2020 01:07 PM	Closed

Initial Description

Passenger Door Not Locking

Case Comments

Date	Comment
11/21/2020	Customer requesting cost assistance with passenger side door not locking. SERVICING DLR advised customer to call us for cost assistance for $850 to repair lock. Agent advised to send up for further consideration and callback within 2-3 business days. CUSTOMER NEEDING RENTAL
11/21/2020	CCS=15 LS=449 CUSTOMER NEEDING RENTAL AS DLR DOES NOT HAVE LOANER LIKE CUSTOMERS PERSONAL VEHICLE.
11/23/2020	Warranty/SC: 2/24k BASIC, YES PT, NO SC. Current Mileage: 38,180 Miles ISD:5/30/2016. Original owner: Yes. Household vehicles: 3 orig, 1 curr. Reason for Case Escalation: GWA. Repeat issue: Y/NO. Star tickets open: NO. Recalls: Y/NO. RRTs: Y/NO. Relevant Previous Cases: NONE. Prior Goodwill/DM notes: NONE. R/O History: YES. Vehicle location: DLR Vehicle Concern: DOOR NOT LOCKING.
11/23/2020	******OUTBOUND CALL TO DLR #68744******#8036354923 CM called dlr and SA missy veh needs a transmission, waiting on it to arrive. SM Malise gave me: FCA has D2DD prom date 11/23/2020. PART #R8090720AH -transmission. ORDER [redacted] OMC # 082688801 ETA-11/23/2020. VOR-YES. RENTAL.- NO.
11/23/2020	******OUTBOUND CALL TO CST*******# [redacted] CM called cst and notified cst that I the dlr ordered the part. Cst states that he was told the dlr had the part for the sliding door and wanted to know if there was a recall. Cst asked that the dlr had no loaners and no rentals. Cst asked do I have to pay for the door repairs and for a rental and possibly not getting reimbursed. Cst stated the dlr has had the car for about a week. Cst was told by the dlr that it might take until 11/30 goal.
11/23/2020	******EMAIL SENT TO DLR, SM RANDALL. ****** Cst asked for assistance with the door repair, do you want me to assist? Need Warranty pricing, if yes. 2100 miles out of Basic, Original owner, 4 FCA Vehicles(3 original Owner).
11/23/2020	******EMAIL FROM DLR ****** SM RANDALL stated Good Day after reviewing this customers service records and the fact that we have not seen him for over two years. I believe this customer needs to take ownership and pay for the door repair.
11/24/2020	******OUTBOUND CALL TO CST******* [redacted] CM called cst and notified cst that the GW request was declined. Cst can pay for the repairs and submit for possible reimbursement.
11/24/2020	******OUTBOUND CALL TO DLR #68744******#8036354923 CM called dlr and SM Randall stated all parts are in. Goal is Friday for completion.
11/30/2020	******OUTBOUND CALL TO DLR #68744******#8036354923 CM called dlr and SA Missy stated veh was fixed and gone. SA Missy picked up 11/27.2020.
11/30/2020	******OUTBOUND CALL TO CST*******# [redacted] CM called cst and lvm with my info for a call back from cst with an update on how is the work the dlr did.
12/01/2020	******OUTBOUND CALL TO CST****** [redacted] CM called cst and cst stated that he is taking the van back on 12/3/2020, still feeling a bump when closing. The transmission issue is resolved. Lately we have been going back and forth to Maryland and I was wondering what if we would have gotten stuck out there. Cst stating what a disappointment it would have been if it would have been on the road and it would have broke down. Now I have to take the van back again to the dlr and every time we go to the dlr it is about 70 miles roundtrip. Cst has an appt at 8:30 am to have door checked again.
12/03/2020	Vehicle has arrived at dealership WILSON CHRY-DODGE JEEP INC and attended by dealer employee Malise Mccarver

Date	Comment
12/03/2020	******OUTBOUND CALL TO DLR #68744******#8036354923 CM called dlr and SM Malise stated that this veh is completed and picked up.
12/03/2020	******OUTBOUND CALL TO [redacted] CM called cst and cst stated they took care of the door issue and the veh is fine. CM notified cst that he will be adding this SC, 2 Years - 3 Oil Changes $85 ECS23N, to his veh for having to go back and forth to the dlr several times for the same issue, Cst thanked CM. CM advised once the SC is added to his vin he will contact the cst and close this case, cst agreed.
12/07/2020	******OUTBOUND CALL TO [redacted] CM called cst and notified cst that the SC was added to his vin and he can use it to get a discount at any CDJ dlr. CM advised that this case will be closed today and cst agreed.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/24/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/24/2020	**Origin**	Telephone	**Reason**	
Mileage	56,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	BARNEVELD		WI	[redacted]	USA
Dealer	60840	Kunes Country C of Barneveld, Inc		**Dealer Phone**	6089241505
Dealer Address	102 COMMERCE ST				
	BARNEVELD		WI	53507 9439	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	E
Subject	Vehicle Concern				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/24/2020 05:09 PM	Open
11/24/2020 05:16 PM	Closed

Initial Description

Cx called seeking assistance with repair to passenger door

Case Comments

Date	Comment
11/24/2020	states lock on passenger side sliding door cx states for the last 4 weeks there was a buzzing noise coming from door cx states that now the door is locked and cannot be opened via button or manually cx states they looked online and saw there were other people with this problem cx states vehicle is currently at dlr for diagnosis and repair cx seeking assistance with repair to vehicle states this shouldn't be his responsibility to repair since other people are experiencing this too 3rd owner does not merit assistance

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/24/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	11/24/2020	**Origin**	Telephone	**Reason**	
Mileage	58,098 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	LA PORTE		IN	[redacted]	USA
Dealer	X7848	EAN HOLDINGS - PHILADELPHIA		**Dealer Phone**	2154923960
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	sliding door				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/24/2020 06:58 PM	Open
11/24/2020 07:00 PM	Closed

Initial Description

cst called in regarding vehicle concern

Case Comments

Date	Comment
11/24/2020	cst called in stating the sliding door side lock won't open. agent walked cst through the manual to try to figure it out ,but couldn't . agent advised cst to take the vehicle to the dealership to be diagnosed

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/25/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/07/2020	**Origin**	Brand Site	**Reason**	recall
Mileage	108,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	Denmark	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	DENMARK		IA	[redacted]	USA
Dealer	66792	JIM BAIER INC		**Dealer Phone**	3193721012
Dealer Address	HWY 61 WEST				
	FORT MADISON		IA	52627	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	F
Subject	3.6L Valve guide failure				
Synopsis					
Customer Anomaly	Engine				
	OTHER				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	30	General engine issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/25/2020 05:07 PM	New
11/25/2020 10:14 PM	Open
11/30/2020 12:31 PM	Closed
11/30/2020 02:21 PM	Open
12/07/2020 07:47 PM	Closed

Initial Description

I would like to request/suggest extended warranty service for 2016 engines similar to what was done in Warranty Bulletin D-14-12.\n\nMechanic stated they have recently serviced multiple 3.6L engines with a failing valve guide. These engines were all 2014 or newer. \n\nIf Chrysler has any information regarding higher failure rates of cylinder 3 failures (valve guide, warped cylinder, etc...), please consider if an additional remedy is warranted. \n\nWork on my vehicle has not commenced and I am open to following any instructions that would help Chrysler determine if there is a issue still in play that Chrysler had tried to correct in 2013.\n\nI am concerned that the 2016 engine began failing at the 100,000 mile mark. I realize Chrysler lowered the warranty to 60,000 miles with the 2016 version. I just hope it was not because engine quality is no longer designed to last over 100,000 miles.\n\nAny information or assistance is appreciated,\n\nRegards,\[redacted]

Case Comments

Date	Comment
11/27/2020	**OUTBOUND CUSTOMER CONTACT** Agent attempted to contact customer directly. Customer not available, vm provided for contact back with callback number and case number.
12/02/2020	customer vehicle been seeing IRF customers vehicle currently at IRF - not being serviced until 12/11/2020 original owner , 443 loyalty , critical case 15 108,000 miles on vehicle
12/07/2020	**OUTBOUND CUSTOMER CONTACT** Agent attempted to contact customer. Customer not available.

Email(s)

Date	11/25/2020	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	11/25/2020 17:07 PM

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

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

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

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

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

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit

[redacted]

Date	11/25/2020	**Subject**	[redacted]
From	uscustomercare@fcagroup.com	**To**	[redacted] 11/25/2020 23:16 PM

Hello [redacted]

Thank you for contacting Chrysler Customer Care. We are disheartened to learn of your concerns regarding your 2016 Chrysler Town and Country and I would be more than happy to review your concerns for you.

You mentioned you had a diagnosis. Could you please provide me with some details about your visit? This will help me determine what the next steps should be.

When was your last visit?
What was the name of the dealership?
What was the diagnosis?
What repairs, if any, did they complete?

Once I have a better idea of what has taken place, I will be able to come up with our next best steps.

Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at 800-992-1997.

Thank you again for your ema[redacted]Have a wonderful Thanksgiving.

Best wishes,
Lauren
Chrysler Customer Care

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

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 11/25/2020 12:07 PM
To: [redacted]
Subject: [redacted] - DO NOT REPLY TO THIS ADDRESS *****

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

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

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FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference numbe[redacted]

Sincerely,

The Chrysler Brand

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[redacted]

Date	11/30/2020	**Subject**	[redacted]
From	uscustomercare@fcagroup.com	**To**	[redacted] 11/30/2020 12:31 PM

Hello [redacted]

Thank you for contacting Chrysler Customer Care. We had received your email in regards to your concern of engine for your 2016 Chrysler Town and Country. I had responded to your email on 11/25 and attempted to reach you by phone 11/27, however unable to provide voicemail.

At this time as I had not received a response from you I will be closing this case. If you require any additional assistance do not hesitate to contact Chrysler directly at 800-992-1997.

Best wishes,
Lauren
Chrysler Customer Care

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---------- Original Message ----------
From: Lauren W [uscustomercare@fcagroup.com]
Sent: 11/25/2020 6:16 PM
To: [redacted]
Su[redacted]

He[redacted]

Thank you for contacting Chrysler Customer Care. We are disheartened to learn of your concerns regarding your 2016 Chrysler Town and Country and I would be more than happy to review your concerns for you.

You mentioned you had a diagnosis. Could you please provide me with some details about your visit? This will help me determine what the next steps should be.

When was your last visit?
What was the name of the dealership?
What was the diagnosis?
What repairs, if any, did they complete?

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Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at 800-992-1997.

Thank you again for your emai[redacted]Have a wonderful Thanksgiving.

Best wishes,
Lauren
Chrysler Customer Care

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---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 11/25/2020 12:07 PM
To: [redacted]
Subject: [redacted]E - DO NOT REPLY TO THIS ADDRESS *****

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

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

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

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FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference numbe[redacted]

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit

[redacted]

Date	11/30/2020	***Subject***	Re: Case Acknowledgement [r[redacted]ref]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	11/30/2020 14:21 PM

Lauren,

Is the case already closed. I did not expect such prompt responses over the holidays and was unaware of your attempts until this morning.

If still open, I will respond with answers to your questions.

Thank you,

[redacted]

On 11/30/2020 6:31 AM, Lauren W wrote:
> Header
> Hello[redacted]
>
> Thank you for contacting Chrysler Customer Care. We had received your
> email in regards to your concern of engine for your 2016 Chrysler Town
> and Country. I had responded to your email on 11/25 and attempted to
> reach you by phone 11/27, however unable to provide voicemail.
>
> At this time as I had not received a response from you I will be
> closing this case. If you require any additional assistance do not
> hesitate to contact Chrysler directly at 800-992-1997.
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> Best wishes,
> Lauren
> Chrysler Customer Care
> Footer
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> of this email.
>
>
> ---------- Original Message ----------
> From: Lauren W [uscustomercare@fcagroup.com
> <mailto:uscustomercare@fcagroup.com>]
> Sent: 11/25/2020 6:16 PM
> To: [redacted]
> Subject: Case Acknowledgement [redacted] ref]
>
> Hello[redacted]
>
> Thank you for contacting Chrysler Customer Care. We are disheartened
> to learn of your concerns regarding your 2016 Chrysler Town and
> Country and I would be more than happy to review your concerns for you.
>
> You mentioned you had a diagnosis. Could you please provide me with
> some details about your visit? This will help me determine what the
> next steps should be.
>
> When was your last visit?
> What was the name of the dealership?
> What was the diagnosis?
> What repairs, if any, did they complete?
>
> Once I have a better idea of what has taken place, I will be able to
> come up with our next best steps.
>
> Please do not hesitate to contact us if you need any further
> assistance by replying to this email or calling us at 800-992-1997.
>
> Thank you again for your email[redacted] Have a wonderful Thanksgiving.
>
> Best wishes,
> Lauren
> Chrysler Customer Care
>
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> of this email.
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com
> <mailto:uscustomercare@fcagroup.com>]
> Sent: 11/25/2020 12:07 PM
> To: [redacted]>

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

Date	12/01/2020	***Subject***	[redacted]	Cref]	
From	uscustomercare@fcagroup.com	***To***	[redacted]	e	12/01/2020 12:41 PM

Hello [redacted]

Thank you for your response. It is appreciated.

You mentioned you had a diagnosis. Could you please provide me with some details about your visit? This will help me determine what the next steps should be.

When was your last visit?
What was the name of the dealership?
What was the diagnosis?
What repairs, if any, did they complete?

Once I have a better idea of what has taken place, I will be able to come up with our next best steps.

Best wishes,
Lauren
Chrysler Customer Care

---------- Original Message ----------
From: [redacted]]
Sent: 11/30/2020 9:21 AM
To: uscustomercare@fcagroup.com
Subject: Re: Case Acknowledgement [[redacted]]

Lauren,

Is the case already closed. I did not expect such prompt responses over
the holidays and was unaware of your attempts until this morning.

If still open, I will respond with answers to your questions.

Thank you,

[redacted]

On 11/30/2020 6:31 AM, Lauren W wrote:
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> Hello [redacted]
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> Lauren
> Chrysler Customer Care
> Footer
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> US refuses to take any liability for any damages caused by the content
> of this email.
>
>
> ---------- Original Message ----------
> From: Lauren W [uscustomercare@fcagroup.com
> <mailto:uscustomercare@fcagroup.com>]
> Sent: 11/25/2020 6:16 PM
> To [redacted]
>
> Hello [redacted]
>
> Thank you for contacting Chrysler Customer Care. We are disheartened
> to learn of your concerns regarding your 2016 Chrysler Town and
> Country and I would be more than happy to review your concerns for you.
>
> You mentioned you had a diagnosis. Could you please provide me with
> some details about your visit? This will help me determine what the
> next steps should be.
>
> When was your last visit?
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> What was the diagnosis?
> What repairs, if any, did they complete?
>
> Once I have a better idea of what has taken place, I will be able to
> come up with our next best steps.

>
> Please do not hesitate to contact us if you need any further
> assistance by replying to this email or calling us at 800-992-1997.
>
> Thank you again for your email [redacted] Have a wonderful Thanksgiving.
>
> Best wishes,
> Lauren
> Chrysler Customer Care
>
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> US refuses to take any liability for any damages caused by the content
> of this email.
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com
> <mailto:uscustomercare@fcagroup.com>]
> Sent: 11/25/2020 12:07 PM
> To: [redacted]
> Subject: [redacted] **
>
> Your inquiry has been received by the Chrysler Customer Care. We
> appreciate your contact with us and look forward to getting back with
> you as soon as possible.
>
> To ensure a prompt response, please add to your Safe Senders list,
> Address Book or Contact List. Please also monitor your Junk Mail or
> Spam Folder for our response.
>
> Should this matter be urgent, or if you desire a quicker response,
> please contact us by phone to discuss your issue with one of our
> Chrysler Advisors.
>
> Chrysler Brand: 800-247-9753
>
> FCA Brand : 800-247-9753
>
>
>
> For any future communication related to this email, please refer to
> reference numb[redacted]
>
> Sincerely,
>
> The Chrysler Brand
>
>
> To view the Chrysler Privacy Policy, visit
>
[redacted]

Date	12/01/2020	***Subject***	Re: Case Acknowledgement [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	12/01/2020 16:06 PM

Lauren,

Here is the information I have at this time:

Last Regular maintenance:

108,568 miles 2020-11-05 Andy's Service Center Fort Madison IA 319 372 7332

Last Major maintenance (100K service including Spark Plugs, Plenum Gasket, Cabin Air Filter, Transmission Flush, AC Oil and Dye):

106,860 miles 2020-09-11 Humburd Auto Service Fort Madison IA 319 372 2672

On or around Nov 18 (~109,000 miles) check engine light came on. Scanned code was misfire on cylinder 3. Brought vehicle to Humburd Auto Service as it might be related to recent spark plug change. Spark plug tested fine. Coils tested fine. Compression test sporadically showed a low compression reading. Mechanic stated this is consistent with a valve guide not sitting properly.

The mechanic stated he was aware of a prior issue and that he had also serviced what I understood to be the exact same problem on a basically identical 2016 T&C. I confirmed with both my regular mechanic and the Humbard mechanic enough details to determine that Mopar Warranty Bulletin D-14-12 "(X56) - 3.6L Left Cylinder Head - Select 2011-2013 Vehicles" seemed very similar.

Vehicle has been with mechanic, but service will not begin until 2020-12-11. The current plan is to replace #3 valve guide, but we may opt out of this if additional issues are identified. Humburd experience is that there is a possibility of timing system and/or catalytic converter damage. We are hopeful we caught this early enough as we respected the check engine light..

I realize the Powertrain warranty was dropped from 100,000 miles to 60,000 miles with the 2016 model year.

We previously owned a 2007 T&C and drove it without major issue for 250,000 miles. We currently have a Chrsyler 200 (transmission replaced under warranty prior to our purchase) that we are quite happy with. The Chrysler brand has been very good for our family and I am reaching out to you in hopes that you can determine if there is a recurring issue with valve guides in 3.6L engines.

Our local dealer is Jim Baier in Fort Madison. I believe our van has only been to Jim Baier to service a rust issue on the hood and a broken motorized sliding door mechanism.

Thanks,

[redacted]

On 12/1/2020 6:41 AM, Lauren W wrote:
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> Best wishes,
> Lauren
> Chrysler Customer Care
>
>
>
> ---------- Original Message ----------
> From [redacted]
> <[redacted]
> Sent: 11/30/2020 9:21 AM
> To: uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com>
> Subject: Re: Case Acknowledgement [redacted]
>

> Lauren,
>
> Is the case already closed. I did not expect such prompt responses over
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> > <mailto:uscustomercare@fcagroup.com
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> > Sent: 11/25/2020 6:16 PM
> > To [redacted]
>
> >
> > Hello [redacted],
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> > Thank you for contacting Chrysler Customer Care. We are disheartened
> > to learn of your concerns regarding your 2016 Chrysler Town and
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> > Sincerely,
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> >
> >
> > To view the Chrysler Privacy Policy, visit
> > [redacted]
>

Date	12/03/2020	***Subject***	[redacted]	ef]	
From	uscustomercare@fcagroup.com	***To***			12/03/2020 16:51 PM

Hello [redacted]

Thank you for your response. It is appreciated.

I do apologize you've been experiencing these concerns with your vehicle. I can understand how frustrating that can be.

I would be more than happy to provide you with further assistance with our case management department, however the vehicle will require to be at an authorized Chrysler dealership. Once you have an appointment date and time or the vehicle has been taken to dealership, I would be more than happy to provide your case to case manager.

Best wishes,
Lauren
Chrysler Customer Care

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[redacted]
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To: uscustomercare@fcagroup.com
Subject: Re: Case Acknowledgement [redacted]

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Vehicle has been with mechanic, but service will not begin until 2020-12-11. The current plan is to replace #3 valve guide, but we may opt out of this if additional issues are identified. Humburd experience is that there is a possibility of timing system and/or catalytic converter damage. We are hopeful we caught this early enough as we respected the check engine light..

I realize the Powertrain warranty was dropped from 100,000 miles to 60,000 miles with the 2016 model year.

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> > Sincerely,
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> > To view the Chrysler Privacy Policy, visit
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> > [redacted]
> >
>

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/02/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/18/2020	**Origin**	Telephone	**Reason**	
Mileage	76,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	MACHESNEY PARK	IL	[redacted]		USA
Dealer	58364	BRYDEN MOTORS INC		**Dealer Phone**	6083657705
Dealer Address	548 BROAD STREET				
	BELOIT	WI	53511 6345		USA
Dealer Zone	Midwest	**Sales District**		**Service District**	E
Subject	Seeking assistance with cost of Repair transmission				
Synopsis	CLOSED LOOP - No need for further follow up.				
Customer Anomaly	Gears & Transmission				
	Automatic Gearbox				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	45	Automatic Gearbox issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/02/2020 06:42 PM	Open
12/03/2020 05:04 PM	Closed
12/03/2020 06:38 PM	Open
12/04/2020 09:53 PM	Suspended
12/09/2020 10:15 AM	Open
12/18/2020 07:07 PM	Closed

Initial Description

Seeking GW assist with cost of repair of Transmission

Case Comments

Date	Comment
12/02/2020	Vehicle has arrived at dealership Bryden Motors Inc and attended by dealer employee
12/02/2020	Customer said Vehicle is at the garage and still paying on loan. Customer said they was just informed that they will need transmission. Agent made customer aware that the vehicle will need to be diagnosed by one of our certified dealership and once it is diagnosed and determine the issue is the transmission to call back to request asst with cost of repair. Customer warranty expired by 16000 Loyalty Score 0560 Critical Case Score 15
12/03/2020	Vehicle was towed to Bryden Motors Inc, The technician quoted CST, $4640 with labor. The CST has to get a Transmission Overhaul. The SA is James. CST seeking rental assistance also, if possible..
12/03/2020	Insert Goodwill Qualifier Narrative ********** In-Service Date: 4/09/2016 Original Owner: Yes Mileage: 76,000 New/Used Vehicle Purchase History: 2 original Loyalty Score: 560 Case Critical: 15 Multiple Repairs/ Previous related repairs: No MVP plans: ECP34N Active, LOF24 X2 Expired Open Recalls: No Other: Transmission replacement Seeking GW **********
12/03/2020	*****OUTBOUND DEALERSHIP CONTACT***** Bryden Motors Inc | 58364 | (608) 364-8880| CM spoke with SA Luke and was advised the vehicle needs to have the transmission overhauled. CM asked to speak to SM but he was not available.
12/04/2020	*****OUTBOUND DEALERSHIP CONTACT***** Bryden Motors Inc | 58364 | (608) 364-8880| CM spoke with SM Ed and was advised they offered her a $500 co-pay and the customer accepted. CM advised we would follow up on Wednesday to check the repair status
12/04/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM contacted customer and left a VM advising we would be following up on the repair.
12/04/2020	Information: CUST needs a transmission overhaul. DLR offered a $500 co-pay and CUST accepted. Waiting for parts. Status: Waiting for repair
12/08/2020	*****INBOUND DEALERSHIP CONTACT***** Bryden Motors Inc | 58364 | (608) 364-8880| *****VM from SM Ed***** SM Ed asked about notes in the case.
12/08/2020	*****OUTBOUND DEALERSHIP CONTACT***** Bryden Motors Inc | 58364 | (608) 364-8880| CM spoke with WA Sherry and advised that I received no information on pricing. WA Sherry stated SM Ed said he could hear me typing when we were speaking. CM advised we always take notes of our calls. CM advised we can add them if needed we would just need the information to add. WA Sherry stated she would speak with SM Ed who was in a meeting at the moment.
12/09/2020	*****OUTBOUND DEALERSHIP CONTACT***** Bryden Motors Inc | 58364 | (608) 364-8880| CM spoke with WA Sherry and was advised was advised the price is cost and they have a mark up. Parts 3341.58 Labor 535.10 Total 3876.68
12/09/2020	DM Notes added
12/09/2020	Information: CUST has a transmission issue. CUST was offered a $500 co-pay. CUST accepted. Status: Waiting for repair to start

Date	Comment
12/09/2020	*****INBOUND CUSTOMER CONTACT**** [redacted] *****VM from customer***** Customer called in and stated she asked the dealership for a price on the door, advised she understands we aren't covering the repair and said the dealership is waiting for us to confirm payment
12/10/2020	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM contacted customer and left a VM advising the dealer should be starting the repair
12/10/2020	Information: CUST has a transmission issue. CUST was offered a $500 co-pay. CUST accepted. Status: Waiting for repair to start
12/10/2020	****OUTBOUND DEALERSHIP CONTACT***** Bryden Motors Inc | 58364 | (608) 364-8880| CM spoke with SA James and was advised the repair has been completed and the customer will be picking it up today.
12/10/2020	Information: CUST has a transmission issue. CUST was offered a $500 co-pay. CUST accepted. Repair is completed. Status: Waiting to follow up with CUST
12/18/2020	CLOSED LOOP - No need for further follow up.

Email(s)

Date	12/04/2020	***Subject***	Seeking assistance with cost of Repair transmissio[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/04/2020 21:48 PM

Dear [redacted]

My name is JR and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your case number is [redacted]
The Chrysler Case Management telephone number is: 1-844-827-2003
My direct extension: 3020487
My work hours are: 10:00 am - 6:30 pm Eastern Standard Time Monday-Friday.
You can also hit reply to contact me by email.

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

Thank you again. Should you require additional assistance, or have any new information to provide, please call 1-800-992-1997.

JR
Senior BC Case Management
1-844-827-2003 EXT: 3020487
[redacted]

Date	12/07/2020	***Subject***	Re: Seeking assistance with cost of Repair transmissio[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	12/07/2020 20:47 PM

Hi JR,

Thanks for your email. I do have a few questions.

Any chance we could get some assistance with a rental car while our van is being repaired?

Do you happen to know how long it will be in the shop?

One last one... both of our manual sliding doors have issues. One does not lock (safety concern) and the other is locked and will not open. In researching this, it sounds like this is another common problem with the Caravans. We are curious as to what would be the repair cost if we fixed our doors? Any possible assistance? I know its not covered but I thought I would check.

Thank you for your consideration.
[redacted]

Sent from my iPhone

> On Dec 4, 2020, at 3:48 PM, JR <uscustomercare@fcagroup.com> wrote:
>
> Dear [redacted]
>
> My name is JR and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
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> JR
> Senior BC Case Management
> 1-844-827-2003 EXT: 3020487
> [redacted]

Date	12/09/2020	***Subject***	Re: Seeking assistance with cost of Repair transmissio[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/09/2020 17:19 PM

Dear [redacted]

I apologize for the delay in responding. For information on the repair I would speak with the dealership. They will have accurate information on the length of time the vehicle will be needed.

I would also ask the dealership for a quote on the repair for your doors. The warranty for that has long passed but the dealership would know for sure if this looks like something we could cover.

As for rental that is not something that is covered under our warranties. Our dealers will sometimes have loaners and we also have an Alternative Vehicle package available through our Mopar Vehicle Protection offices. They can be reached at 1-800-992-1997.

Thank you again. Should you require additional assistance, or have any new information to provide, please call 1-800-992-1997.

JR
Senior BC Case Management
1-844-827-2003 EXT: 3020487
[redacted]

Date	12/10/2020	***Subject***	Re: Seeking assistance with cost of Repair transmission [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/10/2020 18:52 PM

Dear [redacted]

I just spoke with the dealership and the repair is completed. I was advised you will be getting the vehicle later today so what I will do is follow up with you on Monday to make sure everything is running smoothly.

Thank you again. Should you require additional assistance, or have any new information to provide, please call 1-800-992-1997.

JR
Senior BC Case Management
1-844-827-2003 EXT: 3020487
[redacted]

Date	12/14/2020	***Subject***	Re: Seeking assistance with cost of Repair transmission [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/14/2020 13:18 PM

Dear [redacted]

I'm just following up to see how everything went. Is everything running smoothly now?

Thank you again. Should you require additional assistance, or have any new information to provide, please call 1-800-992-1997.

JR
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1-844-827-2003 EXT: 3020487
[redacted]

Date	12/16/2020	***Subject***	Re: Seeking assistance with cost of Repair transmission [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/16/2020 13:23 PM

Dear [redacted]

I'm just following up to see how everything went. Is everything running smoothly now?

Thank you again. Should you require additional assistance, or have any new information to provide, please call 1-800-992-1997.

JR
Senior BC Case Management
1-844-827-2003 EXT: 3020487
[redacted]

Date	12/18/2020	***Subject***	Re: Seeking assistance with cost of Repair transmission [[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	[redacted]

Dear [redacted]

We attempted to reach out to you to talk but after multiple attempts we were unable to. If you still require assistance, please call us at 1-800-992-1997 and we would be happy to help.

At this time I will be closing this case but thank you again for your email. Should you require additional assistance, or have any new information to provide, please call 1-800-992-1997.

JR
Senior BC Case Management
1-844-827-2003 EXT: 3020487
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/03/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/03/2020	**Origin**	Telephone	**Reason**	
Mileage	81,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	SIMI VALLEY		CA	[redacted]	USA
Dealer	X7563	EAN HOLDINGS - BALTIMORE		**Dealer Phone**	4108598092
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Door				
Synopsis	diagnostic				
Customer Anomaly					
Contact Reason	C160	Vehicle Product Specifications	**Customer Anomaly**		
Reason Code	Sales - Information & Assistance requests - Product - Vehicle features - Product Specifications				

Case Status History

Create Date	Status
12/03/2020 08:10 PM	Open
12/03/2020 08:33 PM	Closed

Initial Description

Customer has called in because every time he locks his door it makes a loud weird sound

Case Comments

Date	Comment
12/03/2020	Customer has called in because he has seen online that a lot of people have been having the same problem like his vehicle is. Customer states that his door on his vehicle makes this loud weird sound when he goes to lock his vehicle. I have told customer he will need to take his vehicle to the dealership to get it diagnosed.

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	Model Year	2016	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	12/03/2020	CAIR Type	Regular	Status	Closed
Close Date	12/04/2020	Origin	Telephone	Reason	
Mileage	74,500 Miles	Market	U	Language	English
Contact Email	[redacted]				
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer	[redacted]				
Customer Address	[redacted]				
	LOMBARD		IL	[redacted]	USA
Dealer	36277	LARRY ROESCH CHRYSLER-JEEP-DODGE,		Dealer Phone	6308348000
Dealer Address	200 W GRAND AVE				
	ELMHURST		IL	60126 1136	USA
Dealer Zone	Midwest	Sales District		Service District	A
Subject	door wont open				
Synopsis	DECLINE				
Customer Anomaly	Body				
	Trailer Hitch				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	160	Trailer Hitch Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/03/2020 08:35 PM	Open
12/03/2020 08:45 PM	Closed
12/04/2020 05:55 PM	Open
12/04/2020 06:00 PM	Closed

Initial Description

slide door won't open

Case Comments

Date	Comment
12/03/2020	cst called because she is looking for cost assistance for her passenger sliding door.Agt informed cst due to the expiration of her warranty and the millage she doesn't not merit for gw.
12/04/2020	CX CALLING BACK IN TO SPEAK TO SOMEONE ABOUT BEING DENIED COST ASSISTANCE FOR DOOR ISSUE. LS423 CCS 15 YEAR 2016 MILES 74K. CUSTOMER DOES NOT MERIT GW COST ASSISTANCE EXPLAINED TO CUSTOMER THEY ARE OUT OF WARRANTY AND DO NOT MEET GUIDELINES FOR COST ASSISTANCE. CX NAME [redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/10/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/10/2020	**Origin**	Telephone	**Reason**	
Mileage	102,244 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	HARRISBURG		PA	[redacted]	USA
Dealer	26881	FAULKNER CHRYSLER DODGE JEEP RAM F		**Dealer Phone**	7176979448
Dealer Address	6643 CARLISLE PIKE				
	MECHANICSBURG		PA	17050 1707	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	F
Subject	Sliding doors				
Synopsis	Agent provided info.				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/10/2020 03:04 PM	Open
12/10/2020 03:14 PM	Closed

Initial Description

Has not taken vehicle to DLR

Case Comments

Date	Comment
12/10/2020	Cx called to find out if there were any open recalls on vehicle since sliding doors do not open. Agent advised there are no open recalls and no recalls have been issued for vehicle. Agent used VIP and found that sliding doors coverage would be the Basic Warranty which expired 3/7/2019. Cx advised thank you.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/16/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/16/2020	**Origin**	Telephone	**Reason**	
Mileage	100,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**			
Caller Address				**Source**	Customer
Caller City	CHESAPEAKE	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
	SAPPINGTON		MO		USA
Dealer	X7848	EAN HOLDINGS - PHILADELPHIA		**Dealer Phone**	2154923960
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Right side passenger Door does not open				
Synopsis	High mileage Does not meet GW parameters				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/16/2020 09:44 PM	Open
12/16/2020 09:59 PM	Closed

Initial Description

Defective latch, safety issue, caller has been researching online

Case Comments

Date	Comment
12/16/2020	Does not unlock with fob or inside switch, cannot even open or unlatch door with a key. Truck will randomly open on its own
12/16/2020	No recent diagnosis, caller says it has been an issue for a while. Update owner today but caller says he called previously. One previous case about this shows as under previous owner. Basic expired due to mileage, no extended warranty of SC. Caller is 3rd owner. Does not meet GW parameters. Walked decline Caller states he will go online Facebook campaign or join class action

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	12/23/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/23/2020	**Origin**	Chat	**Reason**	
Mileage	0 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	OXFORD		MI	[redacted]	USA
Dealer	45178	JIM RIEHL'S FRIENDLY CHRYSLER DODG		**Dealer Phone**	8885473748
Dealer Address	1515 S LAPEER RD				
	LAPEER		MI	48446 9441	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	A
Subject	Customer Assistance				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/23/2020 09:03 PM	Open
12/23/2020 09:12 PM	Open
12/23/2020 09:14 PM	Closed

Initial Description

Chat Started: Wednesday, December 23, 2020, 16:03:14 (-0500) Chat Origin: NAFTA Dodge Brand Chat Agent Brandi (5s) Brandi: Thank you for chatting with us, my name is Brandi with Dodge Customer Care. Please keep the chat window open to participate in a brief survey at the completion of our conversation. (1m 28s) Visitor: I have a 2016 dodge caravan and the sliding door is stuck in locked position. It sounds like a common issue. I have warranty. The dealership is wanting to charge me $135 to even look at it. (1m 56s) Brandi: Hello [redacted] I am sorry to hear you are having this issue!Before we proceed I just need to verify some account information. Could you provide me with your mailing address, email, phone number and the approximate mileage on the vehicle? (2m 39s) Visitor [redacted] Oxford, Mi [redacted] (3m 0s) Visitor: Around 96,000 miles (6m 6s) Brandi: Thank you! Just a few minutes please while I look into this for you. (8m 13s) Brandi: Thank you for waiting, I have looked into this and I do see the warranty that may have covered this issue has expired by both time and mileage. There are no recalls, extended warranty's or service contracts on the vehicle for this concern. I truly apologize however this will be an out of pocket expence. I recommend working with your preferred dealership for them to take a look. I wish I had a better response to offer. We do value you as a customer and appreciate that you choose Dodge.

Live Chats

Date	
12/23/2020	Chat Started: Wednesday, December 23, 2020, 16:03:14 (-0500) Chat Origin: NAFTA Dodge Brand Chat Agent Brandi (5s) Brandi: Thank you for chatting with us, my name is Brandi with Dodge Customer Care. Please keep the chat window open to participate in a brief survey at the completion of our conversation. (1m 28s) Visitor: I have a 2016 dodge caravan and the sliding door is stuck in locked position. It sounds like a common issue. I have warranty. The dealership is wanting to charge me $135 to even look at it. (1m 56s) Brandi: Hello [redacted] am sorry to hear you are having this issue!Before we proceed I just need to verify some account information. Could you provide me with your mailing address, email, phone number and the approximate mileage on the vehicle? (2m 39s) Visitor: [redacted] Oxford, Mi [redacted] (3m 0s) Visitor: Around 96,000 miles (6m 6s) Brandi: Thank you! Just a few minutes please while I look into this for you. (8m 13s) Brandi: Thank you for waiting, I have looked into this and I do see the warranty that may have covered this issue has expired by both time and mileage. There are no recalls, extended warranty's or service contracts on the vehicle for this concern. I truly apologize however this will be an out of pocket expence. I recommend working with your preferred dealership for them to take a look. I wish I had a better response to offer. We do value you as a customer and appreciate that you choose Dodge.
Date	
12/23/2020	

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/04/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/08/2021	**Origin**	Telephone	**Reason**	
Mileage	40,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]		
Caller Address	[redacted]			**Source**	Customer
Caller City	WILLIAMSTON	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	WILLIAMSTON		NC	[redacted]	USA
Dealer	45726	Matthew Sessoms Chrysler Dodge Jee		**Dealer Phone**	2527922154
Dealer Address	104 WEST BLVD				
	WILLIAMSTON		NC	27892 2638	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	O
Subject	Sliding door latch				
Synopsis	customer satisfied with the repair.				
Customer Anomaly	Body				
	Liftgate				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	170	Liftgate Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/04/2021 04:41 PM	Open
02/08/2021 09:43 PM	Closed

Initial Description

Dealer wants 1000 to fix

Case Comments

Date	Comment
01/04/2021	Car was in for an oil change and Dealer SA Christy advised that latch was broken on both driver side doors. Caller Pauline Taylor, old fashioned, prefers not to use email. uses phone. BC-Dealer 45726, Phone 2527922154 Matthew Sessoms CDJR. Request GW cost assistance. BASIC WARRANTY 36 Months or 36,000 Miles 0 December 19, 2019 Expired (Time) POWERTRAIN WARRANTY 60 Months or 60,000 Miles 0 December 19, 2021 12 Months or 20,000 Miles Caller has good loyalty and meets time parameters for escalation. CB from specialist 1 business day/24 hours, GW is not guaranteed.
01/05/2021	CM contacted the dlr Matthew Sessoms Chrysler Dodge Jeep Ram 45726 2527922154 to speak with the SA or the SM that is working with the customer. CM spoke with the SA Donny SA Christy is out. CM asked if they could speak with the SM about the customers vehicle. SM Jason state that the Driver door latch needs to be painted and the passenger sliding door latch needs to be replaced. SM state that they are willing to participate with cost assistance. Customer is just barely outside of warranty. CM requested that the SM send them the quote for the repair. SM also stated that they feel that $100 co-pay is fair enough for the customer.
01/05/2021	CM contacted the customer [redacted] and they and advised them that they spoke with the SM Jason and they are in the process of getting the quote for the repair. Customer thanked the CM. CM provided the customer with their contact number and then stated that if they have any questions they can call back. Customer thanked the CM and the CM branded the call.
01/08/2021	CM contacted the customer [redacted] ut they did not answer. CM left a voicemail stating that they are still waiting on the quote but once they have an update they will call them.
01/11/2021	SA Jason email-- I havent forgotten. Been extremely busy catching up from December. I handle all warranty claims as well as oversee the service, parts and body shop. Hope to get it to you by tomorrow afternoon.
01/11/2021	CM contacted the customer [redacted] and advised them that they are waiting on a quote for the repair. Customer stated that they wanted to know if the CM can make the process go any faster. CM advised the customer that they would need to the quote from the dlr in order to consider to assist them but once they have an update they will call them will continue to call them. Customer thanked the CM and the CM branded the call.
01/13/2021	CM contacted the customer [redacted] ut they did not answer. CM left a voicemail and stated that they have not received the quote from the dlr to be able to consider to assist them. CM will try to call back later.
01/13/2021	CM contacted the dlr Matthew Sessoms Chrysler Dodge Jeep Ram 45726 2527922154 to speak with the SM Jason and he stated that he is short staffed that they are extremely busy. SM stated that they will send the CM the quote for the repair tomorrow.
01/15/2021	SM Jason sent the quote via email but the CM wants to make sure that the quote is the warranty price.
01/15/2021	CM contacted the custome[redacted]d advised them that at this time they got the quote from the dealership and that they want to make sure that it is the correct quote before moving forward. Customer thanked the CM and stated that they had went to the dlr and their CM is no longer at the dlr and they are working with the SM and they advised them that the parts should to be to the dlr in Feb. CM advised the customer that they were not aware that the parts had been ordered due to the fact that no authorization has been placed in the system. Customer advised the CM that anything will help towards the repair. CM advised the customer that they will call them once they have an update. Customer thanked the CM and the CM branded the call.
01/19/2021	CM contacted the custome[redacted]ut they did not answer. CM left a voicemail advising the customer that they can assist them with the repair as long as they can pay a $100 co-pay. CM will call the customer on Thursday.

Date	Comment
01/19/2021	CM contacted the customer [redacted] and advised the customer that they can assist them with the repair as long as they pay a $100 co-pay. Customer accepted the offer. CM advised the customer that they will call them on Thursday. Customer thanked the CM and the CM branded the call.
01/21/2021	CM sent the SM an email to confirm if the parts have been ordered.
01/21/2021	CM contacted the dlr to speak with the SM but confirmed that the SM is off today. CM will call the dlr on Monday.
01/21/2021	CM contacted the customer [redacted] and advised them that the SM is off today however they did send them an email. CM advised the customer that once the SM returns they will reply to their email. Customer thanked the CM and the CM branded the call.
01/25/2021	SM has not responded to the email.
01/25/2021	CM contacted the customer [redacted] and advised them they are still waiting to find out if the part was ordered. CM advised the customer that they will continue to contact the dlr and once they have an update they will call them.
01/27/2021	SM email--- part has been ordered but it is on back-order. CM requested the part information.
01/27/2021	CM contacted the customer [redacted] but they did not answer and the CM received a busy dial tone. CM will try to call the customer on Friday.
01/29/2021	SM email-- part came in on the 27 and they will call the customer to schedule an appointment once the parts have been painted.
01/29/2021	CM contacted the customer [redacted] to confirm if they had an appointment. Customer stated that they want to know if they should purchase a SC for their vehicle. CM advised the customer that they can purchase any SC they would like for their vehicle. Customer thanked the CM. CM asked if they had spoken with the dlr and they stated that they had not and they asked if the CM spoke with the Dlr. CM advised the customer the dlr had advised them they got the parts and they are they are painting them. Customer thanked the CM for the update. CM advised the customer that they will call them next week and branded the call.
02/02/2021	CM contacted the customer [redacted] and confirmed that the dlr is picking up the vehicle tomorrow morning at 9:30 am. CM advised the customer that they will call the dlr on Thursday and check on the status of the repair. Customer thanked the CM and the CM branded the call.
02/05/2021	CM contacted the customer [redacted] and they stated that they got the vehicle back today and they are satisfied with the repair. CM advised the customer that they will call them on Monday to verify if they are satisfied with the repair. Customer thanked the CM for all their hard work and the CM branded the call.
02/08/2021	CM contacted the customer [redacted] and they are satisfied with the repair. Customer wanted to express how thankful they are for the CM hard work. CM advised the customer that if they have any questions or concerns to call back. Customer thanked the CM and the CM branded the call.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/04/2021	**CAIR Type**	Top Care	**Status**	Closed
Close Date	01/15/2021	**Origin**	Letter	**Reason**	
Mileage	97,256 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Top Management
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	NESBIT		MS		USA
Dealer	68680	PHILLIPS CHRYSLER JEEP DODGE RAM		**Dealer Phone**	3527327577
Dealer Address	3440 SOUTH PINE AVENUE				
	OCALA		FL	34471 6615	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	U
Subject	Top Care - Reimbursement Request				
Synopsis	File closed				
Customer Anomaly					
Contact Reason	C169	Request For Rental Reimbursement	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Product - Reimbursement request - Repair/Rental				

Case Status History

Create Date	Status
01/04/2021 07:20 PM	Open
01/11/2021 10:17 PM	Closed
01/13/2021 04:14 PM	Open
01/15/2021 01:22 PM	Closed

Initial Description

Top Care - Reimbursement Request

Case Comments

Date	Comment
01/05/2021	Customer seeking reimbursement for a trans repair and submitted repair bill. This is 2nd owner. Transmission was replaced due to pump failure. Vehicle had 97,256 miles. Vehicle out of warranty by mileage (37,000 miles) at time of repair in Sept 2020. No prior history. Owner mentions issue with the head rest. Will refer customer to dealer to review if it falls under X87 head restraint extended warranty.
01/05/2021	1-5 Left message for
01/08/2021	1-8 Left 2nd message for customer.
01/11/2021	1-12 Writer left 3rd message for customer No email was provided.
01/11/2021	1-12 Closing file with no response from customer.
01/13/2021	Writer spoke with customer and advised the vehicle is out of warranty by miles. She stated they were stranded 800 miles from home and the dealer worked with them to get it repaired as quickly as they could. Writer reviewed ownership history and she has a Dodge Dakota. She is the husband of the owner. Also she stated vehicle should have lasted at least 100,000 miles. The sliding passenger door will not open and dealer quoted $2300 to repair and issue with the headrest. Writer advised there is extended warranty X87 for the head rest restraint. She can have the dealer inspect for possible coverage under this warranty which is for 10 yrs from in service date. Customer is not looking for the full amount reimbursed. Writer will offer as customer goodwill to reimburse 50% of the repair cost. Writer will need proof of payment. She said it was sent with bill. Advised it is not showing attached. Provided email address. Total repair was $5359.22 and 50% will be $2679.61. Proof of payment received. Check processed.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/06/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/07/2021	**Origin**	Brand Site	**Reason**	assistance
Mileage	100,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City	antioch	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	ANTIOCH		IL [redacted]		USA
Dealer	99970	US Test Dealer		**Dealer Phone**	2487401541
Dealer Address	800 CHRYSLER DR.				
	AUBURN HILLS		MI	48326 2757	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	A
Subject	Sliding door failures				
Synopsis					
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/06/2021 08:28 PM	New
01/07/2021 10:24 PM	Open
01/07/2021 10:24 PM	Closed

Initial Description

Both electronic door actuators on our 2016 Dodge Caravan failed in the last year. As a result, we can no longer open either sliding door from the inside or outside of the vehicle. They are essentially locked shut. Our local dealer has quoted over $2,300 to repair the defective door actuators. We feel this is unfair and poses a serious safety risk to our family. We are now unable to open either of the sliding doors manually, with the key FOB or console control buttons. Our young children need to enter and exit the vehicle by climbing over the front seats and exiting through the driver or front passenger door or climb over the third-row seat and go out the rear hatch. We have asked several mechanics and this is a known problem with Dodge Caravans. We discussed this with our local dealer and the notified us that our extended warranty had been cancelled after a dealership paperwork error and that we no longer have warranty coverage for these repairs. We are extremely dissatisfied with the quality of this vehicle, our extended warranty cancellation and would like to know if there is anything FCA can do to assist with the repair of the defective door actuators?

Email(s)

Date	01/06/2021	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	01/06/2021 20:28 PM

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

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

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

Mopar Brand: 800-247-9753

FCA Brand : 800-247-9753

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

Sincerely,

The Mopar Brand

To view the Mopar Privacy Policy, visit

[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/08/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/08/2021	**Origin**	Telephone	**Reason**	
Mileage	90,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	WEAVERVILLE		NC	[redacted]	USA
Dealer	X7004	AVIS BUDGET CAR RENTAL-Chicago		**Dealer Phone**	7738254678
Dealer Address	6 SYLVAN WAY				
	PARSIPPANY		NJ	07054 3826	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	recall				
Synopsis					
Customer Anomaly					
Contact Reason	C78	Contacts & Appointment For Recall	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Recall Campaign - Recall Campaign - Contacts & Appointment				

Case Status History

Create Date	Status
01/08/2021 02:52 PM	Open
01/08/2021 03:00 PM	Closed

Initial Description

Inq. about any recalls

Case Comments

Date	Comment
01/08/2021	*VOICE OF CUSTOMER* Customer's wife called in to see if they have any recalls on the vehicle. Also stated she is having an issue when unlocking the doors, there is an angry clicking sound in the back. Said that it also buzzes like a motor is going. *ACTIONS TAKEN* Advised there are no open recall and if she is having issues to seek the DLR for diagnosis.

Email(s)

Date	01/08/2021	**Subject**	recall [redacted]		
From	uscustomercare@fcagroup.com	**To**	invalid@fca.com	**Sent Date/Time**	01/08/2021 14:58 PM

Hello [redacted]

Here is the mailing address we had discussed to send your concerns to

FCA US LLC Customer Care P.O. Box
21-8004 Auburn Hills MI 48321-8004

Krista
FCA Customer Care
[redacted]

Date	01/08/2021	**Subject**	recall [redacted]		
From	uscustomercare@fcagroup.com	**To**	invalid@fca.com	**Sent Date/Time**	01/08/2021 14:58 PM

Hello [redacted]

Here is the mailing address we had discussed to send your concerns to

FCA US LLC Customer Care P.O. Box
21-8004 Auburn Hills MI 48321-8004

Krista
FCA Customer Care
[redacted]

Date	01/08/2021	**Subject**	[redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]		01/08/2021 14:59 PM

Hello, [redacted]

Here is the mailing address we had discussed to send your concerns to

FCA US LLC Customer Care P.O. Box
21-8004 Auburn Hills MI 48321-8004

Krista
FCA Customer Care
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/08/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/12/2021	**Origin**	Brand Site	**Reason**	assistance
Mileage	70,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address	[redacted]			**Source**	Customer
Caller City	WOODSTOCK	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address	[redacted]				
	WOODSTOCK		GA	[redacted]	USA
Dealer	99970	US Test Dealer		**Dealer Phone**	2487401541
Dealer Address	800 CHRYSLER DR.				
	AUBURN HILLS		MI	48326 2757	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	A
Subject	Power Side Doors				
Synopsis	do not have that information for fuse for the circuit, advised customer, referred to dealer				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/08/2021 09:01 PM	New
01/09/2021 04:11 PM	Open
01/09/2021 04:11 PM	Closed
01/09/2021 10:09 PM	Open
01/10/2021 07:49 PM	Closed
01/12/2021 01:42 PM	Open
01/12/2021 02:18 PM	Closed

Initial Description

The power side doors work when I use the buttons on the key fob or the buttons in the overhead console near the driver. They do not work when I use the buttons on the post near the door latches. Which fuse handles this circuit? I cannot find it listed in the fuse case cover. I would like to check the fuse before I take it to the dealer for servicing.

Email(s)

Date	01/08/2021	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	01/08/2021 21:01 PM

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

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

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

Mopar Brand: 800-247-9753

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference numb[redacted]

Sincerely,

The Mopar Brand

To view the Mopar Privacy Policy, visit

[redacted]

Date	01/09/2021	Subject	Power Side Doors [redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	01/09/2021 16:10 PM

Hello [redacted]
Thank you for contacting Chrysler Customer Care.
We are disappointed to learn of your concern with power side doors not working regarding your 2016 CHRYSLER TOWN & COUNTRY TOURING and I would like to assure you that I will do everything I can to help you out.
Based on the information that you have provided, the best plan of action would be for you to see one of our authorized dealerships for a diagnosis if you have not had one yet. Once there, if you have any further concerns, you are welcome to contact us again. For your convenience, I have provided contact information for 2 dealerships in your area below and I am happy to help you schedule an appointment if you like.
If you have been to your preferred dealership, could you please provide me with some details about your visit? This will help me determine what the next steps should be.
When was your visit?
Who was your Service Advisor or Service Manager?
What was the diagnosis?
What repairs, if any, did they complete?
SHOTTENKIRK CHRYSLER DODGE JEEP
200 LIBERTY BLVD.
CANTON, GA 30114
(678) 493-1000

PALMER DODGE CHRYSLER JEEP RAM
11460 ALPHARETTA HWY
ROSWELL, GA 30076
(770) 410-1111

Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at 1-800-247-9753.
Thank you again for your email James. Have a great day.
Best wishes,
Paula
Chrysler Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 1/8/2021 4:01 PM
To: [redacted]
Subject: AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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

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

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Mopar Brand: 800-247-9753

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference numbe[redacted]

Sincerely,

The Mopar Brand

To view the Mopar Privacy Policy, visit

[redacted]

Date	01/09/2021	Subject	Re: Power Side Doors [redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	01/09/2021 22:09 PM

I am disappointed with your response. I asked about a fuse for the circuit which includes the two switches near the doors and you ignored my question. I would like to check the fuses before I take it to the dealer for diagnosis. If you can send me the wiring diagram, I can trace down the switch circuit and check that fuse. The list of fuses in the cover for the fuse box did not help me--I checked every fuse I could find which relates to the two side doors. The fact the doors still operate with the switches on the key fob and in the overhead console cause me to feel it is a fuse problem in the circuit for the two switches rather than a major problem with the motors in the two doors. I can easily change a fuse, but cannot locate the proper fuse to check and change.

FYI, I have had some disappointments with Shottenkirk, therefore, I avoid going to them unless absolutely necessary. I went to Hayes in Gainesville to purchase our vehicle because they were more than 10% below the price quoted to me by Shottenkirk. Unfortunately, they are twice as far from our home as Shottenkirk, so I have, reluctantly, used Shottenkirk for service. Another example of my disappointment was the warranty repair to the transmission in our van. I signed up for the repair, but it was only several months after signing up with Shottenkirk that I received a call from your office asking if the repair had been completed on our van. When I told him I had contacted Shottenkirk and was still on the waiting list, he asked me to give him a few minutes and he would call me back with specific instructions on how to have the repair done more quickly. When he called back, I was told to take the vehicle to Shottenkirk the next day and they would have the parts from the factory to do the repair. Your company even covered the cost of the rental vehicle while ours was being repaired. It is delays like this and overpriced sales and service which causes me to use them only because they are the closest dealer to me.

If you cannot help me with my inquiry, I will try Palmer to see if they are better than Shottenkirk.

Thank you in advance for any f

_____
From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Saturday, January 9, 2021 8:10 AM
To [redacted] g>
Subject: Power Side Doors [redacted]

Hello ; [redacted]
Thank you for contacting Chrysler Customer Care.
We are disappointed to learn of your concern with power side doors not working regarding your 2016 CHRYSLER TOWN & COUNTRY TOURING and I would like to assure you that I will do everything I can to help you out.
Based on the information that you have provided, the best plan of action would be for you to see one of our authorized dealerships for a diagnosis if you have not had one yet. Once there, if you have any further concerns, you are welcome to contact us again. For your convenience, I have provided contact information for 2 dealerships in your area below and I am happy to help you schedule an appointment if you like.
If you have been to your preferred dealership, could you please provide me with some details about your visit? This will help me determine what the next steps should be.
When was your visit?
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PALMER DODGE CHRYSLER JEEP RAM
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ROSWELL, GA 30076
(770) 410-1111

Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at 1-800-247-9753.
Thank you again for your email James. Have a great day.
Best wishes,
Paula
Chrysler Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>]
Sent: 1/8/2021 4:01 PM
To: [redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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

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Mopar Brand: 800-247-9753

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference number [redacted]6.

Sincerely,

The Mopar Brand

To view the Mopar Privacy Policy, visit

[redacted]

Date	01/10/2021	***Subject***	Re: Power Side Doors [[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Time***	01/10/2021 19:48 PM

Thank you for contacting Chrysler Customer Care
I do apologize as do not have that information for fuse for the circuit, and is why i referred to the dealer, if contact parts department they may be able to assist, again i do apologize for inconvenience
Thank you for choosing Chrysler

PP939

---------- Original Message ----------
[redacted]
Sent: 1/9/2021 5:09 PM
To: uscustomercare@fcagroup.com
Subject: Re: Power Side Doors [redacted]

I am disappointed with your response. I asked about a fuse for the circuit which includes the two switches near the doors and you ignored my question. I would like to check the fuses before I take it to the dealer for diagnosis. If you can send me the wiring diagram, I can trace down the switch circuit and check that fuse. The list of fuses in the cover for the fuse box did not help me--I checked every fuse I could find which relates to the two side doors. The fact the doors still operate with the switches on the key fob and in the overhead console cause me to feel it is a fuse problem in the circuit for the two switches rather than a major problem with the motors in the two doors. I can easily change a fuse, but cannot locate the proper fuse to check and change.

FYI, I have had some disappointments with Shottenkirk, therefore, I avoid going to them unless absolutely necessary. I went to Hayes in Gainesville to purchase our vehicle because they were more than 10% below the price quoted to me by Shottenkirk. Unfortunately, they are twice as far from our home as Shottenkirk, so I have, reluctantly, used Shottenkirk for service. Another example of my disappointment was the warranty repair to the transmission in our van. I signed up for the repair, but it was only several months after signing up with Shottenkirk that I received a call from your office asking if the repair had been completed on our van. When I told him I had contacted Shottenkirk and was still on the waiting list, he asked me to give him a few minutes and he would call me back with specific instructions on how to have the repair done more quickly. When he called back, I was told to take the vehicle to Shottenkirk the next day and they would have the parts from the factory to do the repair. Your company even covered the cost of the rental vehicle while ours was being repaired. It is delays like this and overpriced sales and service which causes me to use them only because they are the closest dealer to me.

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Thank you in advance for any f

_____
From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Saturday, January 9, 2021 8:10 AM
To [redacted]
Subject: Power Side Doors [redacted]

Hello ; [redacted]
Thank you for contacting Chrysler Customer Care.
We are disappointed to learn of your concern with power side doors not working regarding your 2016 CHRYSLER TOWN & COUNTRY TOURING and I would like to assure you that I will do everything I can to help you out.
Based on the information that you have provided, the best plan of action would be for you to see one of our authorized dealerships for a diagnosis if you have not had one yet. Once there, if you have any further concerns, you are welcome to contact us again. For your convenience, I have provided contact information for 2 dealerships in your area below and I am happy to help you schedule an appointment if you like.
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Thank you again for your email James. Have a great day.
Best wishes,
Paula
Chrysler Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>]
Sent: 1/8/2021 4:01 PM
[redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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Mopar Brand: 800-247-9753

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference [redacted].

Sincerely,

The Mopar Brand

To view the Mopar Privacy Policy, visit

[redacted]

Date	01/12/2021	***Subject***	Fw: Power Side Doors [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	01/12/2021 13:42 PM

I wanted to follow up my previous note with an explanation of how the problem was solved. There is a switch in the overhead console which disables the buttons to prevent small children from accidentally opening the doors. Some way this was turned to disable the door switches mentioned. By simply turning the switch to the other direction, the buttons were enabled. It would have been nice to have this information from your representative rather than having to go to such lengths to find this out from another source. I hope you add this information to your database for answering customer questions.

God bless.

[redacted]

_____
From [redacted]
Sent: Saturday, January 9, 2021 2:08 PM
To: US Customer Care <uscustomercare@fcagroup.com>
Subject: Re: Power Side Doors [redacted]]

I am disappointed with your response. I asked about a fuse for the circuit which includes the two switches near the doors and you ignored my question. I would like to check the fuses before I take it to the dealer for diagnosis. If you can send me the wiring diagram, I can trace down the switch circuit and check that fuse. The list of fuses in the cover for the fuse box did not help me--I checked every fuse I could find which relates to the two side doors. The fact the doors still operate with the switches on the key fob and in the overhead console cause me to feel it is a fuse problem in the circuit for the two switches rather than a major problem with the motors in the two doors. I can easily change a fuse, but cannot locate the proper fuse to check and change.

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Thank you in advance for any f

_____
From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Saturday, January 9, 2021 8:10 AM
To [redacted]
[redacted] :ref]

Hello ; [redacted]
Thank you for contacting Chrysler Customer Care.
We are disappointed to learn of your concern with power side doors not working regarding your 2016 CHRYSLER TOWN & COUNTRY TOURING and I would like to assure you that I will do everything I can to help you out.
Based on the information that you have provided, the best plan of action would be for you to see one of our authorized dealerships for a diagnosis if you have not had one yet. Once there, if you have any further concerns, you are welcome to contact us again. For your convenience, I have provided contact information for 2 dealerships in your area below and I am happy to help you schedule an appointment if you like.
If you have been to your preferred dealership, could you please provide me with some details about your visit? This will help me determine what the next steps should be.
When was your visit?
Who was your Service Advisor or Service Manager?
What was the diagnosis?
What repairs, if any, did they complete?
SHOTTENKIRK CHRYSLER DODGE JEEP
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(770) 410-1111

Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at 1-800-247-9753.
Thank you again for your email James. Have a great day.
Best wishes,
Paula
Chrysler Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>]
Sent: 1/8/2021 4:01 PM
To [redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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

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

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

Mopar Brand: 800-247-9753

FCA Brand : 800-247-9753

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

Sincerely,

The Mopar Brand

To view the Mopar Privacy Policy, visit

[redacted]

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/08/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/08/2021	**Origin**	Telephone	**Reason**	
Mileage	64,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	MILWAUKEE		WI	[redacted]	USA
Dealer	X8424	EAN HOLDINGS - DES MOINES		**Dealer Phone**	5158222595
Dealer Address	600 Corporate Park Drive				
	St. Louis		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Door				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/08/2021 09:47 PM	Open
01/08/2021 09:52 PM	Closed

Initial Description

Cx call in and said his side door stuck.

Case Comments

Date	Comment
01/08/2021	Cx call in and said his side door stuck. Agent advised cx there was no recall on the vehicle agent advised cx to take the vehicle to the dealer for diagnosis.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/11/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/11/2021	**Origin**	Telephone	**Reason**	
Mileage	56,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**ontact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	

Customer	[redacted]				
Customer Address					
	FAYETTEVILLE		NC	[redacted]	USA
Dealer	44402	HENDRICK DODGE RAM FIAT		**Dealer Phone**	9194395394
Dealer Address	81 MACKENAN DRIVE				
	CARY		NC	27511 7910	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	N

Subject	locked car doors				
Synopsis	closing case				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/11/2021 04:00 PM	Open
01/11/2021 04:05 PM	Closed

Initial Description

customer states car doors won't unlock

Case Comments

Date	Comment
01/11/2021	customer states car doors won't unlock. customer states the rear passenger and driver's side doors won't lock and feels its an extreme safety hazard. customer seeking cost assistance. agent reviewed the parameters and walked the decline for goodwill.

Email(s)

Date	01/11/2021	**Subject**	locked car doors [ref: [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	01/11/2021 16:01 PM

Good morning,

[redacted] here's your case [redacted]

Date	01/11/2021	**Subject**	locked car doors [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Time**	01/11/2021 16:01 PM

Good morning,

[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/22/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/22/2021	**Origin**	Telephone	**Reason**	
Mileage	130,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	ROCHESTER		NY	[redacted]	USA
Dealer	44876	VISION DODGE CHRYSLER JEEP RAM		**Dealer Phone**	5853855700
Dealer Address	920 PANORAMA TRAIL SOUTH				
	ROCHESTER		NY	14625 2312	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	S
Subject	X87				
Synopsis					
Customer Anomaly					
Contact Reason	C201	Extended Warranty Coverage	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Warranty - Warranty - Extended Warranty				

Case Status History

Create Date	Status
01/22/2021 02:24 PM	Open
01/22/2021 02:31 PM	Closed

Initial Description

Customer received extended warranty notification

Case Comments

Date	Comment
01/22/2021	Agent informed customer on active head restraint. Customer stated issue with sliding doors making noise and they are not that good. Customer has taken vehicle to DLR and to IRF for issue, Agent advised take to DLR and if unable to resolve call in for assistance

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2017	**Brand**	DODGE
Body	[redacted]	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/22/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/02/2021	**Origin**	Telephone	**Reason**	
Mileage	47,055 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	LEIGHTON		AL	[redacted]	USA
Dealer	45563	GREENWAY CHRYSLER DODGE JEEP RAM O		**Dealer Phone**	2567667324
Dealer Address	2354 FLORENCE BLVD				
	FLORENCE		AL	35630 2878	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	T
Subject	vehicle concerns				
Synopsis	no response from customer after repairs completed - close of case				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/22/2021 10:21 PM	Open
01/28/2021 03:40 PM	Suspended
02/02/2021 05:00 AM	Open
02/02/2021 07:13 PM	Closed

Initial Description

passenger side sliding door will not lock.

Case Comments

Date	Comment
01/22/2021	***customer inquiring*** Customer is calling because his passenger side sliding door will not lock and the DLR is saying that the DLR said it is a cable that need sto be replaced and it will not be covered under the warranty. Customer also stated they are having issues with the blower motor. ***Agent Advised*** Agent advised the customer she will send to a CM and someone will reach out in one business day.
01/26/2021	CM review of case -- original owner - no open recalls -- basic expired - ********** Repeat issue: no Star tickets open: none Recalls: none Prior Goodwill / DM NOTES: none R/O History ro-blower motor 10/2020 Vehicle Location: customer Vehicle Concerns: sliding door Is the customer in a rental? NO Parts on B/O? NO Customer Email: unverified at this time Customer Preferred Contact: unverified at this time Customer Seeking? assistance in repairs **********
01/26/2021	CM call to customer at [redacted] -- no answer at the time of call - no message mailbox full -- email sent next follow up 01/28
01/27/2021	CM call to customer at [redacted] -- no answer at the time of call - no message mailbox full
01/28/2021	No response from customer CM call to DLR 2567667324 -- inquiry of diagnosis and repairs if vehicle is at DLR currently --- vehicle repairs covered by extended warranty for blower motor replacement -- check transmission for hard shift If no response from customer by 02/02 -- close of case
02/02/2021	CM call to customer at [redacted] -- no answer at the time of call - no message mailbox full email sent close of case no response from customer

Email(s)

Date	01/26/2021	**Subject**	vehicle concerns [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]		01/26/2021 13:35 PM

My name is Linda and I have been assigned as your Case Manager that will be handling your case. This email is confirmation that your case [redacted] was successfully escalated to me.
Upon my initial review of your vehicle, there are NO open recall(s) associated with your vehicle.

My office hours are from 8:00 AM to 4:30 PM - Monday- Friday -Eastern Standard Time. My contact information is 844-378-0573 EXT 4060103. If I do not answer, please leave me a voice mail and I will get back to you as soon as possible.
I am looking forward to assisting you.

[redacted]

Date	01/28/2021	**Subject**	[redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]		01/28/2021 15:38 PM

Good morning
I am wanting to discuss your vehicle concerns with you as this case was established and assigned to me.

Please follow up with me at 844-378-0573 ext 4060103.

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 1/26/2021 8:35 AM
To: [redacted]
Subject: [redacted]

My name is Linda and I have been assigned as your Case Manager that will be handling your case. This email is confirmation that your case [redacted] was successfully escalated to me.
Upon my initial review of your vehicle, there are NO open recall(s) associated with your vehicle.

My office hours are from 8:00 AM to 4:30 PM - Monday- Friday -Eastern Standard Time. My contact information is 844-378-0573 EXT 4060103. If I do not answer, please leave me a voice mail and I will get back to you as soon as possible.
I am looking forward to assisting you.

[redacted]

Date	02/02/2021	**Subject**	CLOSE OF CASE [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	02/02/2021 19:11 PM

At this time, we will be closing this case.
It has been my pleasure to assist you. If you have any further questions/concerns, please reach back out to us at 844-378-0573 at any time.
We also wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey and is a benfit for my growth and performance. so well know how were doing and what improvements we can make to enhance the customer experience. This survey is separate from the dealers survey. Thank you for your time, participation and for being a valued FCA customer.

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 1/28/2021 10:38 AM
To: [redacted]
Subject: [redacted] ef]

Good morning
I am wanting to discuss your vehicle concerns with you as this case was established and assigned to me.

Please follow up with me at 844-378-0573 ext 4060103.

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 1/26/2021 8:35 AM
To: [redacted]
Subject: [redacted]

My name is Linda and I have been assigned as your Case Manager that will be handling your case. This email is confirmation that your case [redacted] was successfully escalated to me.
Upon my initial review of your vehicle, there are NO open recall(s) associated with your vehicle.

My office hours are from 8:00 AM to 4:30 PM - Monday- Friday -Eastern Standard Time. My contact information is 844-378-0573 EXT 4060103. If I do not answer, please leave me a voice mail and I will get back to you as soon as possible.
I am looking forward to assisting you.

[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2017	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/25/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/29/2021	**Origin**	Brand Site	**Reason**	
Mileage	48,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**			
Caller Address				**Source**	Customer
Caller City	HONEA PATH	**Caller Country**	USA	**Caller Postal Code**	29654
Customer					
Customer Address					
	CAMP POINT		IL		USA
Dealer	X8104	EAN HOLDINGS - PHOENIX		**Dealer Phone**	
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Recall Reimbursement Request from Brandsite				
Synopsis	X87 extended warranty reimbursement approved				
Customer Anomaly					
Contact Reason	C85	Recall Reimbursement	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Recall Campaign - Reimbursement request - Recall carried out and paid by Customer				

Case Status History

Create Date	Status
01/25/2021 05:23 PM	New
01/27/2021 08:56 PM	Open
01/29/2021 02:36 PM	Closed

Initial Description

When I contacted the dealer in Hannibal MO in Sept 2020 I was told they had no knowledge of problems with the head restraint self deploying, and was quoted $700-900 to repair. I felt very fortunate to have found the passenger side head restraint myself on eBay and have a local shop do the repair. You can also reimburse my family for the driver side door lock which failed on this ONLY 3 year old van and also needed to be replaced. It's on the bill also.

Case Comments

Date	Comment
01/27/2021	All necessary documents have been received and the case is now being reviewed for possible reimbursement. If the customer calls in, please advise them that the documents were received and that they can expect a decision within 30-60 days from today's date.
01/29/2021	(X87) ACTIVE HEAD RESTRAINT Reimbursement Request Check Request Information Total Amount: $158.97 Breakdown: Part: $106.25 [Headrest] Labor: $51.00 [Headrest R & R] Tax: $1.72 [51.00/352*11.84] Date of Repair: 10/05/2020 Documents: DOC- RO & POP] Justification: The vehicle has active X87 extended warranty Note: [Caller RIVERSIDE GRANGE INC is the previous owner of the vehicle.
01/29/2021	Check approved. Sent an email to inform the customer that the reimbursement approved.

Email(s)

Date	01/29/2021	**Subject**	FCA Contact Center Case	X87 Reimbursement [	
From	dodgecustomercare@fcagroup.com	**To**		**Sent Date/Time**	01/29/2021 14:34 PM

Dea

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

We are pleased to inform you that we have approved a total of $158.97 for the X87 extended warranty reimbursement. We will be sending the check to the mailing address on file for you. Please allow 30 calendar days for the check to arrive.

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

Sincerely,

Elaine
Dodge Customer Care

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/26/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/26/2021	**Origin**	Telephone	**Reason**	
Mileage	90,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	SAUK RAPIDS		MN	[redacted]	USA
Dealer	67031	WALSER CHRYSLER JEEP DODGE		**Dealer Phone**	9529352400
Dealer Address	314 MAIN STREET				
	HOPKINS		MN	55343 9231	USA
Dealer Zone	Denver	**Sales District**		**Service District**	N
Subject	X87 EXT WARRANTY				
Synopsis					
Customer Anomaly					
Contact Reason	C183	Vehicle Warranty Plan Coverage	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Warranty - Warranty - Coverage Information				

Case Status History

Create Date	Status
01/26/2021 08:24 PM	Open
01/26/2021 08:27 PM	Closed

Initial Description

CX REQUESTING INFO ON WARRANTY EXTENSION. CX REPORTING BUZZING NOISE FROM DOORS.

Case Comments

Date	Comment
01/26/2021	CX REQUESTING INFO ON WARRANTY EXTENSION X87. CX REPORTING BUZZING NOISE FROM DOORS. EXPLAIN TO TAKE IN FOR DIAGNOSIS.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYH53	**Vehicle**	CHRYSLER TOWN & COUNTRY LX		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	01/28/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	01/28/2021	**Origin**	Telephone	**Reason**	
Mileage	48,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	DENHAM SPRINGS		LA	[redacted]	USA
Dealer	45281	RAINBOW CHRYSLER DODGE JEEP OF		**Dealer Phone**	6016847020
Dealer Address	1900 DELAWARE AVE				
	MCCOMB		MS	39648 3628	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	R
Subject	Warranty				
Synopsis	MVP				
Customer Anomaly					
Contact Reason	C183	Vehicle Warranty Plan Coverage	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Warranty - Warranty - Coverage Information				

Case Status History

Create Date	Status
01/28/2021 06:05 PM	Open
01/28/2021 06:24 PM	Closed

Initial Description

Customer calling to get warranty information it is not showing in DKR for SC

Case Comments

Date	Comment
01/28/2021	Customer advised that DLR is charging him 100 and should be 50. The door is making a beeping noise and he feels the locking mechanism is out. It has been doing this for a while. How much BASIC WARRANTY 36 Months or 36,000 Miles 0 October 3, 2019 Expired (Time) POWERTRAIN WARRANTY 60 Months or 60,000 Miles 0 October 3, 2021 8 Months or 12,000 Miles CORROSION WARRANTY 60 Months or Unlimited Miles 0 October 3, 2021 8 Months or Unlimited Miles FEDERAL EMISSIONS WARRANTY 36 Months or 36,000 Miles 0 October 3, 2019 Expired (Time) ADJUSTMENT WARRANTY 36 Months or 36,000 Miles 0 October 3, 2019 Expired (Time) MAJOR EMISSION COMP WARRANTY 96 Months or 80,000 Miles 0 October 3, 2024 44 Months or 32,000 Miles X87 ACTIVE HEAD RESTRAINT 120 Months or Unlimited Miles 0 October 3, 2026 67 Months or Unlimited Miles Contract Number[redacted] ame:[redacted] Secondary Name: Option Code: MWM760N Description: MAXIMUM CARE Effective Date/Odometer: October 3, 2016 @ 4,012 Miles Option Sale Date: December 28, 2016 Expiration Date/Odometer: October 3, 2023 @ 60,000 Miles State/Province: MS Contract Selling Dealer: 45281 - RAINBOW CHRYSLER DODGE JEEP OF Agent connected the customer to the MVP department to see if part is covered and to see if customer can renew his SC Agent advised that customer deductible for work is 100 and keyfib 50

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	Model Year	2016	Brand	DODGE
Body	RTKM53	Vehicle	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	01/30/2021	CAIR Type	Regular	Status	Closed
Close Date	02/02/2021	Origin	Chat	Reason	
Mileage	0 Miles	Market	U	Language	English
Contact Email	[redacted]				
Caller Address				Source	Customer
Caller City		Caller Country	USA	Caller Postal Code	
Customer	[redacted]				
Customer Address					
	BEVERLY HILLS		FL	[redacted]	USA
Dealer	X7854	EAN HOLDINGS - ORLANDO		Dealer Phone	4073253783
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		Sales District		Service District	
Subject	Recall Information				
Synopsis					
Customer Anomaly	Interior				
	Seat Headrest				
Contact Reason	C183	Vehicle Warranty Plan Coverage	Customer Anomaly	169	Seat headrest issues
Reason Code	After Sales - Complaint - Warranty - Warranty - Coverage Information				

Case Status History

Create Date	Status
01/30/2021 09:22 PM	New
01/30/2021 09:28 PM	Open
01/30/2021 09:46 PM	Closed
01/30/2021 09:46 PM	New
02/01/2021 03:34 PM	Open
02/01/2021 11:08 PM	Closed
02/02/2021 02:40 PM	Open
02/02/2021 02:44 PM	Closed

Initial Description

Chat Started: Saturday, January 30, 2021, 16:22:08 (-0500) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Amber (8s) Amber: Thank you for chatting with us, my name is Amber with FCA Customer Care. Please keep the chat window open to participate in a brief survey at the completion of our conversation. (1m 25s) Visitor: We received a recall notice but lost it. I think it was about seats. (2m 0s) Amber: Hello [redacted] I would be happy to see what has been issued for you vehicle recently. Just one moment (5m 56s) Amber: I can see your have the X87 ACTIVE HEAD RESTRAINT extended warranty on your vehicle. There are no recalls but you would have received a notice for this extension as well. If you are not having any trouble with the headrest then you do not have to do anything, but we have received reports of the clip in the headrest failing causing it to push forward as it would in an accident. If this happens it will need to be repaired so the warranty on this part has been extended until January 8, 2026. This warranty works the same as the normal manufacturer warranty you would just have to bring the concern to the attention of your dealership and they will repair/ replace the headrest under warranty, you do not have to bring the notice with you as it is attached to the VIN. (7m 49s) Visitor: Is this the driver/passenger head restraint? (8m 19s) Amber: This would cover either one (10m 49s) Visitor: Awhile back both side sliding doors broke and I had them fixed for over $1000. Now the driver side broke again, it won't lock. Are they under any kind of recall? (17m 52s) Amber: I am very sorry to hear tha[redacted] I can understand that would be very frustrating. I do apologize there has not been any recalls issued for your vehicle and the only warranty extension was for the headrest. If this was repaired previously at a Dodge dealership there would be a 2 year part warranty. I would recommend having this looked at by your dealership and they can check the repair history for you. (18m 32s) Visitor: Ok Thank you.

Case Comments

Date	Comment
02/02/2021	UPDATE - NOT TREAD REPORTABLE - Customer contacted about X87. No actual concerns with the headrests. No injury or death.

Live Chats

Date

Date	
01/30/2021	Chat Started: Saturday, January 30, 2021, 16:22:08 (-0500) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Amber (8s) Amber: Thank you for chatting with us, my name is Amber with FCA Customer Care. Please keep the chat window open to participate in a brief survey at the completion of our conversation. (1m 25s) Visitor: We received a recall notice but lost it. I think it was about seats. (2m 0s) Amber: Hello [redacted] would be happy to see what has been issued for you vehicle recently. Just one moment (5m 56s) Amber: I can see your have the X87 ACTIVE HEAD RESTRAINT extended warranty on your vehicle. There are no recalls but you would have received a notice for this extension as well. If you are not having any trouble with the headrest then you do not have to do anything, but we have received reports of the clip in the headrest failing causing it to push forward as it would in an accident. If this happens it will need to be repaired so the warranty on this part has been extended until January 8, 2026. This warranty works the same as the normal manufacturer warranty you would just have to bring the concern to the attention of your dealership and they will repair/ replace the headrest under warranty, you do not have to bring the notice with you as it is attached to the VIN. (7m 49s) Visitor: Is this the driver/passenger head restraint? (8m 19s) Amber: This would cover either one (10m 49s) Visitor: Awhile back both side sliding doors broke and I had them fixed for over $1000. Now the driver side broke again, it won't lock. Are they under any kind of recall? (17m 52s) Amber: I am very sorry to hear tha[redacted] can understand that would be very frustrating. I do apologize there has not been any recalls issued for your vehicle and the only warranty extension was for the headrest. If this was repaired previously at a Dodge dealership there would be a 2 year part warranty. I would recommend having this looked at by your dealership and they can check the repair history for you. (18m 32s) Visitor: Ok Thank you.

Date	
01/30/2021	

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/01/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/12/2021	**Origin**	Telephone	**Reason**	
Mileage	105,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	KILLEEN		TX	[redacted]	USA
Dealer	43173	Freedom Country		**Dealer Phone**	2546346767
Dealer Address	3602 E CENTRAL TEXAS EXPY				
	KILLEEN		TX	76543 7301	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	E
Subject	technical assistance				
Synopsis	no further assistance needed				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/01/2021 04:50 PM	Open
02/05/2021 05:29 PM	Closed
02/05/2021 05:30 PM	Open
02/12/2021 10:01 PM	Closed

Initial Description

Cst called in stating the dlr advised her to call in because there is a star case on her vehicle. Dlr has had it for a week so far and possibly CAC can provide rental assistance

Case Comments

Date	Comment
02/01/2021	Cst called in stating the issue started on 12/24 when the doors locked and wouldn't open at all. actuators were replaced and now the sliding door won't close and lock all the way and the safety feature flashes continuously. She says she has 3 small children and can't be without a vehicle for this long. Dlr has had a team of engineers come in and help with replacing wiring harness but they still don't have a fix for the issue. Advised the vehicle isn't able to be sent for the rental assistance just with it being too far outside those warranty parameters and no other extended warranty or service contract is in place. If you do come out of pocket for a loaner you are able to submit for possible reimbursement. Now with the vehicle being down for that duration we are able to possibly get this to a CM to review on technical assistance just to see if there is any other way we can help with some type of remedy. Please allow CM 1 business day to be in contact with you. SA Jonathan and Stacy
02/03/2021	Inbound call CM spoke to customer. Customer is seeking a callback from CM Guadalupe. She is seeking rental. Advise what the level 1 agent stated in her notes. But also advise that her CM will let her know. Verified phone number. it is correct. CM Guadalupe(after call)
02/03/2021	** outbound to dlr ** CM reaching out to speak with the service department . SA Jonathan stated that the cst had it at a body shop for the door wiring but the body shop sent it somewhere else and now it is here at the dlr. and the cst needs a module and wiring harness, but they are still having some issue., but they have a star case open. the cst is paying for the repair// and the dlr is GW harness. SA jonathan stated that they should be able to get a loaner later today. CM will look into covering for the loaner.
02/03/2021	***Case Prep*** Repeat issue: yes Star tickets open: yes Recalls: no Prior Goodwill/DM notes: no R/O History: wiring harness Vehicle location: at the dlr Vehicle Concern: door panel Is the customer in a rental: no Parts on B/O? no Customer Email: [redacted] Customer preferred contact: customer seeking: assistance with technical issues
02/03/2021	** outbound to cst ** CM reaching out to speak with the cst no answer and LVM and also sent out an email
02/05/2021	** outbound to cst ** no answer at the moment and LVM
02/05/2021	received email from cst
02/05/2021	**Inbound call from CST stating she will try her CM back in a little bit as they keep missing each other.
02/08/2021	** outbound to cst ** CM reaching out to speak with the cst, CM wanted to know if by any chance they were able to obtain a loaner from the dlr or if they got the email reply cst stated that they do have a loaner and they have not received any updates in regards of their vehicle et. CM advised that we will reach out to the SA Jonathan to see if we can get any information and give a call back.
02/08/2021	** outbound to the dlr ** CM reaching out to speak with SA Jonathan, they are putting another door from another dealership and they are working with STAR and test it now to see.
02/08/2021	** outbound to cst ** CM provided the update that the SA provided to us.
02/10/2021	** OUTBOUND to dlr ** SA Jonathan stated that the vehicle is done and fixed. and it was 5 day of rental. the door module and wiring was repaired. dlr is requesting $175 for rental coverage
02/12/2021	sending email to SA WITH DM NOTES

Email(s)

Date	02/03/2021	**Subject**	technical assistance [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	02/03/2021 18:38 PM

Hello [redacted]
My name is Lupe and I will be your case specialist, I am reaching out to you through email as I have already through the phone to just introduce myself. I will be working with you and the dealership to deliver and be an advocate for your vehicle issue(s). our number for direct contact is (844) 378-0575 and my Extension is 4061486. Please let me know what would be best to communicate in, either email or phone.

Case: [redacted]

Working hours: 8:30 am - 5:00 pm your time & 9:30 am - 6:00 pm my time (eastern time).

Best regards, Guadalupe Stallentis Case specialist (844) 378-0575 ext. 4061486
[redacted]

Date	02/03/2021	**Subject**	technical assistance [[redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	02/03/2021 18:38 PM

Hello [redacted]
My name is Lupe and I will be your case specialist, I am reaching out to you through email as I have already through the phone to just introduce myself. I will be working with you and the dealership to deliver and be an advocate for your vehicle issue(s). our number for direct contact is (844) 378-0575 and my Extension is 4061486. Please let me know what would be best to communicate in, either email or phone.

Case: [redacted]

Working hours: 8:30 am - 5:00 pm your time & 9:30 am - 6:00 pm my time (eastern time).

Best regards, Guadalupe Stallentis Case specialist (844) 378-0575 ext. 4061486
[redacted]

Date	02/03/2021	**Subject**	Re: technical assistance [[redacted]		
From	[redacted]	**To**	uscustomercare@fcagroup.com	**Sent Date/Time**	02/03/2021 18:51 PM

Hello, I tried to call again but it went to voicemail. I just want to make sure I understood your voicemail correctly. Chrysler will be providing us with a loaner vehicle? I spoke to someone on Monday and they first said a rental. Can you please clarify for me?

On Wed, Feb 3, 2021 at 12:38 PM US Customer Care < uscustomercare@fcagroup.com> wrote:

> Hello [redacted]
> My name is Lupe and I will be your case specialist, I am reaching out to
> you through email as I have already through the phone to just introduce
> myself. I will be working with you and the dealership to deliver and be an
> advocate for your vehicle issue(s). our number for direct contact is (844)
> 378-0575 and my Extension is 4061486. Please let me know what would be
> best to communicate in, either email or phone.
>
> Case: [redacted]
>
> Working hours: 8:30 am - 5:00 pm your time & 9:30 am - 6:00 pm my time
> (eastern time).
>
>
> Best regards, Guadalupe Stallentis Case specialist (844) 378-0575 ext.
> 4061486
> [redacted]
>

Date	02/05/2021	**Subject**	Re: technical assistance [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	02/05/2021 17:33 PM

Hello [redacted] and it would a loaner that would be provided by the dealership.

best regards,
Guadalupe
Stallentis case management

---------- Original Message ----------
From: [redacted]
Sent: 2/3/2021 1:51 PM
To: uscustomercare@fcagroup.com
Subject: Re: technical assistance [redacted]

Hello, I tried to call again but it went to voicemail. I just want to make sure I understood your voicemail correctly. Chrysler will be providing us with a loaner vehicle? I spoke to someone on Monday and they first said a rental. Can you please clarify for me?

On Wed, Feb 3, 2021 at 12:38 PM US Customer Care < uscustomercare@fcagroup.com> wrote:

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> My name is Lupe and I will be your case specialist, I am reaching out to
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> myself. I will be working with you and the dealership to deliver and be an
> advocate for your vehicle issue(s). our number for direct contact is (844)
> 378-0575 and my Extension is 4061486. Please let me know what would be
> best to communicate in, either email or phone.
>
> Case: [redacted]
>
> Working hours: 8:30 am - 5:00 pm your time & 9:30 am - 6:00 pm my time
> (eastern time).
>
>
> Best regards, Guadalupe Stallentis Case specialist (844) 378-0575 ext.
> 4061486
>
[redacted]

Date	02/05/2021	***Subject***	Re: technical assistance [redacted]		
From	[redacted]ustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	02/05/2021 17:33 PM

Hell[redacted]and it would a loaner that would be provided by the dealership.

best regards,
Guadalupe
Stallentis case management

---------- Original Message ----------
From: [redacted]
Sent: 2/3/2021 1:51 PM
To: uscustomercare@fcagroup.com
Subject: Re: technical assistance [redacted]

Hello, I tried to call again but it went to voicemail. I just want to make sure I understood your voicemail correctly. Chrysler will be providing us with a loaner vehicle? I spoke to someone on Monday and they first said a rental. Can you please clarify for me?

On Wed, Feb 3, 2021 at 12:38 PM US Customer Care < uscustomercare@fcagroup.com> wrote:

> Hello [redacted]
> My name is Lupe and I will be your case specialist, I am reaching out to
> you through email as I have already through the phone to just introduce
> myself. I will be working with you and the dealership to deliver and be an
> advocate for your vehicle issue(s). our number for direct contact is (844)
> 378-0575 and my Extension is 4061486. Please let me know what would be
> best to communicate in, either email or phone.
>
> Case: [redacted]
>
> Working hours: 8:30 am - 5:00 pm your time & 9:30 am - 6:00 pm my time
> (eastern time).
>
>
> Best regards, Guadalupe Stallentis Case specialist (844) 378-0575 ext.
> 4061486
>
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/04/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/05/2021	**Origin**	Brand Site	**Reason**	assistance
Mileage	79,271 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	Cleveland	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
	CLEVELAND		OH		USA
Dealer	60482	SPITZER MOTOR CITY INC		**Dealer Phone**	2162672100
Dealer Address	13001 BROOKPARK RD				
	CLEVELAND		OH	44142 1819	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	E
Subject	Ignition switch				
Synopsis					
Customer Anomaly	Drivability				
	No Start				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	103	Vehicle No Start
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/04/2021 12:19 AM	New
02/04/2021 01:09 PM	Open
02/05/2021 02:41 PM	Closed

Initial Description

we have been having an intermittent issue with our van. We could be driving and with no warning all lights (brake,temp,check engine, oil,traction control) come on, Also, the speedometer stops registering and the tack (rpm gauge) stops working, the locks on the door will not lock. Also, if the lights are still on when I shut the vehicle off and remove the key I get a message the key is still in the ignition and if I put the key back in the ignition to restart the car my car does not start. I have taken it to 2 mechanics. One of the mechanics was at the dealership and since the car resets it self automatically they could not find the problem. The 2nd mechanic told us that they have heard of the problem but without having the car in possession while it is actively doing that they can't find the problem with the computer history. I have recorded the situation once while it has been experiencing the problem I can send you if you need to see it. I would like this issue corrected or I plan on getting rid of this vehicle and will never purchase a Chrysler product again.

Case Comments

Date	Comment
02/05/2021	OOW since 2018 2nd owner , no loyalty , critical case 0 79,271 miles on vehicle as per GWA last seen a DLR June 2020

Email(s)

Date	02/04/2021	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**		**Sent Date/Time**	02/04/2021 00:19 AM

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

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

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

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

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

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit

Date	02/05/2021	**Subject**	Case Acknowledgemen[redacted]		
From	[redacted]stomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	02/05/2021 14:41 PM

Hello[redacted]

Thank you for contacting Chrysler Customer Care. We are disheartened to learn of your concern regarding your 2016 Chrysler Town and Country. I would be more than happy to review your concerns for you.

In regards to your 2016 Chrysler Town and Country, we appreciate your inquiry and understand the expense and inconvenience involved. However, at this time FCA cannot provide further assistance in regards to your concern as the vehicle has exceeded the mileage and/or warranties provided on the vehicle at time of sale.

We're regretful we cannot provide a more favorable reply.

Thank you again for your emai[redacted] At this time we will be closing this case, if you require any additional assistance do not hesitate to contact Chrysler at 800-992-1997.

Best wishes,
Lauren
Chrysler Customer Care

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

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 2/3/2021 7:19 PM
To[redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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

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

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

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference numbe[redacted]

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit

[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/04/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/05/2021	**Origin**	Telephone	**Reason**	
Mileage	77,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	ORLANDO		FL	[redacted]	USA
Dealer	60786	Central Florida Chrysler Dodge Jee		**Dealer Phone**	4073519940
Dealer Address	8675 COMMODITY CIRCLE				
	ORLANDO		FL	32819 9003	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	E
Subject	Door lock accuator				
Synopsis	Referred to DLR				
Customer Anomaly					
Contact Reason	C83	Request For Goodwill Reimbursement	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Product - Reimbursement request - Compensation/Goodwill				

Case Status History

Create Date	Status
02/04/2021 08:56 PM	Open
02/05/2021 02:05 PM	Closed

Initial Description

Customer is requesting cost assistance for the door lock actuator.

Case Comments

Date	Comment
02/04/2021	Agent advised customer doesn't meet goodwill criteria and transferred customer to MVP.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/09/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/12/2021	**Origin**	Telephone	**Reason**	
Mileage	69,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]	**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	DENVER		IN	[redacted]	UNITED STATES
Dealer	44424	MIKE ANDERSON CHRYSLER DODGE JEEP		**Dealer Phone**	7656743394
Dealer Address	3527 SOUTH WESTERN AVE				
	MARION		IN	46953 4206	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	L
Subject	Customer called about her door panel				
Synopsis	The customer called about a door panel. We are not able to assist.				
Customer Anomaly					
Contact Reason	C14	Inquiring About Connected Service Options (Subscriptions, Pricing, Etc.)	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Product - Connected Services - Connected Services Information				

Case Status History

Create Date	Status
02/09/2021 02:52 PM	Open
02/09/2021 08:44 PM	Suspended
02/11/2021 05:00 AM	Open
02/12/2021 02:11 PM	Closed

Initial Description

She had problems with the locking on the first one and had it replaced under warranty

Case Comments

Date	Comment
02/09/2021	The customer called about getting good will for the door lock. This is the second owner but she wanted this covered. Called the dealer and it went straight to VM. She paid $900 for a new lock and according to her, it's a known issue she said, a design flaw, so she feels we need to cover this for her. She doesn't qualify for good will.
02/09/2021	Call the customer and decline.
02/12/2021	Called the customer to deliver a decline. There was nothing that I could do for her.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/11/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/11/2021	**Origin**	Telephone	**Reason**	
Mileage	101,858 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	BRADFORD	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	CANEADEA		NY		USA
Dealer	54914	PAUL BROWN MOTORS INC		**Dealer Phone**	7163720080
Dealer Address	1145 E STATE ST				
	OLEAN		NY	14760 3813	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	L
Subject	Actuator repair				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/11/2021 04:45 PM	Open
02/11/2021 04:51 PM	Closed

Initial Description

Cx's sliding door actuator was replaced in 02/2020. The end of 01/2021 the passenger side sliding door has locked up. The dlr said it's problem the actuator again. When the driver side was replaced it was done under the warranty. The warranty expired at 100,000 miles and they are 1018585 over on the warranty.

Case Comments

Date	Comment
02/11/2021	Cx's sliding door actuator was replaced in 02/2020. The end of 01/2021 the passenger side sliding door has locked up. The dlr said it's proberly the actuator again. When the driver side was replaced it was done under the warranty. The warranty expired at 100,000 niels and they are 1018585 over on the warranty. Agent advised the cx the warranty that cvers the repair is the basic warranty and it expired at 36000 miles. There is no more grace period on it. You will have to speak with mopar to see if the can assist with the repair because they are the carrire of the warranty and I work with the factory warranties. Call trn to mvp.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/12/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/12/2021	**Origin**	Telephone	**Reason**	
Mileage	69,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	SANTA CRUZ		CA	[redacted]	USA
Dealer	42062	SANTA CRUZ CHRYSLER DODGE JEEP RAM		**Dealer Phone**	8314265100
Dealer Address	1616 SOQUEL AVENUE				
	SANTA CRUZ		CA	95062 1304	USA
Dealer Zone	California	**Sales District**		**Service District**	F
Subject	PASSANGER LOCK BROKEN				
Synopsis					
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/12/2021 12:02 AM	Open
02/12/2021 12:10 AM	Closed

Initial Description

CX REPORTING PASSANGER LOCK BROKEN AND DLR REPORTINGBOTH LOCKS WILL BE BROKEN.

Case Comments

Date	Comment
02/12/2021	CX REPORTING PASSANGER LOCK BROKEN AND DLR REPORTINGBOTH LOCKS WILL BE BROKEN. CX REQUESTING GW. GW DECLINED PROVIDED PO BOX.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/15/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/15/2021	**Origin**	Telephone	**Reason**	
Mileage	41,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	SHRUB OAK		NY	[redacted]	USA
Dealer	60226	BILL VOLZ'S WESTCHESTER CHRYSLER		**Dealer Phone**	9147397100
Dealer Address	2293 CROMPOND RD				
	CORTLANDT MANOR		NY	10567 5281	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	J
Subject	Door lock				
Synopsis					
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/15/2021 05:22 PM	Open
02/15/2021 05:26 PM	Closed

Initial Description

Cst stated the electronic door lock on the passenger rear door doesn't work. He did some research online and saw that it's a known issue.

Case Comments

Date	Comment
02/15/2021	Cst stated the electronic door lock on the passenger rear door doesn't work. He did some research online and saw that it's a known issue. Agent advised the cst that it would not be covered because he's out of basic warranty and it's not under a recall or SB.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/15/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/15/2021	**Origin**	Telephone	**Reason**	
Mileage	115,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	SILVERHILL		AL	[redacted]	USA
Dealer	X7854	EAN HOLDINGS - ORLANDO		**Dealer Phone**	4073253783
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	vehicle Concern				
Synopsis					
Customer Anomaly	Gears & Transmission				
	Gearbox				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	44	Gearbox issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/15/2021 11:50 PM	Open
02/15/2021 11:56 PM	Closed

Initial Description

sliding door is not opening, transmission issues

Case Comments

Date	Comment
02/15/2021	***customer inquiring*** Customer called because she wanted to know if there were any recalls on the sliding door or the transmission. Customer stated she is having issues with both. *** Agent advised *** Agent advised the customer that no there are no open recalls at the moment. Agent advised the customer to get the vehicle to the DLR and have them look at it.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYS53	**Vehicle**	CHRYSLER TOWN & COUNTRY LTD PLATINUM		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/16/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/22/2021	**Origin**	Telephone	**Reason**	
Mileage	51,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	WOODVILLE	OH	[redacted]		USA
Dealer	68947	BAUMANN CHRY-JEEP-DODGE INC		**Dealer Phone**	4193328291
Dealer Address	2577 WEST STATE STREET				
	FREMONT	OH	43420 1444		USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	D
Subject	Vehicle concern				
Synopsis	Customer preferred to mail in the documentations. Emailed the customer to advise the mailing address and the other ways of submitting in documentations. When the document arrived within 7 days please don't hesitate to reopen this case.				
Customer Anomaly	Electronics				
	Dashboard Electronics				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	15	Gage electronic issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/16/2021 03:26 PM	Open
02/16/2021 06:34 PM	Closed
02/19/2021 02:23 PM	Open
02/19/2021 02:37 PM	Suspended
02/20/2021 04:37 PM	Open
02/22/2021 07:29 PM	Closed

Initial Description

a/c

Case Comments

Date	Comment
02/16/2021	Cst states since owning the vehicle its been once issue after another, the dlr advising the a/c needs to be replaced but the cst is seeking gw for repairs. Adviser stated as it stands we would not be able to provide gw. Cst understood. Thanked & branded call *** Next step *** Close case
02/19/2021	Customer having issues with door locking system. The slider behind the driver door had an to be replaced. Customer is looking for reimbursement, because she was told this is a known issue and she feels like we should assist. Agent informed her she can submit her documentation for reimbursement consideration.
02/22/2021	Customer preferred to mail in the documentations. Emailed the customer to advise the mailing address and the other ways of submitting in documentations. When the document arrived within 7 days please don't hesitate to reopen this case.

Email(s)

Date	02/19/2021	**Subject**	[redacted]	f]	
From	uscustomercare@fcagroup.com	**To**	[redacted]	e	02/19/2021 14:35 PM

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

In order to review your case for reimbursement we will need you to respond to this email with the following

Proof of repair

Stellantis dealer or Independent Repair Facility RO detailing parts, labor, taxes, facility's contact info, etc., AND

Proof of payment (1 of these):

RO stamped "paid in full"
Credit card receipt
Credit card or bank statement
Cancelled check (both sides)
Cash register receipt (if paid cash)

Please do not hesitate to contact us for any questions or concerns. Thank you for your patience and cooperation!

Sophia
Stellantis Customer Care
[redacted]

Date	02/19/2021	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***			02/19/2021 14:36 PM

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

In order to review your case for reimbursement we will need you to respond to this email with the following

Proof of repair

Stellantis dealer or Independent Repair Facility RO detailing parts, labor, taxes, facility's contact info, etc., AND

Proof of payment (1 of these):

RO stamped "paid in full"
Credit card receipt
Credit card or bank statement
Cancelled check (both sides)
Cash register receipt (if paid cash)

Please do not hesitate to contact us for any questions or concerns. Thank you for your patience and cooperation!

Sophia
Stellantis Customer Care
[redacted]

Date	02/20/2021	***Subject***	Re: Vehicle concer[redacted]		
From	[redacted]	***To***	uscustomercare@fi[redacted]	***Time***	02/20/2021 16:37 PM

Can I send this information in the US Mail? If so, what address do I use?

Sent from Outlook<[redacted]

From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Friday, February 19, 2021 9:35 AM
To[redacted]
Su[redacted]

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

In order to review your case for reimbursement we will need you to respond to this email with the following

Proof of repair

Stellantis dealer or Independent Repair Facility RO detailing parts, labor, taxes, facility's contact info, etc., AND

Proof of payment (1 of these):

RO stamped "paid in full"
Credit card receipt
Credit card or bank statement
Cancelled check (both sides)
Cash register receipt (if paid cash)

Please do not hesitate to contact us for any questions or concerns. Thank you for your patience and cooperation!

Sophia
Stellantis Customer Care[redacted]

[redacted]

Date	02/22/2021	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 02/22/2021 19:27 PM

Dea[redacted]

Good Day! Unfortunately, the documents is not appearing on our side. Regarding this, I can suggest you please submit it in PDF file. We also have other ways to submit your documents.

First is via Mail.

Stellantis Customer care
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

2nd one is via fax (don't forget to attach your VIN and case number [redacted]

Fax Number: Fax: 877-768-5076

On the other hand, please refer to the attachment for the step-by-step process on how to properly attach the documents.

Looking forward for your reply.

Regards,
Chan[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/23/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/01/2021	**Origin**	Telephone	**Reason**	
Mileage	120,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address					
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	RIVER FALLS		WI	[redacted]	USA
Dealer	45509	FOREST LAKE CHRYSLER DODGE JEEP		**Dealer Phone**	6512366377
Dealer Address	321 19TH ST SW				
	FOREST LAKE		MN	55025 1352	USA
Dealer Zone	Denver	**Sales District**		**Service District**	M
Subject	Side door stuck				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/23/2021 03:47 PM	Open
02/23/2021 03:48 PM	Closed
03/01/2021 03:46 PM	Open
03/01/2021 04:01 PM	Closed
03/01/2021 04:02 PM	Open
03/01/2021 04:05 PM	Closed

Initial Description

Customer has called in because the side door on her vehicle get locked and stuck and customer states she seen online that this has happened to a couple people

Case Comments

Date	Comment
02/23/2021	Customer will be taking her vehicle to the dealership so they can take a look at her vehicle.
03/01/2021	SLIDING door on driver side wouldn't open anymore, DLR states its the actuator, over $1000 for repairs, $509.32 for each door. CST seeking assistance. Agent informed CST vehicle doesn't meet parameters for assistance and goodwill request would be declined but her concerns is noted. Agent did inform CST if it becomes a recall in the future, she may seek possible reimbursement. CST state people can get trapped. CST didn't like goodwill decline, and then she disconnected.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2017	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/23/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/23/2021	**Origin**	Telephone	**Reason**	
Mileage	75,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City	Verona	**Caller Country**	USA	**Caller Postal Cod**	[redacted]
Customer	[redacted]				
Customer Address					
	VERONA		NJ	[redacted]	USA
Dealer	45420	ROUTE 46 CHRYSLER JEEP DODGE		**Dealer Phone**	9737741000
Dealer Address	1655 ROUTE 46				
	LITTLE FALLS		NJ	07424 1717	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	D
Subject	Passenger door is stuck in locked position				
Synopsis	Vehicle does not meet gw criteria.				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/23/2021 03:51 PM	Open
02/23/2021 04:05 PM	Closed

Initial Description

DLR advised not sure if covered

Case Comments

Date	Comment
02/23/2021	Cx advised Passenger door is stuck in locked position. Cx advised would like to know if there is an open recall. Agent advised no open recalls on vehicle. Agent used VIP and advised concern would be covered by basic warranty which expired 8/24/2019 and based on loyalty score vehicle does not meet gw criteria. Agent advised cx of active certified pre owned warranty.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	[redacted]	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/24/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/24/2021	**Origin**	Telephone	**Reason**	
Mileage	45,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	SACRAMENTO		CA	[redacted]	USA
Dealer	26929	SACRAMENTO CHRYSLER DODGE JEEP RAM		**Dealer Phone**	9162298900
Dealer Address	3610 FULTON AVENUE				
	SACRAMENTO		CA	95821 1852	USA
Dealer Zone	California	**Sales District**		**Service District**	H
Subject	Warranty				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/24/2021 04:42 PM	Open
02/24/2021 04:46 PM	Closed

Initial Description

customer called in about warranty on a door

Case Comments

Date	Comment
02/24/2021	customer called in about vehicle concern with the door not opening and that is remain lock, agent informed customer to take it to a dealer for them to look at it and also there is an ext warranty on the vehicle. transfer customer over to mvp

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/24/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/24/2021	**Origin**	Telephone	**Reason**	
Mileage	63,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	DETROIT LAKES		MN	[redacted]	USA
Dealer	60343	DETROIT LAKES CHRYSLER DODGE		**Dealer Phone**	2188472601
Dealer Address	1389 WENNER RD				
	DETROIT LAKES		MN	56501 7918	USA
Dealer Zone	Denver	**Sales District**		**Service District**	T
Subject	Vehicle concern				
Synopsis	transferred to dlr				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/24/2021 08:47 PM	Open
02/24/2021 08:56 PM	Closed

Initial Description

Passenger and driver door issue

Case Comments

Date	Comment
02/24/2021	Customer called in to get cost assistance on his driver door that he locked and won't open and his passenger door that keeps making noise. Customer does not meet gw requirements. Transferred customer to dlr to get issue resolved.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/28/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/08/2021	**Origin**	Brand Site	**Reason**	assistance
Mileage	48,560 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address	[redacted]			**Source**	Customer
Caller City	[redacted]	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address	[redacted]				
	WARWICK		RI	[redacted]	USA
Dealer	57076	ELMWOOD CHRYSLER DODGE JEEP RAM		**Dealer Phone**	4014380400
Dealer Address	625 TAUNTON AVE				
	E PROVIDENCE		RI	02914 1614	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	A
Subject	Vehicle Concern > Sliding Door				
Synopsis	repaired				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/28/2021 02:49 AM	New
03/02/2021 12:25 AM	Open
03/08/2021 08:18 PM	Closed

Initial Description

Good evening,\n I recently had my slider fixed on February 15,2021. I went to the dealer to pick up and the slider was not fixed. Even though they said they fixed it. They said the bar dropped again preventing the door to open. So the following day they called and said all set. That it was. So now February 25,2021, guess what doesn't work again. Yup the slider. It is stuck shut. Nothing opens it the fob, handle or button in the car. This is aSAFTEY issue. A week later it's broken again. This does not fly with me. Very unsatisfied customer. Let's say Chrysler won't be my next pick for a vehicle. And i absolutely love the Pacifica..Something needs to be done!\n

Case Comments

Date	Comment
03/02/2021	Agent advised will escalate to case manager for technical assistance only. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [redacted] 21 Earliest call time: Anytime Latest call time: Anytime Updates via text: N Updates via email: Y [redacted] Vehicle location: Customer Date and Time of Appointment: VEHICLE WAS AT DEALER ON 02/15/2021 (WITHIN THE LAST 14 DAYS) Confirmed appointment with: VEHICLE WAS AT DEALER ON 02/15/2021 (WITHIN THE LAST 14 DAYS) Customer in rental: N
03/02/2021	**OUTBOUND CUSTOMER CONTACT* [redacted] M attempted to contact customer, however, customer was not available. Left message for a return call at extension 844-821-2066 EXT 5020212
03/08/2021	**OUTBOUND CUSTOMER CONTACT* [redacted] Cm spoke to customer, customer stated that vehicle is repaired at the moment. No further issues at this moment.

Email(s)

Date	02/28/2021	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	02/28/2021 02:50 AM

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

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

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

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference numbe[redacted]

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit [redacted]

Date	03/02/2021	***Subject***	FCA Contact Center Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	03/02/2021 00:30 AM

Hell[redacted]

Thank you for contacting Chrysler Customer Care;

I can understand the dissatisfaction that you feel, given the unresolved issue with the Sliding Door that you have with your 2016 Chrysler Town & Country. I want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.

Based on the information provided in your email, I am going to forward your case to our Case Specialist department for technical assistance only. Please note that due to the age and mileage of the vehicle, we would be unable to assist with the cost of repairs. Furthermore, there are no service contracts, recalls or extended warranties pertaining to Sliding Door.

Escalating your situation to a Case Specialist will provide the dealership and yourself with an individual who will review your concerns, then assist you and the dealership in exhausting all available resources to have this problem addressed and resolved.

It is our hope that this escalation will provide you the best opportunity to address your concerns. If you have any other concerns or something else to add, let us know by calling us at 800-247-9753 and referencing your case number [redacted]

Thank you again for your email[redacted] Have a great day.

Best wishes,
Jacob | Chrysler Customer Care
800-247-9753 Or Send Us An Email
[redacted]

Date	03/02/2021	***Subject***	Re: FCA Contact Center Case [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	03/02/2021 01:25 AM

I understand the main warranty is up but seriously 3 times within 1 1/2 months! That doesnt fly with me. Reading so many people having the same issue online. Chrysler should be doing something about this. Thank goodness I have an extended warranty but that is not the issue. The issue is its been a 3 time problem within 1 1/2 months. [redacted]ory!

Sent from my iPhone

> On Mar 1, 2021, at 7:30 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
>
>
>
> Hello [redacted]
>
> Thank you for contacting Chrysler Customer Care;
>
> I can understand the dissatisfaction that you feel, given the unresolved issue with the Sliding Door that you have with your 2016 Chrysler Town & Country. I want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.
>
> Based on the information provided in your email, I am going to forward your case to our Case Specialist department for technical assistance only. Please note that due to the age and mileage of the vehicle, we would be unable to assist with the cost of repairs. Furthermore, there are no service contracts, recalls or extended warranties pertaining to Sliding Door.
>
> Escalating your situation to a Case Specialist will provide the dealership and yourself with an individual who will review your concerns, then assist you and the dealership in exhausting all available resources to have this problem addressed and resolved.
>
> It is our hope that this escalation will provide you the best opp[redacted]ress your concerns. If you have any other concerns or something else to add, let us know by calling us at 800-247-9753 and referencing your case numb[redacted]
>
> Thank you again for your emai[redacted] Have a great day.
>
> Best wishes,
> Jacob | Chrysler Customer Care
> 800-247-9753 Or Send Us An Email
> www.Chrysler.com
>
>
>
>
>
>

Date	03/02/2021	***Subject***	Re: FCA Contact Center Case[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	03/02/2021 02:03 AM

Oh one more thing. For Chrysler to push aside a safety issue with a door completely stuck shut is pretty sad. God forbid there is an emergency thats one less way to get out and if someone died you bet they would be doing something. So sad Chrysler so sad!

[redacted]

Sent from my iPhone

> On Mar 1, 2021, at 8:25 PM [redacted] wrote:
>
> I understand the main warranty is up but seriously 3 times within 1 1/2 months! That doesnt fly with me. Reading so many people having the same issue online. Chrysler should be doing something about this. Thank goodness I have an extended warranty but that is not the issue. The issue is its been a 3 time problem within 1 1/2 months. Very unsatisfactory!

[redacted]

> Sent from my iPhone
>
>>> On Mar 1, 2021, at 7:30 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>>>
>>
>>
>>
>> Hello [redacted]
>>
>> Thank you for contacting Chrysler Customer Care;
>>
>> I can understand the dissatisfaction that you feel, given the unresolved issue with the Sliding Door that you have with your 2016 Chrysler Town & Country. I want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.
>>
>> Based on the information provided in your email, I am going to forward your case to our Case Specialist department for technical assistance only. Please note that due to the age and mileage of the vehicle, we would be unable to assist with the cost of repairs. Furthermore, there are no service contracts, recalls or extended warranties pertaining to Sliding Door.
>>
>> Escalating your situation to a Case Specialist will provide the dealership and yourself with an individual who will review your concerns, then assist you and the dealership in exhausting all available resources to have this problem addressed and resolved.
>>
>> It is our hope that this escalation will provide you the best opportunity to address your concerns. If you have any other concerns or something else to add, let us know by calling us at 800-247-9753 and referencing your case number 78652032.
>>
>> Thank you again for your email [redacted] Have a great day.
>>
>> Best wishes,
>> Jacob | Chrysler Customer Care
>> 800-247-9753 Or Send Us An Email
>> www.Chrysler.com
>>
>>
>>
>>
>[redacted]
>

Date	03/04/2021	***Subject***	Re: FCA Contact Center Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	03/04/2021 22:46 PM

Good Evening[redacted]

This is John with Chrysler Case Management

We are looking to speak to you at your earliest convenience

John | North East Case Management |
Contact | 1-844-827-2006 EXT- 3020212

---------- Original Message ----------
From: [redacted]]
Sent: 3/1/2021 9:03 PM
To: uscustomercare@fcagroup.com
Subject: Re: FCA Contact Center Case # [redacted]]

Oh one more thing. For Chrysler to push aside a safety issue with a door completely stuck shut is pretty sad. God forbid there is an emergency thats one less way to get out and if someone died you bet they would be doing something. So sad Chrysler so sad!
[redacted]

Sent from my iPhone

> On Mar 1, 2021, at 8:25 PM, [redacted]> wrote:
>
> I understand the main warranty is up but seriously 3 times within 1 1/2 months! That doesnt fly with me. Reading so many people having the same issue online. Chrysler should be doing something about this. Thank goodness I have an extended warranty but that is not the issue. The issue is its been a 3 time problem within 1 1/2 months. Very unsatisfactory!
>[redacted]
>
> Sent from my iPhone
>
>>> On Mar 1, 2021, at 7:30 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>>>
>>
>>
>>
>> Hello[redacted]
>>
>> Thank you for contacting Chrysler Customer Care;
>>
>> I can understand the dissatisfaction that you feel, given the unresolved issue with the Sliding Door that you have with your 2016 Chrysler Town & Country. I want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.
>>
>> Based on the information provided in your email, I am going to forward your case to our Case Specialist department for technical assistance only. Please note that due to the age and mileage of the vehicle, we would be unable to assist with the cost of repairs. Furthermore, there are no service contracts, recalls or extended warranties pertaining to Sliding Door.
>>
>> Escalating your situation to a Case Specialist will provide the dealership and yourself with an individual who will review your concerns, then assist you and the dealership in exhausting all available resources to have this problem addressed and resolved.
>>
>> It is our hope that this escalation will provide you the best opportunity to address your concerns. If you have any other concerns or something else to add, let us know by calling us at 800-247-9753 and referencing your case number[redacted].
>>
>> Thank you again for your email[redacted] Have a great day.
>>
>> Best wishes,
>> Jacob | Chrysler Customer Care
>> 800-247-9753 Or Send Us An Email
>> www.Chrysler.com
>>
>>
>>
>>
>>
>>[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2015	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/03/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/03/2021	**Origin**	Telephone	**Reason**	
Mileage	53,000 Miles	**Market**	U	**Language**	English
Contact Email	na@na.com	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	ALAMOGORDO		NM	[redacted]	USA
Dealer	68932	JACK KEY MOTOR CO OF ALAMOGORDO		**Dealer Phone**	5754343916
Dealer Address	1501 HIGHWAY 70 W				
	ALAMOGORDO		NM	88310 7591	USA
Dealer Zone	West	**Sales District**		**Service District**	9
Subject	Rear passenger door locked and vehicle will not start				
Synopsis	Customer advised vehicle having multiple issues. Agent advised Customer they need to bring their vehicle into the DLR for a diagnostic.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/03/2021 03:05 PM	Open
03/03/2021 03:07 PM	Closed

Initial Description

Rear passenger door locked and vehicle will not start

Case Comments

Date	Comment
03/03/2021	Customer advised the vehicle is having issues with the door and it is locked it is the rear passenger door. Customer advised the vehicle will not start and have replaced battery multiple times. Agent advised Customer of they need to bring their vehicle into the DLR for a diagnostic.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/08/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/08/2021	**Origin**	Telephone	**Reason**	
Mileage	92,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	WHITE BEAR LAKE		MN	[redacted]	USA
Dealer	61909	BARNETT WHITE BEAR CHRYSLER JEEP		**Dealer Phone**	6514826100
Dealer Address	3430 HIGHWAY 61 N				
	WHITE BEAR LAKE		MN	55110 5236	USA
Dealer Zone	Denver	**Sales District**		**Service District**	M
Subject	passenger door				
Synopsis	not within GW, **dealer got discount on part 123.48 advised customer				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/08/2021 08:30 PM	Open
03/08/2021 08:36 PM	Closed

Initial Description

issue with actuator, dlr has to remove panel trim, and panel not covered under warranty

Case Comments

Date	Comment
03/08/2021	power door passenger side issue, not working, door lock acuator broken in order to fix have to remove trim (panel) in order to fix warranty will not cover trim, customer mileage 92000 does not feel should have to pay for panel to have actuator fixed customer seeking assistance with repair customer not within gw unable to assist **dealer got discount on part 123.48

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYS53	**Vehicle**	CHRYSLER TOWN & COUNTRY LTD PLATINUM		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/10/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/10/2021	**Origin**	Telephone	**Reason**	
Mileage	82,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	NORTH CHESTERFIELD		VA	[redacted]	USA
Dealer	68914	HALEY OF FARMVILLE INC		**Dealer Phone**	4343928166
Dealer Address	1906 S MAIN ST				
	FARMVILLE		VA	23901 2563	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	Q
Subject	Recall				
Synopsis					
Customer Anomaly					
Contact Reason	C78	Contacts & Appointment For Recall	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Recall Campaign - Recall Campaign - Contacts & Appointment				

Case Status History

Create Date	Status
03/10/2021 06:45 PM	Open
03/10/2021 06:49 PM	Closed

Initial Description

cx said all the sudden he gets a beeping or buzzing in the right sliding door - cx wants to know if there is a recall

Case Comments

Date	Comment
03/10/2021	cx said all the sudden he gets a beeping or buzzing in the right sliding door - cx wants to know if there is a recall Agent advised that there are no recalls on this and the cx is out of warranty - we would need a diag from a dlr

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/15/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/15/2021	**Origin**	Telephone	**Reason**	
Mileage	64,148 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	N/A				
	N/A		NA	0000000000	USA
Dealer	60376	WHITTEN BROTHERS OF ASHLAND, INC.		**Dealer Phone**	8047986071
Dealer Address	11409 WASHINGTON HWY				
	ASHLAND		VA	23005 8008	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	Q
Subject	sunroof is broken again				
Synopsis	Bring to dealership for further diagnosis				
Customer Anomaly	Gears & Transmission				
	Automatic Gearbox				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	45	Automatic Gearbox issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/15/2021 04:26 PM	Open
03/15/2021 05:49 PM	Closed

Initial Description

does not seal correctly - Transmission

Case Comments

Date	Comment
03/15/2021	customer has several issues with the vehicle and is looking for assistance. Transmission - issue with reverse - reset the timing and it didn't help Sunroof is not sealing properly (this was fixed about two years ago) Rear door actuator is broken $1200 to fix
03/15/2021	Agent advised on Basic Warranty and that any item the is not related to powertrain would not qualify for any kind of gw assistance. The transmission issues was just looked at while under warranty and was not fixed. Have customer bring vehicle to have the transmission properly diagnosis and then see if the can be assisted with possible gw.

Email(s)

Date	03/15/2021	**Subject**	sunroof is broken again and having transmission issues [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	03/15/2021 16:42 PM

Case # [redacted]

Agent advised to bring vehicle back to dealership to have transmission diagnosed, prior service did nothing to fix the issue when in reverse.

We can be reached at 1.800.992.1997

Thank you

[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/15/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/23/2021	**Origin**	Telephone	**Reason**	
Mileage	70,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	SUGAR LAND		TX	[redacted]	USA
Dealer	26756	FINNEGAN CHRYSLER JEEP DODGE		**Dealer Phone**	2813429318
Dealer Address	26433 SOUTHWEST FREEWAY				
	ROSENBERG		TX	77471 5674	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	G
Subject	Sliding door				
Synopsis	Customer advised bringing their vehicle into the dealer				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/15/2021 07:31 PM	Open
03/23/2021 11:51 PM	Closed

Initial Description

Cx reporting reoccurring issue with sliding door. Issue repaired 1 yr.

Case Comments

Date	Comment
03/15/2021	Cx reporting reoccurring issue with sliding door. Issue repaired 1 yr and reoccurring cx requested tech assistance. DLR told cx they did know how to fix it and would have to leave it. Cx doesn't want to leave it. Cx requested rental rental decline. Cx requested tech assistance.
03/17/2021	2812025155 CM got in contact with DLR 45478, SM Aubrey did not answer nor did the Service Department
03/17/2021	***Outbound call to the customer [redacted] customer states their sliding doors would not open or close Customer states two weeks ago the issue occurred then the other dat it would not open up, customer states it does not happen all the time Customer states Service Director Rose promised they would be placed into a rental if the issue occurred again and had to bring their vehicle back in Customer states the last time they replaced the actuator Customer states they spoke with Service Director Aubrey, CM advised the customer we will contact the dealer and will follow up
03/18/2021	2812025155 CM got in contact with DLR 45478, SM Aubrey did not answer, Service Department did not answer ---------- ***Outbound call to the custome[redacted]CM got in contact with the customer to follow up and advise them we will follow up after we get an update from the dealer
03/18/2021	2812025155 CM got in contact with DLR 45478, SM Aubrey did not answer, Service Department states the customers vehicle is not currently at the dealer
03/20/2021	2812025155 CM got in contact with DLR 45478, SM Aubrey did not answer, Service Department did not answer either ---------- CM sent an email to SM Aubrey to get an update
03/23/2021	SM Aubrey advised the customers vehicle is not currently at the dealer ---------- ***Outbound call to the customer [redacted]*** CM got in contact with the customer to follow up on their case Customer states they tried taking their vehicle to Gillman Chrysler Jeep Dodge but they advised him they are not sure if they can fix the vehicle Customer states they want us to confirm with Customer states they want us to verify how long the dealer may have their vehicle, customer inquired about being provided a rental Customer states they may not be able to drop their vehicle off until next week, customer requested CM sending an email with information ad next steps CM advised customer we will verify with Finnegan Chrysler Jeep Dodge, and will follow up tomorrow
03/23/2021	CM got in contact with DLR 26756, SM states their is a waiting list for the loaners, they do not accept authorizations for rentals SM states is may be a few days before they look at their vehicle SA Jessica assisted with putting the customers on a list for a loaner and will be contacted when one becomes available ---------- ***Outbound call to the customer [redacted] CM got in contact with the customer to follow up on their case and advise them this information CM left a voicemail with contact information

Email(s)

Date	03/17/2021	**Subject**	Case Acknowledgmen[redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	03/17/2021 00:12 AM

Dear [redacted]

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

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

Your case number is [redacted]

The Chrysler Southwest Case Management telephone number: 1-844-378-0575

My direct extension: #4060935

My work hours are: 12:30 p.m. - 9:00 pm Eastern Standard Time Monday-Friday.

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

Tina
[redacted]

Date	03/23/2021	***Subject***	[redacted]
From	uscustomercare@fcagroup.com	***To***	[redacted] 3/2021 23:49 PM

Dear [redacted]

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

I contacted Finnegan Chrysler Jeep Dodge, and they have advised that it will take a few days to look at your vehicle. Regarding the rental, the dealer does not accept rental authorization. Still, you have been placed on a list for a loaner, so the dealership will contact you directly when one does become available.

Once your vehicle has been dropped off at the dealership and diagnosed, please contact us back so we can proceed with providing technical assistance with your repeated vehicle concern.

But at this time, we will be closing this case. If you have any further questions/concerns, please call Chrysler Customer Care at 1-800-992-1997 at any time.

Thank you for your time, participation and for being a valued FCA customer.

Kindest regards,

Tina
Stellantis
Senior Specialists
844-378-0575 ext. 4060935
[redacted]

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/21/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/21/2021	**Origin**	Chat	**Reason**	
Mileage	60,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	65694	SOUTH HILLS CHRYSLER DODGE JEEP RA		**Dealer Phone**	7249414300
Dealer Address	3344 WASHINGTON ROAD				
	MCMURRAY		PA	15317 3005	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	H
Subject	vehicle concern				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/21/2021 02:56 PM	New
03/21/2021 03:07 PM	Open
03/21/2021 03:08 PM	Closed

Initial Description

Chat Started: Sunday, March 21, 2021, 14:56:52 (+0000) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Amelia (8s) Amelia: Thank you for chatting with us, my name is Amelia with FCA Customer Care. Please keep the chat window open to participate in a brief survey at the completion of our conversation. (19s) Visitor: Hello (1m 3s) Amelia: hel[redacted]how are you today ? (1m 18s) Visitor: Not bad. How about you? (1m 45s) Amelia: im wonderful how may i help today ? (3m 25s) Visitor: I am interested in submitting a formal complaint to encourage a recall. I have a Dodge Grand Caravan 2016 and both of my sliding door locks went bad with just over 60k miles on the car. I already had them replaced, but I believe I should be reimbursed. (4m 17s) Amelia: I apologize you are having these issues i can look into this do you have your vin? (4m 47s) Visito[redacted] 5m 4s) Amelia: bare with me one moment (5m 13s) Visitor: No problem (6m 33s) Amelia: I have reviewed your vehicle file and at this time, no such recall, customer satisfaction notification, or extended warranty has been announced for your vehicle relating to your concerns. with that being said please keep all of your receipts for the work completed on your vehicle. If you receive a recall, extended warranty, or customer satisfaction notice in the future related to a completed repair you will be able to submit for reimbursement consideration at that time. (7m 13s) Visitor: Is there a way for me submit a complaint to Dodge to encourage a recall?

Live Chats

Date	
03/21/2021	Chat Started: Sunday, March 21, 2021, 14:56:52 (+0000) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Amelia (8s) Amelia: Thank you for chatting with us, my name is Amelia with FCA Customer Care. Please keep the chat window open to participate in a brief survey at the completion of our conversation. (19s) Visitor: Hello (1m 3s) Amelia: hello [redacted]ow are you today ? (1m 18s) Visitor: Not bad. How about you? (1m 45s) Amelia: im wonderful how may i help today ? (3m 25s) Visitor: I am interested in submitting a formal complaint to encourage a recall. I have a Dodge Grand Caravan 2016 and both of my sliding door locks went bad with just over 60k miles on the car. I already had them replaced, but I believe I should be reimbursed. (4m 17s) Amelia: I apologize you are having these issues i can look into this do you have your vin? (4m 47s) Visitor: [redacted] (5m 4s) Amelia: bare with me one moment (5m 13s) Visitor: No problem (6m 33s) Amelia: I have reviewed your vehicle file and at this time, no such recall, customer satisfaction notification, or extended warranty has been announced for your vehicle relating to your concerns. with that being said please keep all of your receipts for the work completed on your vehicle. If you receive a recall, extended warranty, or customer satisfaction notice in the future related to a completed repair you will be able to submit for reimbursement consideration at that time. (7m 13s) Visitor: Is there a way for me submit a complaint to Dodge to encourage a recall?

Date	
03/21/2021	

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/22/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/22/2021	**Origin**	Telephone	**Reason**	
Mileage	49,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer	[redacted]				
Customer Addres					
	STERLING HEIGHTS		MI [redacted]		USA
Dealer	68753	DESOTO CHRY-PLYM-DODGE-JEEP		**Dealer Phone**	8634944848
Dealer Address	3039 SE HIGHWAY 70				
	ARCADIA		FL	34266 8599	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	U
Subject	Vehicle concern				
Synopsis	no further action required				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/22/2021 02:16 PM	Open
03/22/2021 02:19 PM	Closed

Initial Description

9892891910

Case Comments

Date	Comment
03/22/2021	**Voice of the customer*** The right door power is not working and believes Chrysler has to pay for that since is a common problem in vans like this ***Actions Taken*** Advised him would have to be under his expense since is not a recall and warranty expired *Next Steps*** No further action required

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/22/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/31/2021	**Origin**	Brand Site	**Reason**	sm
Mileage	80,700 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	Harrisburg	**Caller Country**	USA	**Caller Postal Code**	
Customer	Owner Contact				
Customer Address					
					USA
Dealer	99970	US Test Dealer		**Dealer Phone**	2487401541
Dealer Address	800 CHRYSLER DR.				
	AUBURN HILLS		MI	48326 2757	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	A
Subject	Passenger Door Failure				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/22/2021 05:08 PM	New
03/23/2021 04:48 PM	Open
03/23/2021 05:02 PM	Closed
03/30/2021 01:50 PM	Open
03/30/2021 04:39 PM	Closed
03/31/2021 03:14 PM	Open
03/31/2021 03:42 PM	Closed

Initial Description

The driver s side passenger sliding door has been in the locked position for some time now and it cannot be opened manually or electronically. I have been doing some research and apparently this is a common problem in the Chrysler/Dodge Minivans. This is a safety hazard not to mention a very expensive problem to fix. I would like this issue to be examined and possibly recalled.

Case Comments

Date	Comment
03/31/2021	Customer is not wanting to provide proof of purchase for further recalls / if any

Email(s)

Date	03/23/2021	**Subject**	Passenger Door Failure [		
From	uscustomercare@fcagroup.com	**To**		**Sent Date/Time**	03/23/2021 17:02 PM

Hello

Thank you for contacting Dodge Customer Care.

Based on the information that you have provided, the best plan of action would be for you to see one of our authorized dealerships for a diagnosis if you have not had one yet. Once there, if you have any further concerns, you are welcome to contact us again.

Unfortunately, this is not a Recall on your vehicle at this time and will be customer pay. If it does become a Recall on the vehicle in the future we can look into the possibility of reimbursement.

Please note I have sent you an email requesting documentation as we are not showing you as the owner in our system.

Please do not hesitate to contact us if you need any further assistance by calling us at 800-423-6343.

Thank you again for your email Have a great day.

Best Regards,

Jacklyn
Dodge Customer Care

Date	03/23/2021	Subject	Passenger Door Failure [redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	03/23/2021 17:02 PM

Hell[redacted]

Thank you for contacting Dodge Customer Care.

Based on the information that you have provided, the best plan of action would be for you to see one of our authorized dealerships for a diagnosis if you have not had one yet. Once there, if you have any further concerns, you are welcome to contact us again.

Unfortunately, this is not a Recall on your vehicle at this time and will be customer pay. If it does become a Recall on the vehicle in the future we can look into the possibility of reimbursement.

Please note I have sent you an email requesting documentation as we are not showing you as the owner in our system.

Please do not hesitate to contact us if you need any further assistance by calling us at 800-423-6343.

Thank you again for your email[redacted] Have a great day.

Best Regards,

Jacklyn
Dodge Customer Care
[redacted]

Date	03/30/2021	Subject	Re: Passenger Door Failure [redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	03/30/2021 13:50 PM

This may not be a recall issue but it needs to be. I have read so many complaints online about multiple Caravans/Town & Country having this problem since the inception of the electric sliding doors. Many dealerships are quoting customers from about $800 to about $2,000. That is a lot for something that appears to be a defect in production. It should not be happening to different years of the same vehicle. Customers should not be stuck with this bill. I have had my 2016 Dodge Caravan for 4 years next month and have had just routine oil changes. I have not had one problem with this vehicle. I spend an average of $50 an oil change about three times a year and may have spent close to $1,000 in just that but there has been nothing else. This van drives great. It is extremely painful to be going through this and being[redacted]ith one functioning passenger door.

Chrysler/Dodge needs to take a harder look at this.

Thank You
[redacted]

On Tue, Mar 23, 2021 at 1:02 PM US Customer Care <
uscustomercare@fcagroup.com> wrote:

> Hello[redacted]
>
> Thank you for contacting Dodge Customer Care.
>
> Based on the information that you have provided, the best plan of action
> would be for you to see one of our authorized dealerships for a diagnosis
> if you have not had one yet. Once there, if you have any further concerns,
> you are welcome to contact us again.
>
> Unfortunately, this is not a Recall on your vehicle at this time and will
> be customer pay. If it does become a Recall on the vehicle in the future we
> can look into the possibility of reimbursement.
>
> Please note I have sent you an email requesting documentation as we are
> not showing you as the owner in our system.
>
> Please do not hesitate to contact us if you need any further assistance by
> calling us at 800-423-6343.
>
> Thank you again for your email[redacted]Have a great day.
>
> Best Regards,
>
> Jacklyn
> Dodge Customer Care
>
[redacted]
>

Date	03/30/2021	Subject	[redacted]	ref]
From	uscustomercare@fcagroup.com	To	[redacted]	03/30/2021 16:38 PM

Hello [redacted]

Thank you for your response.

I do understand your frustration regarding the passenger door.

Unfortunately, at this time it is not a Recall. If it does become a Recall in the future you can then contact us regarding reimbursement.

Please note we have not received the documentation on proof of purchase for your vehicle.

Best Regards,

Jacklyn
Chrysler Customer Care

---------- Original Message ----------
From [redacted]
Sent: 3/30/2021 8:50 AM
To: uscustomercare@fcagroup.com
Subject: Re: Passenger Door Failure [redacted]

This may not be a recall issue but it needs to be. I have read so many complaints online about multiple Caravans/Town & Country having this problem since the inception of the electric sliding doors. Many dealerships are quoting customers from about $800 to about $2,000. That is a lot for something that appears to be a defect in production. It should not be happening to different years of the same vehicle. Customers should not be stuck with this bill. I have had my 2016 Dodge Caravan for 4 years next month and have had just routine oil changes. I have not had one problem with this vehicle. I spend an average of $50 an oil change about three times a year and may have spent close to $1,000 in just that but there has been nothing else. This van drives great. It is extremely painful to be going through this and being [redacted] with one functioning passenger door.

Chrysler/Dodge needs to take a harder look at this.

[redacted]

On Tue, Mar 23, 2021 at 1:02 PM US Customer Care <
uscustomercare@fcagroup.com> wrote:

> Hello [redacted]
>
> Thank you for contacting Dodge Customer Care.
>
> Based on the information that you have provided, the best plan of action
> would be for you to see one of our authorized dealerships for a diagnosis
> if you have not had one yet. Once there, if you have any further concerns,
> you are welcome to contact us again.
>
> Unfortunately, this is not a Recall on your vehicle at this time and will
> be customer pay. If it does become a Recall on the vehicle in the future we
> can look into the possibility of reimbursement.
>
> Please note I have sent you an email requesting documentation as we are
> not showing you as the owner in our system.
>
> Please do not hesitate to contact us if you need any further assistance by
> calling us at 800-423-6343.
>
> Thank you again for your email [redacted] Have a great day.
>
> Best Regards,
>
> Jacklyn
> Dodge Customer Care
>
[redacted]

Date	03/30/2021	***Subject***	[redacted]]
From	uscustomercare@fcagroup.com	***To***	30/2021 16:38 PM

Hell[redacted]

Thank you for your response.

I do understand your frustration regarding the passenger door.

Unfortunately, at this time it is not a Recall. If it does become a Recall in the future you can then contact us regarding reimbursement.

Please note we have not received the documentation on proof of purchase for your vehicle.

Best Regards,

Jacklyn
Chrysler Customer Care

---------- Original Message ----------
From[redacted]
Sent: 3/30/2021 8:50 AM
To: uscustomercare@fcagroup.com
Subject: Re: Passenger Door Failur[redacted]

This may not be a recall issue but it needs to be. I have read so many complaints online about multiple Caravans/Town & Country having this problem since the inception of the electric sliding doors. Many dealerships are quoting customers from about $800 to about $2,000. That is a lot for something that appears to be a defect in production. It should not be happening to different years of the same vehicle. Customers should not be stuck with this bill. I have had my 2016 Dodge Caravan for 4 years next month and have had just routine oil changes. I have not had one problem with this vehicle. I spend an average of $50 an oil change about three times a year and may have spent close to $1,000 in just that but there has been nothing else. This van drives great. It is extremely painful to be going through this and bein[redacted]with one functioning passenger door.

Chrysler/Dodge needs to take a harder look at this.

Thank You
[redacted]

On Tue, Mar 23, 2021 at 1:02 PM US Customer Care <
uscustomercare@fcagroup.com> wrote:

> Hel[redacted]
>
> Thank you for contacting Dodge Customer Care.
>
> Based on the information that you have provided, the best plan of action
> would be for you to see one of our authorized dealerships for a diagnosis
> if you have not had one yet. Once there, if you have any further concerns,
> you are welcome to contact us again.
>
> Unfortunately, this is not a Recall on your vehicle at this time and will
> be customer pay. If it does become a Recall on the vehicle in the future we
> can look into the possibility of reimbursement.
>
> Please note I have sent you an email requesting documentation as we are
> not showing you as the owner in our system.
>
> Please do not hesitate to contact us if you need any further assistance by
> calling us at 800-423-6343.
>
> Thank you again for your email [redacted]Have a great day.
>
> Best Regards,
>
> Jacklyn
> Dodge Customer Care
>
> [redacted]
>
>

Date	03/31/2021	***Subject***	Re: Passenger Door Failure[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	03/31/2021 15:14 PM

Ok.

Why am I providing "proof of ownership"? It just seems null and void if Chrysler/Dodge is not going to help me in any way.

On Tue, Mar 30, 2021 at 12:38 PM US Customer Care <uscustomercare@fcagroup.com> wrote:

> Hello [redacted]
>
> Thank you for your response.
>
> I do understand your frustration regarding the passenger door.
>
> Unfortunately, at this time it is not a Recall. If it does become a Recall
> in the future you can then contact us regarding reimbursement.
>
> Please note we have not received the documentation on proof of purchase
> for your vehicle.
>
> Best Regards,
>
> Jacklyn
> Chrysler Customer Care
>
>
> ---------- Original Message ----------
> From [redacted]]
> Sent: 3/30/2021 8:50 AM
> To: uscustomercare@fcagroup.com
> Subject: Re: Passenger Door Failure [redacted]]
>
> This may not be a recall issue but it needs to be. I have read so many
> complaints online about multiple Caravans/Town & Country having this
> problem since the inception of the electric sliding doors. Many dealerships
> are quoting customers from about $800 to about $2,000. That is a lot for
> something that appears to be a defect in production. It should not be
> happening to different years of the same vehicle. Customers should not be
> stuck with this bill. I have had my 2016 Dodge Caravan for 4 years next
> month and have had just routine oil changes. I have not had one problem
> with this vehicle. I spend an average of $50 an oil change about three
> times a year and may have spent close to $1,000 in just that but there has
> been nothing else. This van drives great. It is extremely painful to be
> going through this and being [redacted] with one functioning passenger
> door.
>
> Chrysler/Dodge needs to take a harder look at this.
>
> Thank You
> [redacted]
>
> On Tue, Mar 23, 2021 at 1:02 PM US Customer Care <
> uscustomercare@fcagroup.com> wrote:
>
> > Hello [redacted],
> >
> > Thank you for contacting Dodge Customer Care.
> >
> > Based on the information that you have provided, the best plan of action
> > would be for you to see one of our authorized dealerships for a diagnosis
> > if you have not had one yet. Once there, if you have any further
> concerns,
> > you are welcome to contact us again.
> >
> > Unfortunately, this is not a Recall on your vehicle at this time and will
> > be customer pay. If it does become a Recall on the vehicle in the future
> we
> > can look into the possibility of reimbursement.
> >
> > Please note I have sent you an email requesting documentation as we are
> > not showing you as the owner in our system.
> >
> > Please do not hesitate to contact us if you need any further assistance
> by
> > calling us at 800-423-6343.
> >
> > Thank you again for your email [redacted]. Have a great day.
> >
> > Best Regards,
> >
> > Jacklyn
> > Dodge Customer Care
> >
> >
> > [redacted]
> >
> >

>

Date	03/31/2021	***Subject***	[redacted]]
From	uscustomercare@fcagroup.com	***To***	[redacted] 31/2021 15:40 PM

Hello [redacted]

Proof of Ownership is needed as if there does become a Recall on your vehicle we do send out a letter to notify you.

Best Regards,

Jacklyn
Dodge Customer Care

---------- Original Message ----------
From: [redacted]
Sent: 3/31/2021 10:14 AM
To: uscustomercare@fcagroup.com
Subject: Re: Passenger Door Failure [redacted]]

Ok.

Why am I providing "proof of ownership"? It just seems null and void if
Chrysler/Dodge is not going to help me in any way.

On Tue, Mar 30, 2021 at 12:38 PM US Customer Care <
uscustomercare@fcagroup.com> wrote:

> Hello [redacted] ,
>
> Thank you for your response.
>
> I do understand your frustration regarding the passenger door.
>
> Unfortunately, at this time it is not a Recall. If it does become a Recall
> in the future you can then contact us regarding reimbursement.
>
> Please note we have not received the documentation on proof of purchase
> for your vehicle.
>
> Best Regards,
>
> Jacklyn
> Chrysler Customer Care
>
>
> ---------- Original Message ----------
> From: [redacted]]
> Sent: 3/30/2021 8:50 AM
> To: uscustomercare@fcagroup.com
> Subject: Re: Passenger Door Failure [redacted]
>
> This may not be a recall issue but it needs to be. I have read so many
> complaints online about multiple Caravans/Town & Country having this
> problem since the inception of the electric sliding doors. Many dealerships
> are quoting customers from about $800 to about $2,000. That is a lot for
> something that appears to be a defect in production. It should not be
> happening to different years of the same vehicle. Customers should not be
> stuck with this bill. I have had my 2016 Dodge Caravan for 4 years next
> month and have had just routine oil changes. I have not had one problem
> with this vehicle. I spend an average of $50 an oil change about three
> times a year and may have spent close to $1,000 in just that but there has
> been nothing else. This van drives great. It is extremely painful to be
> going through this and being [redacted] with one functioning passenger
> door.
>
> Chrysler/Dodge needs to take a harder look at this.
>
> Thank [redacted]
[redacted] George
>
> On Tue, Mar 23, 2021 at 1:02 PM US Customer Care <
> uscustomercare@fcagroup.com> wrote:
>
> > Hello [redacted] ,
> >
> > Thank you for contacting Dodge Customer Care.
> >
> > Based on the information that you have provided, the best plan of action
> > would be for you to see one of our authorized dealerships for a diagnosis
> > if you have not had one yet. Once there, if you have any further
> concerns,
> > you are welcome to contact us again.
> >
> > Unfortunately, this is not a Recall on your vehicle at this time and will
> > be customer pay. If it does become a Recall on the vehicle in the future
> we
> > can look into the possibility of reimbursement.
> >
> > Please note I have sent you an email requesting documentation as we are
> > not showing you as the owner in our system.

> >
> > Please do not hesitate to contact us if you need any further assistance
> by
> > calling us at 800-423-6343.
> >
> > Thank you again for your ema[redacted] Have a great day.
> >
> > Best Regards,
> >
> > Jacklyn
> > Dodge Customer Care
> >
> [redacted]
>
>

Date	03/31/2021	***Subject***	[redacted]f]
From	uscustomercare@fcagroup.com	***To***	[redacted]/31/2021 15:40 PM

[redacted]

Proof of Ownership is needed as if there does become a Recall on your vehicle we do send out a letter to notify you.

Best Regards,

Jacklyn
Dodge Customer Care

[redacted]
Sent: 3/31/2021 10:14 AM
To: uscustomercare@fcagroup.com
Subject: Re: Passenger Door Failure [redacted]

Ok.

Why am I providing "proof of ownership"? It just seems null and void if Chrysler/Dodge is not going to help me in any way.

On Tue, Mar 30, 2021 at 12:38 PM US Customer Care <
uscustomercare@fcagroup.com> wrote:

> Hello [redacted]
>
> Thank you for your response.
>
> I do understand your frustration regarding the passenger door.
>
> Unfortunately, at this time it is not a Recall. If it does become a Recall
> in the future you can then contact us regarding reimbursement.
>
> Please note we have not received the documentation on proof of purchase
> for your vehicle.
>
> Best Regards,
>
> Jacklyn
> Chrysler Customer Care
>
>
> ---------- Original Message ----------
> [redacted]
> Sent: 3/30/2021 8:50 AM
> To: uscustomercare@fcagroup.com
> Subject: Re: Passenger Door Failure [re[redacted]f]
>
> This may not be a recall issue but it needs to be. I have read so many
> complaints online about multiple Caravans/Town & Country having this
> problem since the inception of the electric sliding doors. Many dealerships
> are quoting customers from about $800 to about $2,000. That is a lot for
> something that appears to be a defect in production. It should not be
> happening to different years of the same vehicle. Customers should not be
> stuck with this bill. I have had my 2016 Dodge Caravan for 4 years next
> month and have had just routine oil changes. I have not had one problem
> with this vehicle. I spend an average of $50 an oil change about three
> times a year and may have spent close to $1,000 in just that but there has
> been nothing else. This van drives great. It is extremely painful to be
> going through this and being [redacted] with one functioning passenger
> door.
>
> Chrysler/Dodge needs to take a harder look at this.
>
> Thank You
> [redacted]
>
> On Tue, Mar 23, 2021 at 1:02 PM US Customer Care <
> uscustomercare@fcagroup.com> wrote:
>
> > Hello [redacted],
> >
> > Thank you for contacting Dodge Customer Care.
> >
> > Based on the information that you have provided, the best plan of action
> > would be for you to see one of our authorized dealerships for a diagnosis
> > if you have not had one yet. Once there, if you have any further
> concerns,
> > you are welcome to contact us again.
> >
> > Unfortunately, this is not a Recall on your vehicle at this time and will
> > be customer pay. If it does become a Recall on the vehicle in the future
> we
> > can look into the possibility of reimbursement.
> >
> > Please note I have sent you an email requesting documentation as we are
> > not showing you as the owner in our system.

> >
> > Please do not hesitate to contact us if you need any further assistance
> by
> > calling us at 800-423-6343.
> >
> > Thank you again for your email [redacted]. Have a great day.
> >
> > Best Regards,
> >
> > Jacklyn
> > Dodge Customer Care
> >
> >
> > [redacted]
> >
>
>

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/22/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/22/2021	**Origin**	Telephone	**Reason**	
Mileage	90,000 Miles	**Market**	U	**Language**	English
Contact Email				**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	LA GRANGE		KY		USA
Dealer	43652	DARCARS ORANGE PARK CHRYSLER DODGE		**Dealer Phone**	9047775500
Dealer Address	7233 BLANDING BOULEVARD				
	JACKSONVILLE		FL	32244 4503	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	F
Subject	vehicle concern				
Synopsis	provided info				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/22/2021 09:53 PM	Open
03/22/2021 10:00 PM	Closed

Initial Description

sliding doors not locking

Case Comments

Date	Comment
03/22/2021	customer stated that vehicle sliding door is not locking. customer stated that dealer will diagnose vehicle tomorrow. agent advise customer to call back when vehicle have been diagnose with dealer so we can assist her better. next step close case.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/23/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/23/2021	**Origin**	Telephone	**Reason**	
Mileage	90,000 Miles	**Market**	U	**Language**	English
Contact Email		**ontact Phone**			
Caller Address				**Source**	Customer
Caller City	Ornage Park	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
	LA GRANGE		KY		USA
Dealer	51010	WELLS MOTOR CO.		**Dealer Phone**	8634536644
Dealer Address	1600 US 27 S				
	AVON PARK		FL	33825 5321	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	U
Subject	Vehicle Concern				
Synopsis	close				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/23/2021 05:25 PM	Open
03/23/2021 05:28 PM	Closed

Initial Description

Caller is facing some issue with the doors of the vehicle. Repair cost is $1000 dollars.

Case Comments

Date	Comment
03/23/2021	****Voice of the customer*** Vehicle was at the DLR for repair on doors and locks. But the issue was not resolved. Caller is facing some issue with the doors of the vehicle. Repair cost is $1000 dollars. ****Action Taken*** Advised the caller that warranty has expired. GW declined. Advised to work with the DLR. ***Next step*** Close

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/30/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/30/2021	**Origin**	Chat	**Reason**	
Mileage	0 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	SIERRA VISTA		AZ	[redacted]	USA
Dealer	60717	LAWLEY CHRYSLER, DODGE, JEEP, RAM		**Dealer Phone**	5204588000
Dealer Address	1901 S HIGHWAY 92				
	SIERRA VISTA		AZ	85635 4665	USA
Dealer Zone	West	**Sales District**		**Service District**	L
Subject	Customer Assistance				
Synopsis					
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/30/2021 01:25 AM	New
03/30/2021 01:42 AM	Open
03/30/2021 01:42 AM	Closed

Initial Description

Chat Started: Monday, March 29, 2021, 21:25:55 (-0400) Chat Origin: NAFTA Mopar Brand Chat Agent Emily (9s) Emily: Thank you for chatting with us, my name is Emily with Mopar Customer Care. Please keep the chat window open to participate in a brief survey at the completion of our conversation. (28s) Visitor: Hello, Emily. I hope you are having a good evening. (1m 40s) Visitor: The driver's side sliding door on my 2016 Dodge Grand Caravan does not unlock or open. The locking mechanism is stuck in the lock position and does not allow the door to unlock/open. This happened without any external cause. It just stopped working one day and is a safety concern due to children unable to exit the vehicle in the event of an emergency. Can you assist with that? I did not see it listed as a safety recall but I have seen a lot of people having the same issue. (2m 22s) Emily: I apologize you are having a concern I would be happy to look into this with you. May please have you confirm your name, address, telephone number, email address and the last 8 of the VIN for me please. (2m 29s) Visitor: This occurred on 22 October 2020. The vehicle had 67109 miles on it and it has not been involved in an accident. (3m 37s) Visitor: My name is [redacted] My address is [redacted] erra Vista, AZ [redacted] My phone number is [redacted]. My email address is [redacted]. The last 8 of the VIN are [redacted] (6m 13s) Visitor: Are you still there? (6m 44s) Emily: I apologize this is happening with the door have you been in to the local dealership to have a diagnosis completed on the van ? (8m 25s) Visitor: I called the dealer and they were going to charge a rather high price to diagnose the door. The diagnosis is more than the replacement locking actuator to fix the door. I told them the symptoms and asked for a quote to replace the part and they said they could not give me any information without me paying for a diagnosis. (10m 1s) Visitor: This seems like a safety issue that should be recalled by Dodge or FCA. It has happened to so many people and could cause serious issues if the vehicle is in an accident. (11m 5s) Emily: I can certainly understand the concern with the matter. I am showing no open recalls on the matter. I am showing with the make and model all factory warranty would be expired. We would need to have a diagnosis completed from the local dealership and have repair completed. I would need to recommend holding on to all paperwork from the repair. If recall is issued you would be able to submit for reimbursement. (12m 17s) Visitor: That is the only option you can recommend? I have seen that some people have paid over $1000 for the repair and I am not in a position to do that. (13m 39s) Emily: I apologize this would be the only option at this time with no recall issued on the matter along with no extended warranty or warranty on the vehicle. I have opened a case on the matter for you with case number [redacted] everything has been noted on file for you. (14m 33s) Visitor: Thank you for the case number. Thank you for the information you provided. Have a great night. (15m 29s) Emily: Thank you for choosing Dodge Customer Care. Have a great day

Live Chats

Date

Date	
03/30/2021	Chat Started: Monday, March 29, 2021, 21:25:55 (-0400) Chat Origin: NAFTA Mopar Brand Chat Agent Emily (9s) Emily: Thank you for chatting with us, my name is Emily with Mopar Customer Care. Please keep the chat window open to participate in a brief survey at the completion of our conversation. (28s) Visitor: Hello, Emily. I hope you are having a good evening. (1m 40s) Visitor: The driver's side sliding door on my 2016 Dodge Grand Caravan does not unlock or open. The locking mechanism is stuck in the lock position and does not allow the door to unlock/open. This happened without any external cause. It just stopped working one day and is a safety concern due to children unable to exit the vehicle in the event of an emergency. Can you assist with that? I did not see it listed as a safety recall but I have seen a lot of people having the same issue. (2m 22s) Emily: I apologize you are having a concern I would be happy to look into this with you. May please have you confirm your name, address, telephone number, email address and the last 8 of the VIN for me please. (2m 29s) Visitor: This occurred on 22 October 2020. The vehicle had 67109 miles on it and it has not been involved in an accident. (3m 37s) Visitor: My name is [redacted] My address is [redacted] Sierra Vista, AZ [redacted] My phone number is [redacted] My email address is [redacted] The last 8 of the VIN are [redacted] (6m 13s) Visitor: Are you still there? (6m 44s) Emily: I apologize this is happening with the door have you been in to the local dealership to have a diagnosis completed on the van ? (8m 25s) Visitor: I called the dealer and they were going to charge a rather high price to diagnose the door. The diagnosis is more than the replacement locking actuator to fix the door. I told them the symptoms and asked for a quote to replace the part and they said they could not give me any information without me paying for a diagnosis. (10m 1s) Visitor: This seems like a safety issue that should be recalled by Dodge or FCA. It has happened to so many people and could cause serious issues if the vehicle is in an accident. (11m 5s) Emily: I can certainly understand the concern with the matter. I am showing no open recalls on the matter. I am showing with the make and model all factory warranty would be expired. We would need to have a diagnosis completed from the local dealership and have repair completed. I would need to recommend holding on to all paperwork from the repair. If recall is issued you would be able to submit for reimbursement. (12m 17s) Visitor: That is the only option you can recommend? I have seen that some people have paid over $1000 for the repair and I am not in a position to do that. (13m 39s) Emily: I apologize this would be the only option at this time with no recall issued on the matter along with no extended warranty or warranty on the vehicle. I have opened a case on the matter for you with case numbe [redacted] verything has been noted on file for you. (14m 33s) Visitor: Thank you for the case number. Thank you for the information you provided. Have a great night. (15m 29s) Emily: Thank you for choosing Dodge Customer Care. Have a great day

Date	
03/30/2021	

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/30/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/30/2021	**Origin**	Chat	**Reason**	
Mileage	0 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	RALEIGH	NC	[redacted]	USA	
Dealer	X7854	EAN HOLDINGS - ORLANDO		**Dealer Phone**	4073253783
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS	MO	63105 4204	USA	
Dealer Zone		**Sales District**		**Service District**	
Subject	Warranty & Maintenance Information				
Synopsis					
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/30/2021 02:08 PM	New
03/30/2021 02:21 PM	Open
03/30/2021 02:21 PM	Closed

Initial Description

Chat Started: Tuesday, March 30, 2021, 10:08:06 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Emily (13s) Emily: Thank you for chatting with us, my name is Emily with FCA Customer Care. Please keep the chat window open to participate in a brief survey at the completion of our conversation. (40s) Emily: Hello [redacted] 1m 42s) Visitor: Hi, last year I contacted NHTSA about my van's sliding door not unlocking... researched how to fix it myself after getting a very high fix quote and solved it within 30 minutes, but it has a bzzz whenever the lock is engaged now (but operates perfectly). NHTSA asked me to contact you for a CAIR number (2m 49s) Emily: I apologize you are having a concern I would be happy to look into this with you. May please have you confirm your name, address, telephone number, email address and the last 8 of the VIN for me please. (5m 12s) Visitor: [redacted] Raleigh NC [redacted] [redacted] 5m 40s) Emily: Thank you. taking a look over the information I am showing no recalls listed on the locking on the door as of yet. I would be happy to open a case on the matter for you and have everything noted. I would need to recommend having a diagnosis completed at the local dealership. If the repair is completed holding on to all paperwork if recall is issues on the matter you would be able to submit for reimbursement. The case number is [redacted] 10m 37s) Emily: Are you there ? (12m 9s) Emily: I apologize I am going to need to disconnect the chat with not hearing back from you. (13m 5s) Emily: Thank you for choosing Chrysler customer Care. Have a great day!

Live Chats

Date

Date	
03/30/2021	Chat Started: Tuesday, March 30, 2021, 10:08:06 (-0400) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Emily (13s) Emily: Thank you for chatting with us, my name is Emily with FCA Customer Care. Please keep the chat window open to participate in a brief survey at the completion of our conversation. (40s) Emily: Hello [redacted] (1m 42s) Visitor: Hi, last year I contacted NHTSA about my van's sliding door not unlocking... researched how to fix it myself after getting a very high fix quote and solved it within 30 minutes, but it has a bzzz whenever the lock is engaged now (but operates perfectly). NHTSA asked me to contact you for a CAIR number (2m 49s) Emily: I apologize you are having a concern I would be happy to look into this with you. May please have you confirm your name, address, telephone number, email address and the last 8 of the VIN for me please (5m 12s) Visitor [redacted] Raleigh NC [redacted] (6m 40s) Emily: Thank you. taking a look over the information I am showing no recalls listed on the locking on the door as of yet. I would be happy to open a case on the matter for you and have everything noted. I would need to recommend having a diagnosis completed at the local dealership. If the repair is completed holding on to all paperwork if recall is issues on the matter you would be able to submit for reimbursement. The case number is [redacted] (10m 37s) Emily: Are you there ? (12m 9s) Emily: I apologize I am going to need to disconnect the chat with not hearing back from you. (13m 5s) Emily: Thank you for choosing Chrysler customer Care. Have a great day!

Date
03/30/2021

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	03/30/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/30/2021	**Origin**	Brand Site	**Reason**	assistance
Mileage	73,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City	Lake Worth	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	LAKE WORTH		FL [redacted]		USA
Dealer	99999	Dealer99999		**Dealer Phone**	
Dealer Address					
Dealer Zone		**Sales District**		**Service District**	

Subject	Driver side power sliding door won't open remotely
Synopsis	close
Customer Anomaly	Electronics
	Power Door Locks

Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning

Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details

Case Status History

Create Date	Status
03/30/2021 03:05 PM	New
03/30/2021 05:55 PM	Open
03/30/2021 06:01 PM	Closed

Initial Description

The power sliding door behind the driver would only open IF the lock lever is pushed forward while pulling the handle at the same time. Otherwise, it would not respond to the key fob or any other button inside the vehicle.

Email(s)

Date	03/30/2021	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	03/30/2021 15:05 PM

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

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

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

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

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

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit [redacted]

Date	03/30/2021	**Subject**	[redacted]		
From	dodgecustomercare@fcagroup.com	**To**	[redacted]		03/30/2021 18:00 PM

Hello [redacted]

Thank you for contacting the DODGE Customer Assistance Center.

I can understand the dissatisfaction you feel, given the sliding door issue you've been experiencing with your Dodge. I would like to assure you that we will do everything we can to help you.

Based on the information provided in your email, your best plan action would be to visit one of our authorized dealers for a diagnosis. Our technicians are trained to troubleshoot issues that our customers are experiencing and provide an accurate diagnosis. They also have specialists that they can refer to if necessary.

For your convenience, I have provided contact information for the closest dealership to you below, based on the zip code provided in your email:

Arrigo Chrysler Dodge of West Palm Beach
6500 Okeechobee Blvd
West Palm Beach, FL 33411-2701
(561) 683-1511

Please do not hesitate to contact us if you need any further assistance.

Thank you again for your email, [redacted]. Have a great day.

You are always welcome to call us directly with your questions at Dodge Customer Assistance Center by calling 1-800-423-6343.

Sincerely,

Jody
Dodge Customer Assistance Center
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/05/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/05/2021	**Origin**	Telephone	**Reason**	
Mileage	113,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	CAPE CORAL		FL	[redacted]	USA
Dealer	27102	Cape Coral Chrysler Dodge Jeep Ram		**Dealer Phone**	2395000000
Dealer Address	2200 NE PINE ISLAND ROAD				
	CAPE CORAL		FL	33909 1768	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	D
Subject	recall				
Synopsis	no diagnosis				
Customer Anomaly					
Contact Reason	C78	Contacts & Appointment For Recall	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Recall Campaign - Recall Campaign - Contacts & Appointment				

Case Status History

Create Date	Status
04/05/2021 03:00 PM	Open
04/05/2021 03:06 PM	Closed

Initial Description

recall

Case Comments

Date	Comment
04/05/2021	*IB Spanish* CST called in wanting to verify if the vehicle has any incomplete recalls. CST states the rear passenger door does not lock with the key fob and has to be locked and unlocked manually. Agent advised this vehicle does not have any incomplete recalls. CST was referred to the dealer to have the vehicle diagnosed. Agent explained CST is responsible for the diagnosis and cost of repairs. CST understood.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/05/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/05/2021	**Origin**	Telephone	**Reason**	
Mileage	91,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	ROANOKE		VA	[redacted]	USA
Dealer	23296	BERGLUND CHRYSLER DODGE JEEP RAM		**Dealer Phone**	5403459881
Dealer Address	2525 FRANKLIN RD SW				
	ROANOKE		VA	24014 1007	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	K
Subject	Vehicle Concern - Sliding Door				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/05/2021 04:01 PM	Open
04/05/2021 04:05 PM	Closed

Initial Description

Driver's side sliding door won't open

Case Comments

Date	Comment
04/05/2021	Vehicle's driver-side sliding door won't open remotely or manually. Customer feels that this is unsafe and wanted to check for recalls. Agent found no recalls on this vehicle, referred to DLR for diagnosis and repair.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2016	Brand	CHRYSLER
Body	RTYR53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	04/05/2021	CAIR Type	Regular	Status	Closed
Close Date	04/13/2021	Origin	Telephone	Reason	
Mileage	50,000 Miles	Market	U	Language	English
Contact Email					
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	SAINT LOUIS		MO		USA
Dealer	41458	SOUTH COUNTY DODGE CHRYSLER JEEP		Dealer Phone	3144871010
Dealer Address	7127 S LINDBERGH BLVD				
	ST. LOUIS		MO	63125 4305	USA
Dealer Zone	Midwest	Sales District		Service District	N
Subject	recall notice				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/05/2021 04:33 PM	Open
04/05/2021 04:35 PM	Closed
04/08/2021 05:14 PM	Open
04/08/2021 05:21 PM	Closed
04/13/2021 02:18 PM	Open
04/13/2021 02:21 PM	Closed

Initial Description

recall notice

Case Comments

Date	Comment
04/05/2021	customer calling as his mechanic told him about TSB 23-017-20 wanted to know if any recalls on vehicle advised not at this time and TSB is not on vehicle. He would need to bring vehicle into dealership for a diagnosis offered to assist with setting appointment but offer declined The customer mentioned that he have a Van that have 1 door is is lock and it will not open no matter what, he was told it is related to the actuators on the sliding doors and he also asked for a cost estimates of how much it will be to get it replaced.
04/08/2021	Customer calling to get assistance with TSB being completed. Vehicle is being diagnosed at DLR 41458. On 2021/04/12. Agent advised to have vehicle diagnosed by DLR and for further assistance to call CAC back.
04/13/2021	Dealer 41458 Cody called that the customer wants assistance with repairs for the Door. techs found sliding door latch and Door lock has internal failure agent advised dealer denied Goodwill assistance due to Goodwill parameters .

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	Model Year	2016	Brand	DODGE
Body	RTKX53	Vehicle	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	04/05/2021	CAIR Type	Regular	Status	Closed
Close Date	04/06/2021	Origin	Telephone	Reason	
Mileage	87,000 Miles	Market	U	Language	English
Contact Email	[redacted]				
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer	[redacted]				
Customer Address	[redacted]				
	YUCCA		AZ	[redacted]	USA
Dealer	X7354	EAN HOLDINGS - LOS ANGELES LAX		Dealer Phone	3106492245
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		Sales District		Service District	
Subject	Sliding door not opening properly				
Synopsis					
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/05/2021 10:22 PM	Open
04/06/2021 07:43 PM	Closed

Initial Description

Sliding door not opening properly

Case Comments

Date	Comment
04/05/2021	Sliding door not opening properly., Customer asking why there is no recall. She x very upset and wants to talk to a supervisor. No warranty. No goodwill.
04/06/2021	******OUTBOUND SUPERVISOR CONTACT*** [redacted] Writer reached out to customer to review file. Customer states the passenger side door is stuck closed and the driver side opens on it own. Customer states she had the dealer diagnosed the vehicle and the door was not latching correctly. Writer explained that due to the warranty expiring in 2019 no GW would be offered.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2015	**Brand**	CHRYSLER
Body	RTYS53	**Vehicle**	CHRYSLER TOWN & COUNTRY LTD PLATINUM		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/06/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/07/2021	**Origin**	Telephone	**Reason**	
Mileage	82,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	NORTH CHESTERFIELD		VA	[redacted]	USA
Dealer	68914	HALEY OF FARMVILLE INC		**Dealer Phone**	4343928166
Dealer Address	1906 S MAIN ST				
	FARMVILLE		VA	23901 2563	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	Q
Subject	Engine replacement				
Synopsis					
Customer Anomaly					
Contact Reason	C183	Vehicle Warranty Plan Coverage	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Warranty - Warranty - Coverage Information				

Case Status History

Create Date	Status
04/06/2021 08:01 PM	Open
04/06/2021 08:14 PM	Closed
04/07/2021 04:04 PM	Open
04/07/2021 04:16 PM	Closed

Initial Description

took the vehicle to the dealership and DLR called the customer and said that engine is shut. Upper rod in the engine has gone and whole engine needs to be replaced, 3 weeks ago vehicle started making ticking noise. for replacing engine dlr is quoting $5200. Customer is looking for GW.

Case Comments

Date	Comment
04/06/2021	took the vehicle to the dealership and DLR called the customer and said that engine is shut. Upper rod in the engine has gone and whole engine needs to be replaced, 3 weeks ago vehicle started making ticking noise. for replacing engine dlr is quoting $5200. Customer also got actuator replaced in the right sliding door.. Customer is looking for GW. Customer is saying that he is having 2-3 more vehicles. 2008 and 2003. Checked customer didn't have SC. Checked all the parameters for gw consideration eg LS and CSS but customer doesn't fall in that. Informed that it would be an out of pocket expense. Closing this case

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/09/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/19/2021	**Origin**	Chat	**Reason**	
Mileage	39,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
					USA
Dealer	23245	NEWARK CHRYSLER JEEP DODGE		**Dealer Phone**	3027310100
Dealer Address	244 EAST CLEVELAND AVE				
	NEWARK		DE	19711 3711	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	C
Subject	Others				
Synopsis	GW given on vehicle repair				
Customer Anomaly	Gears & Transmission				
	Gearbox				
Contact Reason	C103	Serviced Vehicle Returned With Damage	**Customer Anomaly**	44	Gearbox issue
Reason Code	After Sales - Complaint - Network - Treatment in workshop - Delivered Damaged vehicle				

Case Status History

Create Date	Status
04/09/2021 01:10 PM	New
04/09/2021 01:17 PM	Open
04/19/2021 05:08 PM	Closed

Initial Description

Chat Started: Friday, April 09, 2021, 09:10:57 (-0400) Chat Origin: NAFTA Dodge Brand Chat Agent Mathew (6s) Mathew: Thank you for chatting with us, my name is Mathew with Dodge Customer Care. Please keep the chat window open to participate in a brief survey at the completion of our conversation. (20s) Mathew: Hello, how may I help you today? (1m 14s) Visitor: I am trying to see who i need to speak with in [redacted] to a complaint and to share my current situation with my dodge caravan (1m 40s) Mathew: I do apologize that you are experiencing a [redacted] and I can see if I have any recommendations for you. Could I have the VIN and the mileage on your Dodge please? (2m 36s) Visitor: [redacted] (3m 31s) Visitor: mileage is about 39,000. My van is currently at our local chrysler dodge dealership getting serviced which is why i am reaching out (3m 57s) Mathew: Thank you; what's going on with the vehicle? (5m 16s) Visitor: I took it in about 2 weeks ago for a basic oil change as well to get the automatic door fixed which this is the second time ive had issues with the door, for it to cost be over 1,000 to repair (7m 5s) Visitor: after getting it back i noticed after just a few days the gears seem to be slipping to then where it could not drive. i called the dealership told them they couldnt get me looked at for over a week. I had a mechanic come to my house who said he beieved the transmission fluid was drained by accident and then not re filled. hence, he said reason why it slower began to glitch over the week. i called dealership explained to them, they were very negative and said they would not have done that. (9m 41s) Visitor: finally got the van towed in. for them to call me 2 days later to say i need a whole new transmission! My van has only 39,000 miles! no way should a new transmission be needed! the guy said it seemed to have a clogged filter and then clogged sump pump and a new transmission was needed. I asked about the fluids and he of course said no that didnt happen. so now, over 2 weeks without a vehicle they are charging me almost 4,000 to replace my transmission! i am very angry and upset and do feel as this should of been the case! i take very good care of the van, keep up with oil changes and whatnot. Why would the transmission stop working at only 39,000 miles (10m 31s) Mathew: I do apologize for that issue [redacted] While I see if I have any recommendations for you, would you mind verifying the owner information for the Dodge please? Could I have the name it's registered under, the mailing address with the zip code, the primary phone number and the primary email address please? (11m 18s) Visitor: [redacted] newark de [redacted] m 26s) Visitor: [redacted] (12m 8s) Mathew: Thank you; which dealership is this? (13m 24s) [redacted] in newark de on cleveland avenue (13m 26s) Mathew: Thank you, one moment please. (16m 22s) Mathew: Thank you for waiting [redacted] What I will be doing is escalating a case to our case management team for further review. Here is your case number [redacted], that team will contact you back in one business day. (16m 46s) Visitor: ok by phone? (16m 54s) Mathew: Phone or email. (17m 7s) Visitor: can i have the phone number for them as well please (17m 34s) Mathew: When that team contacts you, the case manager who will be working your case will provide their number and extension. (17m 47s) Visitor: ok thank you (17m 58s) Mathew: You're welcome, thank you for contacting Dodge customer care, have a good rest of your day.

Case Comments

Date	Comment
04/09/2021	I took it in about 2 weeks ago for a basic oil change as well to get the automatic door fixed which this is the second time ive had issues with the door, for it to cost be over 1,000 to repair after getting it back i noticed after just a few days the gears seem to be slipping to then where it could not drive. i called the dealership told them they couldnt get me looked at for over a week. I had a mechanic come to my house who said he beieved the transmission fluid was drained by accident and then not re filled. hence, he said reason why it slower began to glitch over the week. i called dealership explained to them, they were very negative and said they would not have done that. finally got the van towed in. for them to call me 2 days later to say i need a whole new transmission! My van has only 39,000 miles! no way should a new transmission be needed! the guy said it seemed to have a clogged filter and then clogged sump pump and a new transmission was needed. I asked about the fluids and he of course said no that didnt happen. so now, over 2 weeks without a vehicle they are charging me almost 4,000 to replace my transmission! i am very angry and upset and do feel as this should of been the case! i take very good care of the van, keep up with oil changes and whatnot. Why would the transmission stop working at only 39,000 miles
04/09/2021	Customer contact information is phone number is [redacted] email address [redacted]
04/09/2021	********** In-Service Date March 15, 2016 Original Owner: Yes Mileage: 39000 Vehicle purchase loyalty 2 New 1 Used Multiple Repairs/ Previous related repairs: No MVP plans No OPEN RECALLS: No LS: 0394 CCS: 00 Other Power train expired March 15, 2021

Date	Comment
04/12/2021	*****OUTBOUND DEALERSHIP CONTACT***** Newark Chrysler | 23245 | 3027310100 SA John stated that the vehicle has been fixed and returned. SA John stated that it was not covered under warranty. SA John stated that he can not see how it happened being the transmission pan and oil filter pan are not close together. SA John stated that the torque converter came apart and the filter was clogged that is what caused the slipping of the gears.
04/12/2021	*****OUTBOUND CUSTOMER CONTACT***** [redacted] DODGE Agent left a VM with customer to discuss the vehicle issues
04/12/2021	NEXT AGENT. Please have customer submit the paid in full dealer invoice so we an review to see what we can possible do to assist them with the repair.
04/12/2021	*****INBOUND CUSTOMER CONTACT***** [redacted] DODGE - Customer called in to return call. - CM read the case. CM asked the customer to attach invoices to the reply of the email that she was sent. They would then be reviewed. - Customer thanked the CM and stated that she would do that now.
04/16/2021	SHANNON HARMON is requesting review of cost assistance for repair of the Torque converter DO[redacted] Dealer invoice for Torque Converter Writer is suggesting the following as a goodwill gesture based on dealer input and for customer satisfaction. Customers proof of payment is: Receipts with RO attached ********** In-Service Date March 15, 2016 Original Owner: Yes Mileage: 39000 Vehicle purchase loyalty 2 New 1 Used Multiple Repairs/ Previous related repairs: No MVP plans No OPEN RECALLS: No LS: 0394 CCS: 00 Other Power train expired March 15, 2021 Authorized Chrysler Dealership: Newark Chrysler | 23245 Dealer Opinion: The dealership is suggesting to have the Torque converter repaired to remedy the current issue. BREAK DOWN Torque converter $2720.00 Labor $1099.50 Total $3819.50 Co-Pay- $150.00 Specialist is seeking reimbursement of $2720.00 with a customer co-pay of $1099.50 on assistance for repair of the Torque converter total repair. Total for repair $3819.50 Advised customer request is under review. CM will follow up when completed or within 2 business days. **********. Customer accepts and verifies the check should be mailed to the following name and address
04/16/2021	[redacted]D CUSTOMER CONTACT***** [redacted] DODGE Customer started her address is this [redacted] [redacted]EWARK DE USA [redacted] Agent stated we will review to see what we can possible do and will call her on Monday or Tuesday in that regard

Email(s)

Date	04/12/2021	***Subject***	Others [ref [redacted] ref]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	04/12/2021 20:16 PM

My name is Linda and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have: I am out of the office for a few days. Your more then welcome to call in at anytime.
Your case number is [redacted]
· The Chrysler Case Management telephone number is: 1-866-932-3873
My direct extension:

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

Sincerely,

Teena

Stellantis Case Manager

[redacted]

Date	04/12/2021	***Subject***	Re: Others [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	04/12/2021 20:29 PM

I called in and was told some documents were going to be emailed as well as requests of the completed work that was done from me.
[redacted]

Sent from my iPhone

> On Apr 12, 2021, at 4:16 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
>
> My name is Linda and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have: I am out of the office for a few days. Your more then welcome to call in at anytime.
> Your case number is [redacted]
> · The Chrysler Case Management telephone number is: 1-866-932-3873
> My direct extension:
>
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>
> Sincerely,
>
> Teena
>
> Stellantis Case Manager
>
> 1-866-932-3873 Ext. 302 5455
>
[redacted]

Date	04/14/2021	***Subject***	[redacted]]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***e/Time***	04/14/2021 20:33 PM

[redacted]

Please submit the paid in full dealer invoice so we an review to see what we can possible do to you with the repair.
You have to attach it to this email.

Stellantis Case Manager | Mid- Atlantic Case Management
PH: 1-866-932-3873

---------- Original Message ----------
Fr[redacted]
Sent: 4/12/2021 4:29 PM
To: uscustomercare@fcagroup.com
Subject: Re: Other[redacted]

I called in and was told some documents were going to be emailed as well as requests of the completed work that was done from me.

[redacted]

Sent from my iPhone

> On Apr 12, 2021, at 4:16 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
>
> My name is Linda and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have: I am out of the office for a few days. Your more then welcome to call in at anytime.
> Your case number [redacted]
> · The Chrysler Case Management telephone number is: 1-866-932-3873
> My direct extension:
>
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>
> Sincerely,
>
> Teena
>
> Stellantis Case Manager
>
> 1-866-932-3873 Ext. 302 5455
>
[redacted]

Date	04/15/2021	***Subject***	Re: Other[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	04/15/2021 01:02 AM

Sent from my iPhone

> On Apr 14, 2021, at 4:33 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
[redacted]
>
> Please submit the paid in full dealer invoice so we an review to see what we can possible do to you with the repair.
> You have to attach it to this email.
>
> Stellantis Case Manager | Mid- Atlantic Case Management
> PH: 1-866-932-3873
>
>
> ---------- Original Message ----------
> From: [redacted]
> Sent: 4/12/2021 4:29 PM
> To: uscustomercare@fcagroup.com
> Subject: Re: Othe[redacted]
>
> I called in and was told some documents were going to be emailed as well as requests of the completed work that was done from me.
> [redacted]
>
> Sent from my iPhone
>
> > On Apr 12, 2021, at 4:16 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
> >
> > ?
> > My name is Linda and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have: I am out of the office for a few days. Your more then welcome to call in at anytime.
> > Your case number is [redacted]
> > · The Chrysler Case Management telephone number is: 1-866-932-3873
> > My direct extension:
> >
> > Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
> >
> > Sincerely,
> >
> > Teena
> >
> > Stellantis Case Manager
> >
> > 1-866-932-3873 Ext. 302 5455
> [redacted]
>

Date	04/15/2021	***Subject***	Re: Others [[redacted]		
From [redacted]		***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	04/15/2021 01:11 AM

Sent from my iPhone

> On Apr 14, 2021, at 9:02 PM [redacted] wrote:
>
>
> <image0.jpeg>
>
>
> Sent from my iPhone
>
>>> On Apr 14, 2021, at 4:33 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>> [redacted]
>>
>> Please submit the paid in full dealer invoice so we an review to see what we can possible do to you with the repair.
>> You have to attach it to this email.
>>
>> Stellantis Case Manager | Mid- Atlantic Case Management
>> PH: 1-866-932-3873
>>
>>
>> ---------- Original Message ----------
>> From: [redacted]
>> Sent: 4/12/2021 4:23 PM
>> To: uscustomercare@fcagroup.com
>> Subject: Re: Others [redacted]
>>
>> I called in and was told some documents were going to be emailed as well as requests of the completed work that was done from me.
>> [redacted]
>>
>> Sent from my iPhone
>>
>> > On Apr 12, 2021, at 4:16 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>> >
>> > ?
>> > My name is Linda and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have: I am out of the office for a few days. Your more then welcome to call in at anytime.
>> > Your case number [redacted]
>> > · The Chrysler Case Management telephone number is: 1-866-932-3873
>> > My direct extension:
>> >
>> > Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
>> >
>> > Sincerely,
>> >
>> > Teena
>> >
>> > Stellantis Case Manager
>> >
>> > 1-866-932-3873 Ext. 302 5455
>> >
>> > [redacted]
>>

Live Chats

Date

Date	
04/09/2021	Chat Started: Friday, April 09, 2021, 09:10:57 (-0400) Chat Origin: NAFTA Dodge Brand Chat Agent Mathew (6s) Mathew: Thank you for chatting with us, my name is Mathew with Dodge Customer Care. Please keep the chat window open to participate in a brief survey at the completion of our conversation. (20s) Mathew: Hello, how may I help you today? (1m 14s) Visitor: I am trying to see who i need to speak with in reference to a complaint and to share my current situation with my dodge caravan (1m 40s) Mathew: I do apologize that you are experiencing an issue with your vehicl[redacted]nd I can see if I have any recommendations for you. Could I have the VIN and the mileage on your Dodge please? (2m 36s) Visitor[redacted] (3m 31s) Visitor: mileage is about 39,000. My van is currently at our local chrysler dodge dealership getting serviced which is why i am reaching out (3m 57s) Mathew: Thank you; what's going on with the vehicle? (5m 16s) Visitor: I took it in about 2 weeks ago for a basic oil change as well to get the automatic door fixed which this is the second time ive had issues with the door, for it to cost be over 1,000 to repair (7m 5s) Visitor: after getting it back i noticed after just a few days the gears seem to be slipping to then where it could not drive. i called the dealership told them they couldnt get me looked at for over a week. I had a mechanic come to my house who said he beieved the transmission fluid was drained by accident and then not re filled. hence, he said reason why it slower began to glitch over the week. i called dealership explained to them, they were very negative and said they would not have done that. (9m 41s) Visitor: finally got the van towed in. for them to call me 2 days later to say i need a whole new transmission! My van has only 39,000 miles! no way should a new transmission be needed! the guy said it seemed to have a clogged filter and then clogged sump pump and a new transmission was needed. I asked about the fluids and he of course said no that didnt happen. so now, over 2 weeks without a vehicle they are charging me almost 4,000 to replace my transmission! i am very angry and upset and do feel as this should of been the case! i take very good care of the van, keep up with oil changes and whatnot. Why would the transmission stop working at only 39,000 miles (10m 31s) Mathew: I do apologize for that issue[redacted]. While I see if I have any recommendations for you, would you mind verifying the owner information for the Dodge please? Could I have the name it's registered under, the mailing address with the zip code, the primary phone number and the primary email address please? (11m 18s) Visitor[redacted]newark de[redacted] (11m 26s) Visitor[redacted] (12m 8s) Mathew: Thank you; which dealership is this? (13m 24s) Visitor: newark chrysler jeep. Located in newark de on cleveland avenue (13m 26s) Mathew: Thank you, one moment please. (16m 22s) Mathew: Thank you for waiting[redacted]What I will be doing is escalating a case to our case management team for further review. Here is your case number[redacted]hat team will contact you back in one business day. (16m 46s) Visitor: ok by phone? (16m 54s) Mathew: Phone or email. (17m 7s) Visitor: can i have the phone number for them as well please (17m 34s) Mathew: When that team contacts you, the case manager who will be working your case will provide their number and extension. (17m 47s) Visitor: ok thank you (17m 58s) Mathew: You're welcome, thank you for contacting Dodge customer care, have a good rest of your day.

Date
04/09/2021

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/13/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/13/2021	**Origin**	Telephone	**Reason**	
Mileage	66,000 Miles	**Market**	U	**Language**	English
Contact Email				**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	MATTHEWS		NC		USA
Dealer	27101	Capital Chrysler Dodge Jeep Ram of		**Dealer Phone**	7042204370
Dealer Address	5501 W. HIGHWAY 74				
	INDIAN TRAIL		NC	28079	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	P
Subject	vehicle issue				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/13/2021 01:17 PM	Open
04/13/2021 01:31 PM	Closed

Initial Description

passenger sliding doors locked itself and cannot be unlocked

Case Comments

Date	Comment
04/13/2021	Customer called in seeking assistance with unlocking her 2 sliding passenger doors. Says no one can unlock them. She had reached out to the DLR and 3 mechanics but they could not find a resolution. Agent reached out to DLR 27101 and spoke to Jessica at the service dept. explaining the issue and she said they could unlock the doors. Provided DLR contact to customer as lost connection with DLR

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/14/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/14/2021	**Origin**	Telephone	**Reason**	
Mileage	0 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	NEW BEDFORD		MA	[redacted]	USA
Dealer	26813	COLONIAL SOUTH CHRYSLER DODGE		**Dealer Phone**	5089841900
Dealer Address	42 STATE RD				
	DARTMOUTH		MA	02747 3320	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	A
Subject	Recall				
Synopsis					
Customer Anomaly					
Contact Reason	C200	Vehicle Not Part Of The Recall Campaign	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Recall Campaign - Recall Campaign - VIN Check - Recall Doesn't Apply				

Case Status History

Create Date	Status
04/14/2021 07:28 PM	Open
04/14/2021 07:31 PM	Closed

Initial Description

Customer has called in about a recall he thinks should be on his vehicle

Case Comments

Date	Comment
04/14/2021	Customer states that his sliding door does not lock and customer states this should be recall on his vehicle. I have let customer know that recalls are issued VIN specific customer states that this is a safety problem and this should be looked into. I have let customer know that i have documented his complaint and created a case for him about his concern

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/22/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/22/2021	**Origin**	Telephone	**Reason**	
Mileage	80,000 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	MORROW		OH		USA
Dealer	43664	KINGS DODGE CHRYSLER JEEP		**Dealer Phone**	5136833000
Dealer Address	4486 KINGSWATER DRIVE				
	CINCINNATI		OH	45249 8268	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	G
Subject	vehicle concern				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/22/2021 02:11 PM	Open
04/22/2021 02:20 PM	Closed
04/22/2021 02:21 PM	Open
04/22/2021 02:27 PM	Closed

Initial Description

cst called in stating both sliding door actuators are broke

Case Comments

Date	Comment
04/22/2021	cst called in regarding recall. Agent informed cst of zero open recalls on the vehicle. cst stated the vehicle is experiencing issues that is out there as a recall. Agent informed cst unless the dealership submits the issue to warranty to be covered and recognized it as a recall, we will not cover the fix under a recall. the dealership has to deemed the cst is experiencing the same issue as the recall and submits it into warranty for review. cst stated that made no sense and disconnected the call

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/22/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/23/2021	**Origin**	Brand Site	**Reason**	assistance
Mileage	107,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address	[redacted]			**Source**	Customer
Caller City	Antioch	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	ANTIOCH		IL	[redacted]	USA
Dealer	99970	US Test Dealer		**Dealer Phone**	2487401541
Dealer Address	800 CHRYSLER DR.				
	AUBURN HILLS		MI	48326 2757	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	A
Subject	Sliding door failures				
Synopsis	rear power sliding doors-failed actuators, decline assistance for repair, not within GW				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/22/2021 08:48 PM	New
04/23/2021 12:39 PM	Open
04/23/2021 12:40 PM	Closed

Initial Description

We previously reached out to this e-mail address with complaints about our 2016 Dodge Grand Caravan, but have not been contacted by Dodge. We did receive an automated acknowledgment e-mail with reference numbe[redacted] We also received two e-mails asking us to rate out interaction with "Jacob", but we were never contacted by "Jacob" or anyone else from Dodge. Both rear power sliding doors on our van are inoperable due to failed actuators. The doors cannot be opened with the FOB, push-buttons inside the car, or manually. They are permanently locked and cannot be opened. As a result, our young children can only enter and exit the vehicle by climbing in and out the rear hatch, or climbing over the front seats and out the front doors of the vehicle. This is a known problem in Dodge Caravans and a major safety hazard. Our dealer want $2,300 to repair the doors. This is completely unfair and outside of our budget. Our local dealer is unable negotiate on repair prices, so we are stuck with a van whose sliding doors will not open. We had the very same problem with our 2007 Caravan and hoped the 2016 model would be better. It is not and we will not purchase another Mopar (or FIAC) product again. I have filed a complaint with the NHTSA to investigate this safety issues with Dodge vans. Our complaint is being investigated under VOQ

Email(s)

Date	04/22/2021	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	04/22/2021 20:49 PM

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

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

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

Mopar Brand: 800-247-9753

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference numbe[redacted]

Sincerely,

The Mopar Brand

To view the Mopar Privacy Policy, visit [redacted]

Date	04/23/2021	**Subject**	[redacted]	ref]	
From	uscustomercare@fcagroup.com	**To**	[redacted]		04/23/2021 12:39 PM

Hello ; [redacted]
We have received your letter and fully appreciate the concerns you have raised regarding your 2016 DODGE GRAND CARAVAN SXT. For rear power sliding doors-failed actuators
We must respectfully decline assistance at this time, if any recalls or extended warranty applied to your vehicle, keep all documents including work order and invoice from dealer and can review for reimbursement at that time.
Thank you for your email and allowing us the opportunity to review this matter with you.
Best regards,
Paula
Dodge Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 4/22/2021 4:49 PM
To: [redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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

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

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

Mopar Brand: 800-247-9753

FCA Brand : 800-247-9753

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

Sincerely,

The Mopar Brand

To view the Mopar Privacy Policy, visit

[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	04/23/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	04/23/2021	**Origin**	Telephone	**Reason**	
Mileage	163,066 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	MIAMI		FL	[redacted]	USA
Dealer	67962	PLANET DODGE CHRYSLER JEEP		**Dealer Phone**	3054708000
Dealer Address	9975 N W 12TH STREET				
	MIAMI		FL	33172 2762	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	A
Subject	recall request				
Synopsis	Customer complaint recorded. No further action needed.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C77	Complaint That Recall Campaign Not Yet Launched	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Recall Campaign - Recall Campaign - Campaign not yet launched				

Case Status History

Create Date	Status
04/23/2021 09:17 PM	Open
04/23/2021 10:07 PM	Closed

Initial Description

Customer states their sliding door is not operating properly

Case Comments

Date	Comment
04/23/2021	Customer feels that they have a vehicle concern that should be a recall. Customer states that their sliding door has been making noise and now no longer locks or properly operates. Customer states that they have heard about this issue amongst several other car owners with the same vehicle and she wanted to file a complaint documenting her experience. No further action needed.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	Model Year	2016	Brand	DODGE
Body	RTKM53	Vehicle	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	04/28/2021	CAIR Type	Regular	Status	Closed
Close Date	04/28/2021	Origin	Telephone	Reason	
Mileage	69,000 Miles	Market	U	Language	English
Contact Email	[redacted]				
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer	[redacted]				
Customer Address					
	MARLBOROUGH		MA	[redacted]	USA
Dealer	45200	COLONIAL DODGE CHRYSLER JEEP		Dealer Phone	9785688000
Dealer Address	24 COOLIDGE ST				
	HUDSON		MA	01749 1351	USA
Dealer Zone	Northeast	Sales District		Service District	B
Subject	warranty inquiry/vehicle issues				
Synopsis	provided info				
Customer Anomaly					
Contact Reason	C183	Vehicle Warranty Plan Coverage	Customer Anomaly		
Reason Code	After Sales - Complaint - Warranty - Warranty - Coverage Information				

Case Status History

Create Date	Status
04/28/2021 06:40 PM	Open
04/28/2021 06:45 PM	Closed

Initial Description

warranty inquiry/ passenger side door locked shut

Case Comments

Date	Comment
04/28/2021	Customer calling in after having a door issues repaired at an IRF and wants to know if she had warranty, customer does not want to have dlr diagnosis no next steps

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/02/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/03/2021	**Origin**	Brand Site	**Reason**	assistance
Mileage	88,550 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**ntact Phone**	[redacted]		
Caller Address	[redacted]			**Source**	Customer
Caller City	PACE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address	[redacted]				
	PACE	FL	[redacted]	USA	
Dealer	56733	HILL-KELLY DODGE CHRYSLER JEEP		**Dealer Phone**	8504769078
Dealer Address	6171 PENSACOLA BLVD				
	PENSACOLA	FL	32505 2211	USA	
Dealer Zone	Southeast	**Sales District**		**Service District**	G
Subject	Quality issue				
Synopsis					
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/02/2021 11:25 AM	New
05/03/2021 07:07 PM	Open
05/03/2021 07:41 PM	Closed

Initial Description

In May of 2018 the right passenger sliding door lock seized up and would no longer lock, either electronically or manually. The solenoid is sold as an assembly only and the dealer repair ended up costing over $1,000, for a LOCK!!! 5 months later, the left passenger sliding door seized up in the locked position and had to be replaced by the dealership for several hundred more dollars. At that time the Grand Caravan was only 2 years old! Now, three years later, the right passenger sliding door lock seized up again! I am requesting a warranty replacement of the lock assembly. Besides this vehicle, I own a Ram 1500 crew cab, a Jeep Compass and a Plymouth Roadrunner. I have been very loyal to the Mopar brand. The poor quality of power locks in the 2016 Grand Caravan is not acceptable!

Case Comments

Date	Comment
05/03/2021	Customer seeking cost assistance with repair to sliding door lock. OOW and does not meet GW Provided the decline

Email(s)

Date	05/02/2021	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	05/02/2021 11:25 AM

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

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

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

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

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

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit [redacted]

Date	05/03/2021	***Subject***	RE: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS ***** [		
From	dodgecustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	05/03/2021 19:40 PM

Hello [redacted]

Thank you for contacting Dodge Customer Care.

We are disappointed to learn of the concern with the right passenger sliding door lock in your 2016 Dodge Grand Caravan. We fully appreciate your concern, particularly in view of the expense and inconvenience involved. We have reviewed your vehicle information and there is no longer any coverage for the sliding door locks.

The door locks are basic warranty components and coverage was for 3 years or 36,000 miles. The vehicle has exceeded the time and mileage limitations of the warranty we offered on the vehicle at the time it was placed into service and we are unable to accommodate your request for out-of-warranty consideration. Although we are unable to provide a more favorable reply, we appreciate the opportunity to review your request.

Thank you again for your email.

Best wishes,

Mary-Lyn
Dodge Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 5/2/2021 7:25 AM
To [redacted]
Subject: AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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

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

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

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

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

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit [redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/03/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/03/2021	**Origin**	Telephone	**Reason**	
Mileage	60,000 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	STROUDSBURG		PA		USA
Dealer	42885	SECURITY DODGE CHRYSLER JEEP RAM		**Dealer Phone**	6316919331
Dealer Address	345 MERRICK RD				
	AMITYVILLE		NY	11701 3412	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	H
Subject	Vehicle Concern				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/03/2021 03:55 PM	Open
05/03/2021 04:02 PM	Closed

Initial Description

customer calling rear driver sliding passenger door will not lock

Case Comments

Date	Comment
05/03/2021	customer calling rear driver sliding passenger door will not lock he called back in March 2020 and was informed to take vehicle to dlr to get diagnosis and he's could get cost assistance, agent informed customer BW expired on vehicle and we will not offer cost assistance for repair GW DENIED, customer stated he's disappointed in decision

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/06/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/13/2021	**Origin**	Telephone	**Reason**	
Mileage	49,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address	[redacted]			**Source**	Customer
Caller City	Henley park	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	NAPERVILLE		IL	[redacted]	USA
Dealer	45120	NAPERVILLE CHRYSLER JEEP DODGE RAM		**Dealer Phone**	6305058282
Dealer Address	1565 W OGDEN AVE				
	NAPERVILLE		IL	60540 3906	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	B
Subject	Recalls/ update ownership				
Synopsis	No response from the customer to provide bill of sale or vehicle registration, within the 7 calendar days period. No further action is required. Closing the case.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C81	Vehicle Open Recalls	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Information & Assistance requests - Recall Campaign - Recall Campaign - VIN check & Contents				

Case Status History

Create Date	Status
05/06/2021 05:27 PM	Suspended
05/06/2021 05:40 PM	Suspended
05/06/2021 05:40 PM	Open
05/06/2021 06:31 PM	Suspended
05/13/2021 04:02 AM	Open
05/13/2021 12:00 PM	Closed

Initial Description

New owner called about Open recalls / door actuator driver's side rear door locked up

update ownership

Case Comments

Date	Comment
05/06/2021	Customer called to Open recalls / door actuator driver's side rear door locked up agent advised no recalls BASIC WARRANTY 36 Months or 36,000 Miles 0 May 12, 2019 Expired (Time) POWERTRAIN WARRANTY 60 Months or 60,000 Miles 0 May 12, 2021 0 Months or 11,000 Miles CORROSION WARRANTY 60 Months or Unlimited Miles 0 May 12, 2021 0 Months or Unlimited Miles X87 ACTIVE HEAD RESTRAINT 120 Months or Unlimited Miles 0 May 12, 2026 60 Months or Unlimited Miles agent sent customer email to update ownership
05/06/2021	Vehicle ownership update, previous representative sent a follow up for bill of sale or vehicle registration. Suspending the case until 05/13/2021.
05/13/2021	No response from the customer to provide bill of sale or vehicle registration, within the 7 calendar days period. No further action is required. Closing the case.

Email(s)

Date	05/06/2021	**Subject**	[redacted]	ref]	
From	uscustomercare@fcagroup.com	**To**			05/06/2021 17:38 PM

Dear [redacted]

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

Your case number is [redacted]

Please send copy of registration to update Ownership.

Thank you

Patti
Fiat Chrysler Automobiles Customer Care Specialist
800-992-1997

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

[redacted]

Date	05/06/2021	***Subject***	[redacted] :ref]
From	uscustomercare@fcagroup.com	***To***	[redacted] 05/06/2021 17:38 PM

Dear [redacted]

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

Your case number i[redacted]

Please send copy of registration to update Ownership.

Thank you

Patti
Fiat Chrysler Automobiles Customer Care Specialist
800-992-1997

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

[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/08/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/08/2021	**Origin**	Telephone	**Reason**	
Mileage	79,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**ntact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	Ellenwoood	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address	[redacted]				
	GREENWOOD		MS	[redacted]	USA
Dealer	42631	LANDMARK DODGE CHRYSLER JEEP		**Dealer Phone**	7709684900
Dealer Address	6850 MOUNT ZION BLVD				
	MORROW		GA	30260 3104	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	H
Subject	Vehicle Concern				
Synopsis	Agent emailed customer DLR info.				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/08/2021 08:14 PM	Open
05/08/2021 08:23 PM	Closed

Initial Description

Electronics failing.

Case Comments

Date	Comment
05/08/2021	Customer called in stating vehicle just shut off and red light came on and vehicle won't start and power locks won't unlock vehicle. Agent looked up closest DLR and emailed customer DLR information. Agent attempted to reach DLR but service dept did not answer. Agent advised customer to reach back out to DLR. No further action required.

Email(s)

Date	05/08/2021	**Subject**	Dodge Customer Care [redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	05/08/2021 20:18 PM

[redacted]

Per your request, your closest dealer is:

Landmark Dodge Chrysler Jeep

6850 MOUNT ZION BLVD
MORROW, GA 30260 3104

7709684900

Jeanne
Dodge Customer Care
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/12/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/12/2021	**Origin**	Telephone	**Reason**	
Mileage	63,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
	DURHAM	NC			USA
Dealer	41643	MERRICK DODGE CHRYSLER JEEP OF		**Dealer Phone**	5168684400
Dealer Address	3614 SUNRISE HWY				
	WANTAGH	NY	11793 4051		USA
Dealer Zone	Northeast	**Sales District**		**Service District**	H
Subject	Recall Campaign				
Synopsis					
Customer Anomaly					
Contact Reason	C81	Vehicle Open Recalls	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Recall Campaign - Recall Campaign - VIN check & Contents				

Case Status History

Create Date	Status
05/12/2021 04:03 PM	Open
05/12/2021 04:05 PM	Closed

Initial Description

Customer call to find out if there is any recalls as she has issues with the door lock.

Case Comments

Date	Comment
05/12/2021	Customer is calling today to check if there is any open recalls at all she says she has an issues with the door locked. Customer says she saw online other people had the same issue. Check advised there has not been any single recall at all. Customer got upset said she wouldn't ever buy another Chrysler product and ended the call.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/14/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/14/2021	**Origin**	Telephone	**Reason**	
Mileage	41,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]			**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	BOWLING GREEN		KY	[redacted]	USA
Dealer	23153	WESTBURY JEEP CHRYSLER DODGE, INC.		**Dealer Phone**	5169973900
Dealer Address	100 JERICHO TPKE				
	JERICHO		NY	11753 1004	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	H
Subject	door lock				
Synopsis	closed				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/14/2021 03:46 PM	Open
05/14/2021 03:59 PM	Closed

Initial Description

back sliding door when she opens handle it opens

Case Comments

Date	Comment
05/14/2021	Customer wants to know what the warranty is one of the back sliding doors it locks but when pulls the handle it opens right away. Agent walked through procedure in owner's manual . Agent advised her warranty has expired and if this did not work to contact dealership for diagnosis. Customer will call herself.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/18/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/18/2021	**Origin**	Telephone	**Reason**	
Mileage	82,200 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	N RICHLND HLS	TX	[redacted]		USA
Dealer	45470	GRAPEVINE DODGE CHRYSLER JEEP		**Dealer Phone**	8174107500
Dealer Address	2601 WILLIAM D TATE AVE				
	GRAPEVINE	TX	76051 3984		USA
Dealer Zone	Southwest	**Sales District**		**Service District**	A
Subject	transmission				
Synopsis	assistance with rocker arm , screen and actuator would be decline not within GW Customer stated has extended warranty advised to contact extended warranty company				
Customer Anomaly	Gears & Transmission				
	Shifter				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	46	Gear shifter issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/18/2021 05:07 PM	Open
05/18/2021 05:17 PM	Closed

Initial Description

issue with transmission

Case Comments

Date	Comment
05/18/2021	transmission issue, was replaced 3 years ago and now having issue and needing replaced, getting tapping noise, feels rocker arms video screen not working, and also issue with passneger side door, loud buzzing noise , possible acuator Customer seeking assistance with repair not within gw- no LS or CC 2nd owner Customer said dlr told them they had 3 year warranty , dlr still looking into diagnosis for transmission ' looking inot assistance with rocker arm , screen and actuator would be decline not within GW Customer stated has extended warranty advised to contact extended warranty company

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/19/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/19/2021	**Origin**	Brand Site	**Reason**	assistance
Mileage	100,050 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	Phoenix	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	PHOENIX	AZ	[redacted]	USA	
Dealer	99970	US Test Dealer		**Dealer Phone**	2487401541
Dealer Address	800 CHRYSLER DR.				
	AUBURN HILLS	MI	48326 2757	USA	
Dealer Zone	Great Lakes	**Sales District**		**Service District**	A
Subject	Second Wave of Major ISSUES				
Synopsis	reocurring issue with transmission,. STAR case needed Vehicle complaint documented				
Customer Anomaly	Engine				
	Cylinder Head				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	23	Engine cylinder head / block issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/19/2021 02:56 AM	New
05/19/2021 06:20 PM	Open
05/19/2021 06:21 PM	Closed

Initial Description

Just experienced the second need for #2 cylinder replacement, along with a complete transmission replacement. Also, back side door will not open (not going to pay $1200) and stowaway seat issues continue.

Email(s)

Date	05/19/2021	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	05/19/2021 02:56 AM

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

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

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

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

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

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit [redacted]

Date	05/19/2021	**Subject**	[redacted] ref]		
From	uscustomercare@fcagroup.com	**To**			05/19/2021 18:19 PM

Hello ; [redacted]
Thank you for contacting Dodge Customer Care,
We would like to thank you for your email and for taking the time to share your feedback with us regarding 2016 DODGE GRAND CARAVAN SXT
We understand your frustration in experiencing reoccurring issue with #2 cylinder replacement, along with transmission, transmission repair, should still have warranty as has two year warranty on parts and was completed on 1/21/2020.
For issue with back side door and stowaway seat issues, will document your concern. If any recall or extended warranty applied we can review reimbursement at that time
Thank you again for your email [redacted] Have a great day!
Best regards,
Paula
Dodge Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 5/18/2021 10:56 PM
To [redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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

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

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

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

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

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit

[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/19/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/19/2021	**Origin**	Telephone	**Reason**	
Mileage	69,480 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**			
Caller Address				**Source**	Customer
Caller City	Syracuse	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
	PHOENIX		NY		USA
Dealer	44618	DRIVERS VILLAGE, INC.		**Dealer Phone**	3156993846
Dealer Address	5885 E CIRCLE DR				
	CICERO		NY	13039 8604	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	T
Subject	Sliding door				
Synopsis	MVP				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/19/2021 03:51 PM	Open
05/19/2021 03:59 PM	Closed

Initial Description

Sliding door not opening

Case Comments

Date	Comment
05/19/2021	Issue: Sliding door, stuck in lock position. Went on-line and she is not the only wrong with this problem. Has not been to a Dealer only IRF
05/19/2021	Agent directed customer to MVP to go over SC, customer's basic has expired and she is the third owner

New Customer Assistance Inquiry Record (CAIR)#	[redacted]				
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/20/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/26/2021	**Origin**	Brand Site	**Reason**	assistance
Mileage	98,055 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address	[redacted]			**Source**	Customer
Caller City	Lansing	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	LANSING	IL	[redacted]	USA	
Dealer	99999	Dealer99999		**Dealer Phone**	
Dealer Address					
Dealer Zone		**Sales District**		**Service District**	
Subject	Radio/door issue				
Synopsis					
Customer Anomaly	Engine				
	OTHER				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	30	General engine issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/20/2021 07:13 PM	New
05/26/2021 12:03 PM	Open
05/26/2021 12:39 PM	Closed

Initial Description

I have been a loyal customer since I started driving and always back Dodge/plymouth vehicles, but am very disappointed with my 2016 Grand Caravan with the electrical issues I have had. I am at the dealership now and they informed me I will need a new radio, the AM/FM will not work at all. Over $500 to replace...seriously? Mind you its it's only a 2016. I have issues with the sliding driver side door, which should be recalled, because it stopped working and I couldn't even open it which is absolutely a liability issue for the brand. It started working after about 2 weeks but makes a horrible noise when it locks. I had a neon that had 164000 miles on it and was 16 year olds when I traded it in for the van and was still going strong and I less issues with that. I am hoping Dodge will stand up and rectify these issues with this van.

Email(s)

Date	05/20/2021	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	05/20/2021 19:13 PM

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

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

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

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

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

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit [redacted]

Date	05/26/2021	**Subject**	RE: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS ***** [ref:_[redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	05/26/2021 12:37 PM

Hello [redacted]

Thank you for contacting Dodge Customer Care.

We are disappointed to learn of your concern with your radio
concern for your 2016 DODGE GRAND CARAVAN and understand how this might
cause concern.

Currently we see updates needed for your radio and we will post it below
[redacted]

The part you describe however falls under the BASIC WARRANTY 36 Months
or 36,000 Miles of your vehicles manufactured Warranty.

Based on the information that you have provided, unfortunately, we are not
able to assist you with cost of repairs based on the following reasons; to
determine goodwill, we review

1. Vehicle in service history (at the Dodge dealership)
2. Warranty Mileage exceeded 62,055 miles, we do review cases if the warranty up to 24 months or 24,000 miles after expiration, however we found the vehicle has past the goodwill mark.
3. We have confirmed open recalls, and an active extended warranty protection are not found

We have exhausted every avenue to determine what can be done for the
vehicle concern at this time. After looking into it for you, it was
determined that the repair would be considered a maintenance repair
expense. I do understand your frustration as this was not a planned cost,

However when our certified dealer completes the work you will then have 2
years of coverage on the new parts and labor to provide you with some
comfort and peace of mind.

Please do not hesitate to contact us if you need any further assistance by
clicking us another email or calling us at Dodge (866-726-4636).

Thank you again for your email. Have a great day.

Best wishes,

Dodge Customer Assistance

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 5/20/2021 7:13 PM
T[redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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

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

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

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

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

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit
[redacted]

Date	05/26/2021	***Subject***	RE: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS ** [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	05/26/2021 12:37 PM

Hello [redacted]

Thank you for contacting Dodge Customer Care.

We are disappointed to learn of your concern with your radio
concern for your 2016 DODGE GRAND CARAVAN and understand how this might
cause concern.

Currently we see updates needed for your radio and we will post it below

[redacted]

The part you describe however falls under the BASIC WARRANTY 36 Months
or 36,000 Miles of your vehicles manufactured Warranty.

Based on the information that you have provided, unfortunately, we are not
able to assist you with cost of repairs based on the following reasons; to
determine goodwill, we review

1. Vehicle in service history (at the Dodge dealership)
2. Warranty Mileage exceeded 62,055 miles, we do review cases if the warranty up to 24 months or 24,000 miles after expiration, however we found the vehicle has past the goodwill mark.
3. We have confirmed open recalls, and an active extended warranty protection are not found

We have exhausted every avenue to determine what can be done for the
vehicle concern at this time. After looking into it for you, it was
determined that the repair would be considered a maintenance repair
expense. I do understand your frustration as this was not a planned cost,

However when our certified dealer completes the work you will then have 2
years of coverage on the new parts and labor to provide you with some
comfort and peace of mind.

Please do not hesitate to contact us if you need any further assistance by
clicking us another email or calling us at Dodge (866-726-4636).

Thank you again for your email. Have a great day.

Best wishes,

Dodge Customer Assistance

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 5/20/2021 7:13 PM
To [redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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

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

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

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference numbe[redacted]

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit

[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/21/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/21/2021	**Origin**	Telephone	**Reason**	
Mileage	69,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	VICTORIA		VA	[redacted]	USA
Dealer	X7835	EAN HOLDINGS - ALEXANDRIA		**Dealer Phone**	7038635423
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Recall				
Synopsis	NA				
Customer Anomaly					
Contact Reason	C200	Vehicle Not Part Of The Recall Campaign	**Customer Anomaly**		
Reason Code	After Sales - Information & Assistance requests - Recall Campaign - Recall Campaign - VIN Check - Recall Doesn't Apply				

Case Status History

Create Date	Status
05/21/2021 07:33 PM	Open
05/21/2021 07:34 PM	Closed

Initial Description

Recall

Case Comments

Date	Comment
05/21/2021	Customer called in for recall information, Customer states that one door isn't locking, and one door isn't unlocking. No recalls on VIN. Customer to have diagnosis performed.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2017	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/23/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/26/2021	**Origin**	Brand Site	**Reason**	sm
Mileage	36,622 Miles	**Market**	U	**Language**	English
Contact Email		**tact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	Suffolk	**Caller Country**	USA	**Caller Postal Cod**	
Customer					
Customer Address					
	SUFFOLK		VA		USA
Dealer	99970	US Test Dealer		**Dealer Phone**	2487401541
Dealer Address	800 CHRYSLER DR.				
	AUBURN HILLS		MI	48326 2757	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	A
Subject	Power Side Sliding Doors				
Synopsis	not within gw, advised customer unable to waive dir diagnosis fees				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/23/2021 10:23 PM	New
05/25/2021 12:37 PM	Open
05/25/2021 12:37 PM	Closed
05/26/2021 12:15 AM	Open
05/26/2021 05:58 PM	Closed

Initial Description

I've had problems during the bumper/bumper warranty with both of these doors. Now, I'm past 3yr/36,000 time frame, my driver side power sliding door will not unlock. I've asked the dealer to look at it but they want to charge me around $150 to just look at it. I have no kids, a single retired driver, and no people in and out, there is no reason that door should lock and won't unlock as it should. I think Dodge should step up to the plate and get Starr Motors/Suffolk VA to take care of the issue without charging me to look at it.

Email(s)

Date	05/25/2021	**Subject**	Power Side Sliding Doors		
From	uscustomercare@fcagroup.com	**To**		**Sent Date/Time**	05/25/2021 12:36 PM

Hello
We have received your email and fully appreciate the concerns you have raised regarding your 2017 DODGE GRAND CARAVAN SXT
We must respectfully decline your request. As unable to assist with repair at this time, if any recall or extended warranty is applied to your vehicle we can review for reimbursement at this time. We are unable to waive dealer diagnosis fees, i do apologize for any inconvenience this may have caused.
Thank you for writing and allowing us the opportunity to review this matter with you.
Best regards,
Paula
Dodge Customer Care

Date	05/26/2021	**Subject**	Re: Power Side Sliding Doors		
From		**To**	uscustomercare@fcagroup.com	**Sent Date/Time**	05/26/2021 00:15 AM

Well that really shows not only the quality of Dodge, but it's customer service as well.
I'm [redacted] years of age at the end of this month and out of all of the automobiles I've purchased in my life, used and new, this product is the only one that makes a DOOR that does not UNLOCK!
My first Dodge purchase, not my 1st Chrysler product (Plymouth 1981 in California) however, and I don't think I'll ever buy another one. Too bad for Dodge, my last four vehicles were Nissan purchased at the same store in Norfolk, VA. Never had a problem Nissan would not stand behind.
Thank you for such a lame experience.

-----Original Message-----
From: US Customer Care <uscustomercare@fcagroup.com>
To: [redacted]
Sent: Tue, May 25, 2021 8:36 am
Subject: Power Side Sliding Doors [redacted]]

Hello [redacted]
We have received your email and fully appreciate the concerns you have raised regarding your 2017 DODGE GRAND CARAVAN SXT
We must respectfully decline your request. As unable to assist with repair at this time, if any recall or extended warranty is applied to your vehicle we can review for reimbursement at this time. We are unable to waive dealer diagnosis fees, i do apologize for any inconvenience this may have caused.
Thank you for writing and allowing us the opportunity to review this matter with you.
Best regards,
Paula
Dodge Customer Care

[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/24/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/25/2021	**Origin**	Brand Site	**Reason**	recall
Mileage	82,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address				**Source**	Customer
Caller City	LA CROSSE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	LA CROSSE		WI	[redacted]	USA
Dealer	99970	US Test Dealer		**Dealer Phone**	2487401541
Dealer Address	800 CHRYSLER DR.				
	AUBURN HILLS		MI	48326 2757	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	A
Subject	DOOR LOCK ACTUATOR				
Synopsis	door actuator under basic warranty, decline assistance as no LS /CC and second owner does not merit GW advised customer				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/24/2021 04:32 PM	New
05/25/2021 07:19 PM	Open
05/25/2021 07:21 PM	Closed

Initial Description

RECENTLY MY RIGHT SLIDING DOOR WILL NO LONGER LOCK. THE LEFT SLIDING DOOR NOW WON'T OPEN WHICH TO ME IS A SAFETY ISSUE. I HEARD FROM OUR DEALER THAT THIS IS COMMON IN THESE VANS. WHY IS THIS NOT RECALLED. I FEEL I SHOULD NOT HAVE TO PAY FOR THIS SINCE THIS IS COMMON. IT SHOULD OF BEEN RECALLED FOR THESE PROBLEMS. PLEASE REACH OUT AS I AM ASKING FOR ASSISTANCE/WARRANTY ON THIS. THANK YOU

Case Comments

Date	Comment
05/25/2021	Issue with door lock actuator , wanting covered under warranty CPOV cover most powertrain components, door actuator under basic warranty, decline assistance as no LS /CC and second owner does not merit GW advised customer

Email(s)

Date	05/24/2021	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	05/24/2021 16:32 PM

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

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

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

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

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

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit

[redacted]

Date	05/25/2021	**Subject**	door lock actuator [redacted]

From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	05/25/2021 19:18 PM

Hello [redacted]
We have received your email and fully appreciate the concerns you have raised regarding your2016 CHRYSLER TOWN & COUNTRY TOURING
We must respectfully decline your request, as your CPOV extended warranty cover most powertrain components, the acutor would be covered under basic warranty which has expired, I do apologize for any inconvenience this may have caused. If a recall or extended warranty is applied to your vehicle, we can review for reimbursement at that time
Thank you for writing and allowing us the opportunity to review this matter with you.
Best regards,
Paula
Chrysler Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 5/24/2021 12:32 PM
To: [redacted]
Subject: ***** AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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

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

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

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference numbe[redacted]

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit
[redacted]

Date	07/29/2021	Subject	Regarding your Case[redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	07/29/2021 01:24 AM

Dear[redacted]
Thank you for contacting FCA Customer Care.
Our records indicate that case numb[redacted] closed.
If you require further assistance please contact us and we would be happy to assist.
Thank you and have a great day.
FCA Customer Care
[redacted]

Date	07/29/2021	Subject	Re: door lock actuat[redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	07/29/2021 01:24 AM

I am reaching out in hopes you will reconsider covering the lock actuators. I hope to not have to make it a big deal that this is not covered when it is a safety issue. If there was an accident or an emergency that door will not open from the inside or outside. How is this not a safety issue. my child or myself would not be able to remember in an emergency that we cannot get out of that or into that door. This is very upsetting.

On Tue, May 25, 2021 at 2:18 PM US Customer Care <
uscustomercare@fcagroup.com> wrote:

> Hello [redacted]
> We have received your email and fully appreciate the concerns you have
> raised regarding your2016 CHRYSLER TOWN & COUNTRY TOURING
> We must respectfully decline your request, as your CPOV extended warranty
> cover most powertrain components, the acutor would be covered under basic
> warranty which has expired, I do apologize for any inconvenience this may
> have caused. If a recall or extended warranty is applied to your vehicle,
> we can review for reimbursement at that time
> Thank you for writing and allowing us the opportunity to review this
> matter with you.
> Best regards,
> Paula
> Chrysler Customer Care
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 5/24/2021 12:32 PM
> To [redacted]
> Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****
>
> Your inquiry has been received by the Chrysler Customer Care. We
> appreciate your contact with us and look forward to getting back with you
> as soon as possible.
>
> To ensure a prompt response, please add to your Safe Senders list, Address
> Book or Contact List. Please also monitor your Junk Mail or Spam Folder for
> our response.
>
> Should this matter be urgent, or if you desire a quicker response, please
> contact us by phone to discuss your issue with one of our Chrysler Advisors.
>
> Chrysler Brand: 800-247-9753
>
> FCA Brand : 800-247-9753
>
>
>
> For any future communication related to this email, please refer to
> reference number [redacted].
>
> Sincerely,
>
> The Chrysler Brand
>
>
> To view the Chrysler Privacy Policy, visit
>
> [redacted]
>

--

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**odel Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/30/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/01/2021	**Origin**	Brand Site	**Reason**	assistance
Mileage	59,359 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address	[redacted]			**Source**	Customer
Caller City	Belvidere	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	BELVIDERE		NJ	[redacted]	USA
Dealer	99970	US Test Dealer		**Dealer Phone**	2487401541
Dealer Address	800 CHRYSLER DR.				
	AUBURN HILLS		MI	48326 2757	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	A
Subject	Drivers Side Rear Sliding Door				
Synopsis	issue with rear sliding door, no recalls, would be customer pay not within gw				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/30/2021 05:10 PM	New
06/01/2021 01:59 PM	Open
06/01/2021 02:00 PM	Closed

Initial Description

I am quite concerned about the 2016 Dodge Caravan. I only have mine for 8 months and the driver's side rear sliding door does not open at all, by button or hand. I did some research and many people have had or are having the same exact problem. Is there a recall on this van for that reason? The dealer I purchased my car from has since sold it's location to Rossi in Washington, NJ. I look forward to any help I can receive. It's a major hazard, especially when the van is filled with children! Thanks for your help!

Email(s)

Date	05/30/2021	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	05/30/2021 17:10 PM

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

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

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

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

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

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit [redacted]

Date	06/01/2021	**Subject**	REAR SLIDING DOO[redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	06/01/2021 13:58 PM

Hello [redacted]n;
Thank you for contacting Dodge Customer Care.
I do appreciate the concerns you have raised regarding your 2016 DODGE GRAND CARAVAN SXT. I would like to assure you that I will do everything I can to help you out.

In regards to your cost assistance request we fully appreciate your concern, particularly in view of the expense and inconvenience involved.
We are unable to accommodate your request for out-of-warranty consideration. The vehicle has exceeded the time and/or mileage limitations of the warranty (or warranties) we offered on the vehicle at the time it was purchased.

I have filed a case regarding your concern with rear sliding door not opening and if there is a recall or extended factory warranty issued for your concern, a notice will be mailed to you and you will be able to submit for reimbursement review at that time.

Although we are unable to provide a more favorable reply, we appreciate the opportunity to review your request.
We're sorry we cannot provide a more favorable reply.
Thank you again for your email MaryJean. Have a great day.
Best wishes,
Paula
Dodge Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 5/30/2021 1:10 PM
To [redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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

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

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

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

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

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit

[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/01/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/01/2021	**Origin**	Telephone	**Reason**	
Mileage	48,700 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]			**tact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	HOMOSASSA		FL	[redacted]	USA
Dealer	68700	FRIENDLY DODGE CHRYSLER JEEP INC		**Dealer Phone**	3155318563
Dealer Address	2499 ROUTE 14A				
	PENN YAN		NY	14527 8704	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	S
Subject	vehicle concern				
Synopsis	agent provided customer with dealer number for a dealer diagnosis				
Customer Anomaly	Engine				
	Warning Light MIL				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	27	Check engine light is on
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/01/2021 06:08 PM	Open
06/01/2021 06:13 PM	Closed

Initial Description

seeking, assistance customer states that light has came on dash ABS light and road hazard light has came on, Tire pressure monitoring light has came on, customer states that they will not go off

Case Comments

Date	Comment
06/01/2021	***voice of customer*** seeking, assistance customer states that light has came on dash ABS light and road hazard light has came on, Tire pressure monitoring light has came on, customer states that they will not go off, customer states that he has been to a IRF regarding this concern but not the dealership, power door has quit working in the lock position ***agent advised*** Agent advised customer he would need to get a dealer diagnosis from the dealership, agent advised customer that there are no open recalls on the vehicle for power door concern, agent provided customer with dealership number

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYS53	**Vehicle**	CHRYSLER TOWN & COUNTRY LTD PLATINUM		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/04/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/04/2021	**Origin**	Telephone	**Reason**	
Mileage	58,737 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	PRENTICE		WI		USA
Dealer	27093	Medford Auto Group, Inc.		**Dealer Phone**	7157485300
Dealer Address	603 S 8TH ST				
	MEDFORD		WI	54451 2018	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	K
Subject	Vehicle Concern - Sliding Door				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/04/2021 02:24 PM	Open
06/04/2021 02:29 PM	Closed

Initial Description

Sliding door behind the driver's seat is locked. Does not open. Happening since 2 weeks. Customer also mentioned about the child lock function on is not working. The dealership said that the door needs to be replaced and the customer has to pay $1000. Customer is upset about paying such a high amount.

Customer also wants to know if the door can be opened manually.

Case Comments

Date	Comment
06/04/2021	Issue: Sliding door behind the driver's seat is locked. Does not open. Happening since 2 weeks. Customer also mentioned about the child lock function on is not working. The dealership said that the door needs to be replaced and the customer has to pay $1000. Customer is upset about paying such a high amount. Customer also wants to know if the door can be opened manually. Steps Taken: Advised the customer to work with the dealership.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/07/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/07/2021	**Origin**	Telephone	**Reason**	
Mileage	52,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	TRUCKSVILLE		PA	[redacted]	USA
Dealer	61345	GROGAN'S TOWNE CHRYSLER JEEP		**Dealer Phone**	4194760761
Dealer Address	6100 TELEGRAPH RD				
	TOLEDO		OH	43612 4575	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	D
Subject	Actuator				
Synopsis	Provided information to Caller				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/07/2021 03:18 PM	Open
06/07/2021 03:31 PM	Closed

Initial Description

Actuator

Case Comments

Date	Comment
06/07/2021	***Voice of Caller*** Caller inquiring as had a 2007 and got rid of it last year. Got this vehicle. In 2019 replaced the door actuator on the right side. Now the one on the left needs replaced. Caller is looking for cost assistance as she thinks they are defective. The back sliding door will not open ***Actions Taken*** Agent advised caller warranties have expired so there were be no cost assistance for this.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/14/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/14/2021	**Origin**	Telephone	**Reason**	
Mileage	79,843 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	PAYNESVILLE		MN	[redacted]	USA
Dealer	68478	LITCHFIELD CHRYSLER CENTER		**Dealer Phone**	3206936943
Dealer Address	640 EAST HIGHWAY 12				
	LITCHFIELD		MN	55355 2432	USA
Dealer Zone	Denver	**Sales District**		**Service District**	Q
Subject	vehicle concern				
Synopsis	Advised CST to take vehicle to her dealership for diagnosis and repair.				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/14/2021 06:17 PM	Open
06/14/2021 06:32 PM	Closed

Initial Description

Door in back on on driver side is not working/opening.

Case Comments

Date	Comment
06/14/2021	CST called because the sliding door of her 2016 Dodge Grand Caravan is not working/opening and prior to this her servicing dealer in Litchfield fixed the other sliding door that had broken. Informed her she is out of warranty for such repair and advised her to take the vehicle in to the same dealer to diagnose and repair vehicle, and to call us if any other questions. The paint has been also been peeling shortly after purchasing the vehicle.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/14/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/14/2021	**Origin**	Chat	**Reason**	
Mileage	108,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	SAINT FRANCIS		KS	[redacted]	USA
Dealer	42468	COWBOY DODGE INC		**Dealer Phone**	3076345887
Dealer Address	1121 EAST LINCOLN WAY				
	CHEYENNE		WY	82001 4812	USA
Dealer Zone	Denver	**Sales District**		**Service District**	B
Subject	Warranty & Maintenance Information				
Synopsis	Informational				
Customer Anomaly					
Contact Reason	C183	Vehicle Warranty Plan Coverage	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Warranty - Warranty - Coverage Information				

Case Status History

Create Date	Status
06/14/2021 06:27 PM	New
06/14/2021 06:30 PM	Open
06/14/2021 06:48 PM	Closed

Initial Description

Chat Started: Monday, June 14, 2021, 18:27:15 (+0000) Chat Origin: NAFTA Non Premium Brandsite Chat Agent SwatiBhardwaj (4s) SwatiBhardwaj: Thank you for chatting with us, my name is SwatiBhardwaj with FCA Customer Care. Please keep the chat window open to participate in a brief survey at the completion of our conversation. (9s) Visitor: HI (14s) SwatiBhardwaj: Hello! (42s) Visitor: the door actutor on drivers side sliding door on my van is out, is this a covered componenet under my vechicle warranty? (2m 4s) SwatiBhardwaj: I understand that you want to know if the door actuator on your 2016 DODGE GRAND CARAVAN R/T is covered under warranty. I can definitely look into this for you. (2m 12s) Visitor: correct (2m 13s) Visitor: thanks (2m 14s) SwatiBhardwaj: can you please provide the approximate mileage on your vehicle? (2m 32s) Visitor: 108,000 (2m 52s) SwatiBhardwaj: Please allow me a brief moment as I review your vehicle details. (3m 9s) SwatiBhardwaj: While you wait, can you please provide your phone number and email to verify we have updated information on file? (3m 16s) Visitor: [redacted] 3m 24s) Visitor: [redacted] (4m 47s) SwatiBhardwaj: The phone number that we have on file is [redacted] Do you want me to update it? (5m 0s) Visitor: please (5m 9s) Visitor: I thought this had been updated (7m 30s) SwatiBhardwaj: Thank you for holding [redacted] The Door Actuators are covered under basic warranty that expired on your vehicle by time on October 29, 2019. (7m 45s) Visitor: not on mopar extended warranty? (8m 51s) SwatiBhardwaj: For coverage details under the LIFETIME MAXIMUM CARE, I would have to refer your to Mopar Vehicle Protection at 1-800-521-9922 (9m 3s) Visitor: part number please (10m 25s) SwatiBhardwaj: Let me get the part number for the door actuator for you [redacted] (14m 44s) SwatiBhardwaj [redacted] I would need some time to get the part number for you. Can you please allow me a couple of more mintes. (16m 0s) Visitor: yes (20m 28s) SwatiBhardwaj: Thank you so much for holding [redacted] he part number for Left Sliding Door Lock Actuator - 05020679AC (20m 50s) Visitor: thank you and have a good day

Live Chats

Date

Date	
06/14/2021	Chat Started: Monday, June 14, 2021, 18:27:15 (+0000) Chat Origin: NAFTA Non Premium Brandsite Chat Agent SwatiBhardwaj (4s) SwatiBhardwaj: Thank you for chatting with us, my name is SwatiBhardwaj with FCA Customer Care. Please keep the chat window open to participate in a brief survey at the completion of our conversation. (9s) Visitor: HI (14s) SwatiBhardwaj: Hello! (42s) Visitor: the door actutor on drivers side sliding door on my van is out, is this a covered componenet under my vechicle warranty? (2m 4s) SwatiBhardwaj: I understand that you want to know if the door actuator on your 2016 DODGE GRAND CARAVAN R/T is covered under warranty. I can definitely look into this for you. (2m 12s) Visitor: correct (2m 13s) Visitor: thanks (2m 14s) SwatiBhardwaj: can you please provide the approximate mileage on your vehicle? (2m 32s) Visitor: 108,000 (2m 52s) SwatiBhardwaj: Please allow me a brief moment as I review your vehicle details. (3m 9s) SwatiBhardwaj: While you wait, can you please provide your phone number and email to verify we have updated information on file? (3m 16s) Visito [redacted] (3m 24s) Visito [redacted] (4m 47s) SwatiBhardwaj: The phone number that we have on file is [redacted]. Do you want me to update it? (5m 0s) Visitor: please (5m 9s) Visitor: i thought this had been updated (7m 30s) SwatiBhardwaj: Thank you for holding [redacted] The Door Actuators are covered under basic warranty that expired on your vehicle by time on October 29, 2019. (7m 45s) Visitor: not on mopar extended warranty? (8m 51s) SwatiBhardwaj: For coverage details under the LIFETIME MAXIMUM CARE, I would have to refer your to Mopar Vehicle Protection at 1-800-521-9922 (9m 3s) Visitor: part number please (10m 25s) SwatiBhardwaj: Let me get the part number for the door actuator for yo [redacted] (14m 44s) SwatiBhardwa [redacted] I would need some time to get the part number for you. Can you please allow me a couple of more mintes. (16m 0s) Visitor: yes (20m 28s) SwatiBhardwaj: Thank you so much for holding [redacted] The part number for Left Sliding Door Lock Actuator - 05020679AC (20m 50s) Visitor: thank you and have a good day

Date
06/14/2021

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/15/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/15/2021	**Origin**	Telephone	**Reason**	
Mileage	70,778 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	LOWELL		MI	[redacted]	USA
Dealer	45699	BETTEN BAKER CHRYSLER DODGE JEEP		**Dealer Phone**	6168979281
Dealer Address	930 W MAIN ST				
	LOWELL		MI	49331 1504	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	P
Subject	Door				
Synopsis	Referred to the dealer for diagnosis.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/15/2021 02:10 PM	Open
06/15/2021 02:16 PM	Closed

Initial Description

Cx says that the rear passenger side will not lock

Case Comments

Date	Comment
06/15/2021	Cx says that the rear passenger side will not lock. Agent referred the cx to the dealer for Diagnosis of this issue.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/17/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/17/2021	**Origin**	Telephone	**Reason**	
Mileage	50,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	SELLERSBURG		IN	[redacted]	USA
Dealer	X7854	EAN HOLDINGS - ORLANDO		**Dealer Phone**	4073253783
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	vehicle concern				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/17/2021 01:08 PM	Open
06/17/2021 01:26 PM	Closed

Initial Description

customer is experiencing safety concern issues with his passenger sliding door.

Case Comments

Date	Comment
06/17/2021	customer is experiencing safety concern issues with his passenger sliding door it sometimes doesn't lock , while closing or opening it sometimes jumps back and forth customer is afraid that the door may open while driving. customer is requesting assistance with getting the door fixed. Advisor did research and found that the customer has been out of warranty since 2019 and has 50000 miles the customer is not the first owner and has no loyalty score or service contracts. Advisor declined closing case.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/17/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/18/2021	**Origin**	Brand Site	**Reason**	assistance
Mileage	63,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	Wimauma	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address	[redacted]				
	WIMAUMA		FL	[redacted]	USA
Dealer	99970	US Test Dealer		**Dealer Phone**	2487401541
Dealer Address	800 CHRYSLER DR.				
	AUBURN HILLS		MI	48326 2757	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	A
Subject	Defective door latch				
Synopsis	seeking assistance for door latch replacement . last time at dealer as per qna - for door latch- 05/04/2018 not reocurring, decline assistance , no longer under warranty and not within gw				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/17/2021 08:09 PM	New
06/18/2021 02:25 PM	Open
06/18/2021 02:34 PM	Closed

Initial Description

I am looking for some assistance with the cost of a door latch replacement. I had to have the driver side sliding door latch replaced at 30000 miles...door would not unlock or open. I am having the same issue again making this the 3rd latch for the vehicle. It's kind of pricey having to replace a component prone to failure.\n\nThanks you.

Email(s)

Date	06/17/2021	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**	[redacted]	**Sent Date/Time**	06/17/2021 20:09 PM

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

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

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

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference numb[redacted]

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit [redacted]

Date	06/18/2021	**Subject**	[redacted]		
From	uscustomercare@fcagroup.com	**To**	[redacted]		06/18/2021 14:33 PM

Hello [redacted]

Thank you for contacting Chrysler Customer Care.

I do appreciate the concerns you have raised regarding your 2016 CHRYSLER TOWN & COUNTRY TOURING. I would like to assure you that I will do everything I can to help you out.

In regards to your cost assistance request we fully appreciate your concern, particularly in view of the expense and inconvenience involved.

We are unable to accommodate your request for out-of-warranty consideration. The vehicle has exceeded the time and/or mileage limitations of the warranty (or warranties) we offered on the vehicle at the time it was purchased.

I have filed a case regarding your concern with the door latch and if there is a recall or extended factory warranty issued for your concern, a notice will be mailed to you and you will be able to submit for reimbursement review at that time.

Although we are unable to provide a more favorable reply, we appreciate the opportunity to review your request.

We're sorry we cannot provide a more favorable reply.

Thank you again for your email [redacted]. Have a great day.

Best wishes,

Paula

Chrysler Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 6/17/2021 4:09 PM
[redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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

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

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

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

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

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit

[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/25/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/25/2021	**Origin**	Telephone	**Reason**	
Mileage	64,806 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	Chambira heights	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
					USA
Dealer	68242	STAR CHRYSLER JEEP DODGE FIAT		**Dealer Phone**	7184796200
Dealer Address	211-10 JAMAICA AVENUE				
	QUEENS VILLAGE		NY	11428 1541	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	G
Subject	Sliding Door				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/25/2021 04:20 PM	Open
06/25/2021 04:43 PM	Closed

Initial Description

Customer called to do the special button and open the door from driver's side he can not open

Case Comments

Date	Comment
06/25/2021	Customer called to do the special button and open the door from driver's side he can not open.. agent was checking in the owners manual however it was not working and he will reach out to the dealer for assistance. Star Chrysler Jeep Dodge FIAT 1.61 Miles Away Customer First Award For Excellence 211-10 Jamaica Avenue Queens Village, NY 11428-1541 (718) 479-6200 Open Today: 7:30AM - 5:00PM agent provided dealer contact

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**odel Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	06/26/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/26/2021	**Origin**	Telephone	**Reason**	
Mileage	46,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	Philadelphia	**Caller Country**	USA	**Caller Postal Co**	
Customer	Owner Contact				
Customer Address					
					USA
Dealer	X7848	EAN HOLDINGS - PHILADELPHIA		**Dealer Phone**	2154923960
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Vehicle concern				
Synopsis	Informed the customer that the issue would be taken into consideration				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/26/2021 01:42 PM	Open
06/26/2021 01:47 PM	Closed

Initial Description

Sliding door stopped working

Case Comments

Date	Comment
06/26/2021	Customer called stating that her sliding door does not open. Customer is very frustrated and has reported the situation to the national highway site. Customer stated that if FCA does not make this right some day, she will never purchase another vehicle from FCA. Customer stated that the repair is 1100 and she will not be paying it. Vehicle only has 46000 miles on it and the customer feels as though this issue should not be happening. Informed the customer that the agent documented her concern and that it would be taken into consideration.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/03/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/03/2021	**Origin**	Chat	**Reason**	
Mileage	0 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	BAYTOWN	TX	[redacted]		USA
Dealer	27056	Bayway Chrysler Dodge Jeep Ram		**Dealer Phone**	7134334000
Dealer Address	4000 Pasadena Freeway				
	Pasadena	TX	77503 1142		USA
Dealer Zone	Southwest	**Sales District**		**Service District**	H
Subject	Recall Information				
Synopsis					
Customer Anomaly					
Contact Reason	C276	Incomplete Call	**Customer Anomaly**		
Reason Code	Sales - Information & Assistance requests - New Vehicle Information - Incomplete Call - Other				

Case Status History

Create Date	Status
07/03/2021 04:15 PM	Open
07/03/2021 04:28 PM	Open
07/03/2021 04:28 PM	Closed

Initial Description

Chat Started: Saturday, July 03, 2021, 11:15:19 (-0500) Chat Origin: NAFTA Chrysler Brand Chat Agent Jacklyn (8s) Jacklyn: Thank you for chatting with us, my name is Jacklyn with Chrysler Customer Care. Please keep the chat window open to participate in a brief survey at the completion of our conversation. (3m 43s) Jacklyn: Hello [redacted] what can I assist you with today? (4m 5s) Visitor: I would like to see if there are any active recalls for my vehicle? Specifically for the passenger and drivers side sliding doors. Within the past month, the passenger door will not lock automatically with the keyless door entry. And as of yesterday the drivers side sliding door is stuck in the locked position, it can not be open or shut. (6m 41s) Jacklyn: I can absolutely look into this for you, can you please provide me with your approximate mileage, full mailing address, email address and phone number to document your request? (7m 13s) Visitor: 89,000 (7m 22s) Visitor[redacted]Baytown Texas[redacted] (7m 35s) Visito[redacted]8m 5s) Visitor:[redacted] 8m 50s) Jacklyn: Thank you so much for holding. I am sorry to learn you are having concerns with your vehicle. I am seeing there are no Open Recalls on your vehicle at this time.

Live Chats

Date	
07/03/2021	Chat Started: Saturday, July 03, 2021, 11:15:19 (-0500) Chat Origin: NAFTA Chrysler Brand Chat Agent Jacklyn (8s) Jacklyn: Thank you for chatting with us, my name is Jacklyn with Chrysler Customer Care. Please keep the chat window open to participate in a brief survey at the completion of our conversation. (3m 43s) Jacklyn: Hello [redacted] what can I assist you with today? (4m 5s) Visitor: I would like to see if there are any active recalls for my vehicle? Specifically for the passenger and drivers side sliding doors. Within the past month, the passenger door will not lock automatically with the keyless door entry. And as of yesterday the drivers side sliding door is stuck in the locked position, it can not be open or shut. (6m 41s) Jacklyn: I can absolutely look into this for you, can you please provide me with your approximate mileage, full mailing address, email address and phone number to document your request? (7m 13s) Visitor: 89,000 (7m 22s) Visitor: [redacted]aytown Texas [redacted] (7m 35s) Visitor [redacted] (8m 5s) Visitor: [redacted] (8m 50s) Jacklyn: Thank you so much for holding. I am sorry to learn you are having concerns with your vehicle. I am seeing there are no Open Recalls on your vehicle at this time.
Date	
07/03/2021	

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/05/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/04/2021	**Origin**	Telephone	**Reason**	
Mileage	30,300 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	LUTZ		FL	[redacted]	USA
Dealer	60348	FERMAN CHRYSLER JEEP DODGE RAM AT		**Dealer Phone**	8139292400
Dealer Address	24314 S.R. 54				
	LUTZ		FL	33559	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	C
Subject	Vehicle Concern				
Synopsis	close loop				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C184	Request For Rental Vehicle	**Customer Anomaly**		Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/05/2021 03:40 PM	Open
08/04/2021 04:29 PM	Closed

Initial Description

Customer reached out regarding vehicle concern; may need a rental for work.

Case Comments

Date	Comment
07/05/2021	Customer reached out stating this is the 5th time sliding doors having issues he only used 8-10 times in a week alone as he is a [redacted] only does this 3 times a week. This is the 5th time dealer has to keep vehicle in as the doors are unable to lock unless you manually lock it but then it becomes a hassle to unlock from the front. This time doors wont lock at all; makes a weird noise maybe a bad sensor. Dealer replaced some things a few times. After all that issue is back; because he has low mileage on vehicle dealer offered to get the extended warranty; and he did-5years/60m warranty. Concerned because there may be a quality control problem with sliding doors of the vehicle; doesn't want a situation where he would have to end up paying for the repair. Just took vehicle in Saturday morning- checked out doors- was shocked because it was assumed to be fixed twice already. Going in again on Wednesday at 7am; dealer does not have loaner so customer does not want van to stay. If customer can get a van rental then he can leave vehicle in.
07/06/2021	Repeat issue: Y Star tickets open: N Recalls: N Prior Goodwill/DM notes: Y-dealer R/O History: Y - multiple attempts at repairing the door latch Vehicle location: with cx Vehicle Concern: door latch not working Is the customer in a rental: N Parts on B/O? Customer Email: [redacted] Customer preferred contact: Customer seeking: rental assistance
07/06/2021	merits goodwill within 24/24,000 Basic LS 446 CC 30 CM called dlr - part has been ordered - Cm called dlr twice, no answer CM called cx, no answer, left a VM - CM will call cx again later - As for rental if dlr can not do a loaner - If vehicle is drivable, can not do rental
07/06/2021	.
07/06/2021	**Inbound from CST** Best contact for CST [redacted] e is not concerned about rental because they had to give him vehicle back unfixed. This is the 5th time he has brought it there. He wants to know why this keeps breaking for same issue.
07/06/2021	IB CALL FROM CST requesting to speak to CM. Agent warm transferred to CM
07/06/2021	Cx returned CM call - cx concerned because the vehicle keeps going back into the dlr for the sliding door latch. CX called dlr, Brian had the cx bring the vehicle in this morning. CX is told that it is the latch or a sensor. Per cx, both of these parts have been replaced. Brian called cx back and states that it is the locking mechanism. On the drivers side they replaced the latch. CM to call dlr to make sure part is ordered.
07/08/2021	CM contacted dealer, spoke to Parts Advisor who provided part order information. PART: 5020678AC ORDER: 7/6/21 OMC: S0706A UPS Tracking [redacted] M called parts dept - part is in transit by UPS to arrive by 6/9/21 7pm
07/08/2021	Cm called dlr - line busy Cm called dlr - spoke with Bob - the have ordered a Sliding door actuator - transferred over to the parts dept for the part info. CM called parts dept - all advisors are busy
07/13/2021	Cm called dlr - all parts are in. Cm called cx - cx now has an appt for Monday, 7/26/21 @ 7am Cx has questions as to why these latches keep going out. Will speak with Bob Cooper when he brings the vehicle in for the repair.
07/27/2021	Cm called dlr - all advisors are busy CM called and spoke with Bob - Bob checked with Brian -cx did not bring in the vehicle today as cx's [redacted] and he needs his vehicle. Cx has an appt next week and dlr will provide a loaner at that time for the cx.
08/03/2021	The SA Brian called in today and the CM was not available. He stated that they got information for the customer and that they installed the door actuator and all four doors are working properly now.
08/03/2021	Customer would like a call back as soon as possible a [redacted]
08/03/2021	Cx states that this is a safety issue. Repairs for the latches/lock has happened a number of times. Cx has had to have the passenger sliding door repaired 3 times for the latch working, - either the door will lock or will not unlock. 3rd repair completed 8/3/21 to replace the actuator. Drivers side sliding door has been repaired twice for either not locking or unlocking.

Date	Comment
08/04/2021	**Dispute Resolution Review** Reviewed warranty history at customer request. Writer determined this case should be handled by BC Specialist per normal case handling guidelines. Do not return this CAIR to Dispute Resolution. Assigned CAIR to CM. Review next steps in Case Activity.

Email(s)

Date	07/06/2021	***Subject***	Rental Request [ref: [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	07/06/2021 15:13 PM

Dear [redacted]

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

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

Your case number is [redacted]
The Chrysler Southeast Case Management telephone number: 844-378-0573
My direct extension: 4061475
My work hours are: 10:00 am to 6:30 pm Eastern Standard Time Monday-Friday.

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

Carol Dodge Customer Care
[redacted]

Date	07/06/2021	***Subject***	Rental Request [[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	07/06/2021 15:13 PM

Dear [redacted]

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

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

Your case number is [redacted]
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My direct extension: 4061475
My work hours are: 10:00 am to 6:30 pm Eastern Standard Time Monday-Friday.

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

Carol Dodge Customer Care
[redacted]

Date	08/04/2021	***Subject***	RE: Rental Reque[redacted]		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	08/04/2021 16:28 PM

Dear [redacted]

This is a courtesy email to inform you of the closure of your case.
I would like to express my appreciation for allowing me to assist you with your vehicle concerns.
We look forward to assisting you should you have any additional concerns or questions in the future.
Should you receive a customer satisfaction survey regarding your experience with me, your input would be greatly appreciated. Thank you for being a loyal Dodge customer!

Thank you,
Carol Dodge Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 7/6/2021 3:13 PM
[redacted]

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

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

Your case number is [redacted]
The Chrysler Southeast Case Management telephone number: 844-378-0573
My direct extension: 4061475
My work hours are: 10:00 am to 6:30 pm Eastern Standard Time Monday-Friday.

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

Carol Dodge Customer Care
[redacted]

Date	08/04/2021	***Subject***	RE: Rental Request [redacted]		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	08/04/2021 16:28 PM

Dear [redacted]

This is a courtesy email to inform you of the closure of your case.
I would like to express my appreciation for allowing me to assist you with your vehicle concerns.
We look forward to assisting you should you have any additional concerns or questions in the future.
Should you receive a customer satisfaction survey regarding your experience with me, your input would be greatly appreciated. Thank you for being a loyal Dodge customer!

Thank you,
Carol Dodge Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 7/6/2021 3:13 PM
[redacted]

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

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

Your case number is [redacted]
The Chrysler Southeast Case Management telephone number: 844-378-0573
My direct extension: 4061475
My work hours are: 10:00 am to 6:30 pm Eastern Standard Time Monday-Friday.

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

Carol Dodge Customer Care
[redacted]

Date	08/04/2021	***Subject***	RE: Rental Reques[redacted]		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	08/04/2021 16:28 PM

De[redacted]

This is a courtesy email to inform you of the closure of your case.
I would like to express my appreciation for allowing me to assist you with your vehicle concerns.
We look forward to assisting you should you have any additional concerns or questions in the future.
Should you receive a customer satisfaction survey regarding your experience with me, your input would be greatly appreciated. Thank you for being a loyal Dodge customer!

Thank you,
Carol Dodge Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 7/6/2021 3:13 PM
[redacted]

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

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

Your case number is [redacted]
The Chrysler Southeast Case Management telephone number: 844-378-0573
My direct extension: 4061475
My work hours are: 10:00 am to 6:30 pm Eastern Standard Time Monday-Friday.

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

Carol Dodge Customer Care
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/13/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/13/2021	**Origin**	Telephone	**Reason**	
Mileage	66,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	ROCHESTER		NY	[redacted]	USA
Dealer	60834	WEST HERR CHRYSLER DODGE JEEP RAM		**Dealer Phone**	5853526600
Dealer Address	4477 W RIDGE RD				
	ROCHESTER		NY	14626 3549	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	S
Subject	Sliding Door will not lock				
Synopsis	no GW for this vehicle				
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/13/2021 05:04 PM	Open
07/13/2021 05:14 PM	Closed

Initial Description

Close to $1000 to fix door so it will lock.

Case Comments

Date	Comment
07/13/2021	customer is wanting GW for the door lock, agent walked decline because it's over 24 month outside basic warranty.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/14/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/14/2021	**Origin**	Telephone	**Reason**	
Mileage	75,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	FRESNO		CA	[redacted]	USA
Dealer	45598	CLOVIS CHRYSLER DODGE JEEP RAM		**Dealer Phone**	5593261600
Dealer Address	395 W HERNDON AVE				
	CLOVIS		CA	93612 0279	USA
Dealer Zone	California	**Sales District**		**Service District**	J
Subject	vehicle concern				
Synopsis	provided information				
Customer Anomaly	Engine				
	OTHER				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	30	General engine issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/14/2021 03:48 PM	Open
07/14/2021 03:53 PM	Closed

Initial Description

cx stated sliding door was locked not under warranty, 5 cylinder in order 6 cylinder, window issue and paint job. Cx requested for PO Box. Provided information. Cx wanted to know why is her vehicle having issues.

Case Comments

Date	Comment
07/14/2021	cx stated sliding door was locked not under warranty, 5 cylinder in order 6 cylinder, window issue and paint job. Cx requested for PO Box. Provided information. Cx wanted to know why is her vehicle having issues.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/14/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/14/2021	**Origin**	Telephone	**Reason**	
Mileage	88,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer	Owner Contact				
Customer Address					
					USA
Dealer	X7850	EAN HOLDINGS - HARTFORD		**Dealer Phone**	8608837134
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Vehicle Concern				
Synopsis	close case				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/14/2021 04:15 PM	Open
07/14/2021 04:22 PM	Closed

Initial Description

Power Sliding Door, Both Sides wont open. The Door gets locked and than cannot open from inside or outside and also cannot open using remote.

Case Comments

Date	Comment
07/14/2021	***voice of the customer *** Power Sliding Door, Both Sides wont open. The Door gets locked and than cannot open from inside or outside and also cannot open using remote. My family gets locked in and it is a safety hazard. There are thousands of Videos on this and I want FCA to cover the repairs of this as this is a Safety Hazard. Customer has threatened to go legal and on social media ***actions taken*** Reassign to Specialist ***next steps**** Reassign

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/14/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/26/2021	**Origin**	Telephone	**Reason**	
Mileage	75,537 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]		
Caller Address	[redacted]			**Source**	FCA
Caller City	Fresno	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	FRESNO		CA [redacted]		USA
Dealer	45598	CLOVIS CHRYSLER DODGE JEEP RAM		**Dealer Phone**	5593261600
Dealer Address	395 W HERNDON AVE				
	CLOVIS		CA	93612 0279	USA
Dealer Zone	California	**Sales District**		**Service District**	J
Subject	Lemon Law				
Synopsis	No response				
Customer Anomaly	Glass				
	Window				
Contact Reason	C221	Dispute Resolution - Buyback/Lemon Law	**Customer Anomaly**	56	Window glass issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/14/2021 04:36 PM	Open
07/26/2021 11:08 PM	Closed

Initial Description

she wanted to check recalls the window relay motor is out and her son had the same issue and she says previously the door was stuck closed and it it ran on 5 cylinder and she had to pay out of pocket for the repairs

drivers side window relay motor

she says the vehicle is a lemon and wants to apply the lemon law

Case Comments

Date	Comment
07/14/2021	she wanted to check recalls the window relay motor is out and her son had the same issue and she says previously the door was stuck closed and it it ran on 5 cylinder and she had to pay out of pocket for the repairs drivers side window relay motor she says the vehicle is a lemon and wants to apply the lemon law. she is tired of this car $630.00 to fix the window relay motor her husband [redacted] ago BASIC WARRANTY 36 Months or 36,000 Miles 0 August 18, 2019 Expired (Time) POWERTRAIN WARRANTY 60 Months or 60,000 Miles 0 August 18, 2021 Expired (Odometer) CORROSION WARRANTY 60 Months or Unlimited Miles 0 August 18, 2021 2 Months or Unlimited Miles
07/15/2021	**Dispute Resolution Review** Does Not Qualify Reviewed warranty history at customer request. Writer determined this case should be handled by BC Specialist per normal case handling guidelines. Do not return this CAIR to Dispute Resolution. Assigned CAIR to CM. Review next steps in Case Activity. Provide feedback on L1/L2 handling to your Team Leader (You can re-escalate for another review with LLQ if more repair attempts occur, or VOR time extends to states requirements)
07/16/2021	Dealer Code: 45598 In-Service Date: Mileage: 08/16/2016 Original Owner? Y Loyalty Score: 454 Is vehicle within Warranty? Outside of 2yr/24,000 for basic. Within 2yr/24,000 for powertrain. Is customer in rental? N Parts on B/O? N STAR Case? N Repeat issue? Y Previous Related Cases/Goodwill/DM Notes: 79998266 Customer Concern/Issue/Request: Customer seeking buyback of vehicle
07/16/2021	***Outbound to dealer*** Made outbound call to dealership for diagnosis. Spoke with a SA who states that vehicle came in for window that would not go up. SA states that vehicle needs a window regulator which would have been under basic warranty. Cost of repairs are $600.
07/16/2021	***Outbound to customer*** Attempt#1: Made outbound call to customer to discuss case. Line continuously rings with no answer. Not able to talk to customer or leave message.
07/19/2021	customer calling for mailing address provided Stellantis Customer Care PO Box 21-8004 Auburn Hills MI 48321-8004 and case number verified VIN number other case is for ownership update is not sending documents to update ownership.
07/21/2021	**OBC to Customer** CM was not able to speak with the customer. CM LVM for the customer informing them to give CM a call back. CM provided their contact information. and sent a direct email as well.
07/23/2021	**OBC to Customer** CM was not able to speak with the customer. CM LVM for the customer informing them to give CM a call back. CM provided their contact information. and sent a direct email as well.
07/26/2021	**OBC to Customer** CM was not able to speak with the customer. CM LVM for the customer informing them CM has attempted to call customer by phone and email 3 times within the past 5 business days, CM will be closing the case due to not getting any call backs or email replies.CM provided their contact information. and sent a direct email as well.

Email(s)

Date	07/21/2021	Subject	Vehicle concerns [redacted]		
From	uscustomercare@fcagroup.com	To	noemail@email.com	Sent Date/Time	07/21/2021 00:26 AM

Hello,

I'm Serenity, your case manager. I am working the case as your advocate to find a resolution to your situation.

My Office hours are Monday- Friday 11:30 AM Until 8 PM (PT). I would like to connect with you about your Vehicle and your case and Gather more information.

Phone: 844-888-0601 ext- 4061718
Case Numbe[redacted]

Serenity
Case Manager | Stellantis
[redacted]

Date	07/21/2021	Subject	Vehicle concerns [redacted]		
From	uscustomercare@fcagroup.com	To	noemail@email.com	Sent Date/Time	07/21/2021 00:27 AM

Hello,

I'm Serenity, your case manager. I am working the case as your advocate to find a resolution to your situation.

My Office hours are Monday- Friday 11:30 AM Until 8 PM (PT). I would like to connect with you about your Vehicle and your case and Gather more information.

Phone: 844-888-0601 ext- 4061718
Case Numbe[redacted]

Serenity
Case Manager | Stellantis
[redacted]

Date	07/23/2021	Subject	RE: Vehicle concerns [redacted]		
From	uscustomercare@fcagroup.com	To	uscustomercare@fcagroup.com	Sent Date/Time	07/23/2021 00:19 AM

Hello ,

I have been trying to make contact with you I would like to offer my assistance with your vehicle concern, If you no longer need Case management assistance please reach out to inform me at 844-888-0601 ext 4061718
Case Number: [redacted]

Best Regards,

Serenity
California State Case Manager

Serenity
Case Manager | Stellantis

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 7/20/2021 7:27 PM
To: noemail@email.com
Subject: Vehicle concerns [redacted]

Hello,

I'm Serenity, your case manager. I am working the case as your advocate to find a resolution to your situation.

My Office hours are Monday- Friday 11:30 AM Until 8 PM (PT). I would like to connect with you about your Vehicle and your case and Gather more information.

Phone: 844-888-0601 ext- 4061718
Case Number: [redacted]

Serenity
Case Manager | Stellantis
[redacted]

Date	07/23/2021	Subject	RE: Vehicle concerns [redacted]		
From	uscustomercare@fcagroup.com	To	uscustomercare@fcagroup.com	Sent Date/Time	07/23/2021 00:19 AM

Hello ,

I have been trying to make contact with you I would like to offer my assistance with your vehicle concern, If you no longer need Case management assistance please reach out to inform me at 844-888-0601 ext 4061718
Case Numbe[redacted]

Best Regards,

Serenity
California State Case Manager

Serenity
Case Manager | Stellantis

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 7/20/2021 7:27 PM
To: noemail@email.com
Subject: Vehicle concerns [redacted]

Hello,

I'm Serenity, your case manager. I am working the case as your advocate to find a resolution to your situation.

My Office hours are Monday- Friday 11:30 AM Until 8 PM (PT). I would like to connect with you about your Vehicle and your case and Gather more information.

Phone: 844-888-0601 ext- 4061718
Case Number: 79999476

Serenity
Case Manager | Stellantis
ref:[redacted]

Date	07/23/2021	***Subject***	RE: Vehicle concern[redacted]		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	07/23/2021 00:19 AM

Hello ,

I have been trying to make contact with you I would like to offer my assistance with your vehicle concern, If you no longer need Case management assistance please reach out to inform me at 844-888-0601 ext 4061718
Case Numbe[redacted]

Best Regards,

Serenity
California State Case Manager

Serenity
Case Manager | Stellantis

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 7/20/2021 7:27 PM
To: noemail@email.com
Subject: Vehicle concerns[redacted]

Hello,

I'm Serenity, your case manager. I am working the case as your advocate to find a resolution to your situation.

My Office hours are Monday- Friday 11:30 AM Until 8 PM (PT). I would like to connect with you about your Vehicle and your case and Gather more information.

Phone: 844-888-0601 ext- 4061718
Case Number[redacted]

Serenity
Case Manager | Stellantis
[redacted]

Date	07/26/2021	***Subject***	RE: Vehicle concerns [[redacted]		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	07/26/2021 23:07 PM

Dea[redacted]

This is a courtesy email to inform you of the closure of your case. I would like to express my appreciation for allowing me to assist you with your vehicle concerns

I hope you enjoy the rest of your week.

We look forward to assisting you should you have any additional concerns or questions in the future.

You will receive a customer satisfaction survey regarding your experience with me, your input would be greatly appreciated.

Thank you for being a loyal Dodge customer!

My Office hours are Monday- Friday 11:30 AM Until 8 PM (PT)

Phone: 844-888-0601
Case Number: 79999476

Best Regards,

Serenity
Case Manager | Stellantis

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 7/22/2021 7:19 PM
To: uscustomercare@fcagroup.com
Cc: noemail@email.com
Subject: RE: Vehicle concerns [redacted]

Hello ,

I have been trying to make contact with you I would like to offer my assistance with your vehicle concern, If you no longer need Case management assistance please reach out to in[redacted]-888-0601 ext 4061718
Case Numbe[redacted]

Best Regards,

Serenity
California State Case Manager

Serenity
Case Manager | Stellantis

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 7/20/2021 7:27 PM
To: noemail@email.com
Subject: Vehicle concerns[redacted]

Hello,

I'm Serenity, your case manager. I am working the case as your advocate to find a resolution to your situation.

My Office hours are Monday- Friday 11:30 AM Until 8 PM (PT). I would like to connect with you about your Vehicle and your case and Gather more information.

Phone: 844-888-0601 ext- 4061718
Case Numbe[redacted]

Serenity
Case Manager | Stellantis
[redacted]

Date	07/26/2021	***Subject***	RE: Vehicle concerns[redacted]		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	07/26/2021 23:07 PM

Dea[redacted]

This is a courtesy email to inform you of the closure of your case. I would like to express my appreciation for allowing me to assist you with your vehicle concerns

I hope you enjoy the rest of your week.

We look forward to assisting you should you have any additional concerns or questions in the future.

You will receive a customer satisfaction survey regarding your experience with me, your input would be greatly appreciated.

Thank you for being a loyal Dodge customer!

My Office hours are Monday- Friday 11:30 AM Until 8 PM (PT)

Phone: 844-888-0601
Case Number: 79999476

Best Regards,

Serenity
Case Manager | Stellantis

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 7/22/2021 7:19 PM
To: uscustomercare@fcagroup.com
Cc: noemail@email.com
Subject: RE: Vehicle concerns [redacted]

Hello ,

I have been trying to make contact with you I would like to offer my assistance with your vehicle concern, If you no longer need Case management assistance please reach out to inform me at 844-888-0601 ext 4061718
Case Numbe[redacted]

Best Regards,

Serenity
California State Case Manager

Serenity
Case Manager | Stellantis

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 7/20/2021 7:27 PM
To: noemail@email.com
Subject: Vehicle concerns[redacted]

Hello,

I'm Serenity, your case manager. I am working the case as your advocate to find a resolution to your situation.

My Office hours are Monday- Friday 11:30 AM Until 8 PM (PT). I would like to connect with you about your Vehicle and your case and Gather more information.

Phone: 844-888-0601 ext- 4061718
Case Numbe[redacted]

Serenity
[redacted]

Date	07/26/2021	***Subject***	RE: Vehicle concerns[redacted]		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	07/26/2021 23:07 PM

Dear [redacted],

This is a courtesy email to inform you of the closure of your case. I would like to express my appreciation for allowing me to assist you with your vehicle concerns

I hope you enjoy the rest of your week.

We look forward to assisting you should you have any additional concerns or questions in the future.

You will receive a customer satisfaction survey regarding your experience with me, your input would be greatly appreciated.

Thank you for being a loyal Dodge customer!

My Office hours are Monday- Friday 11:30 AM Until 8 PM (PT)

Phone: 844-888-0601
Case Number [redacted]

Best Regards,

Serenity
Case Manager | Stellantis

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 7/22/2021 7:19 PM
To: uscustomercare@fcagroup.com
Cc: noemail@email.com
Subject: RE: Vehicle concerns [redacted]]

Hello ,

I have been trying to make contact with you I would like to offer my assistance with your vehicle concern, If you no longer need Case management assistance please reach out to inform me at 844-888-0601 ext 4061718
Case [redacted]

Best Regards,

Serenity
California State Case Manager

Serenity
Case Manager | Stellantis

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 7/20/2021 7:27 PM
To: noemail@email.com
Subject: Vehicle concerns [redacted]

Hello,

I'm Serenity, your case manager. I am working the case as your advocate to find a resolution to your situation.

My Office hours are Monday- Friday 11:30 AM Until 8 PM (PT). I would like to connect with you about your Vehicle and your case and Gather more information.

Phone: 844-888-0601 ext- 4061718
Case Number [redacted]

Serenity
Case Manager | Stellantis
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/14/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/14/2021	**Origin**	Telephone	**Reason**	
Mileage	0 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	CHARLOTTE		NC	[redacted]	USA
Dealer	26118	KEFFER CHRYSLER JEEP DODGE		**Dealer Phone**	7045321050
Dealer Address	8214 E INDEPENDENCE BLVD				
	CHARLOTTE		NC	28227 7777	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	P
Subject	Inquiry				
Synopsis	Referred to the dealer				
Customer Anomaly	Electronics				
	Key Fob / Remote				
Contact Reason	C109	FCA Contacts Or Dealership	**Customer Anomaly**	21	Key fob/remote problems
Reason Code	FCA World - Information & Assistance requests - Network - Contacts & various information - Network				

Case Status History

Create Date	Status
07/14/2021 07:30 PM	Open
07/14/2021 07:31 PM	Closed

Initial Description

cx says that her key fob will not open her trunk and sometimes her doors.

Case Comments

Date	Comment
07/14/2021	The cx says that her key fob will not open her trunk and sometimes her doors. The agent referred the cx over to teh dealer for further assistance.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKX53	**Vehicle**	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/14/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/20/2021	**Origin**	Telephone	**Reason**	
Mileage	55,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	SHAWNEE		KS	[redacted]	USA
Dealer	27066	REED JEEP CHRYSLER DODGE RAM		**Dealer Phone**	9133818100
Dealer Address	7020 W FRONTAGE RD				
	MERRIAM		KS	66203 4656	USA
Dealer Zone	Denver	**Sales District**		**Service District**	H
Subject	VEHICLE CONCERN>DOORS- locking meganism				
Synopsis	no contact with customer				
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/14/2021 08:52 PM	Open
07/20/2021 04:41 PM	Closed

Initial Description

wants assistance with fixing the handle

Case Comments

Date	Comment
07/14/2021	Customer called in requesting assistance with the locking meganism on her 2 van doors. Customer qualifies because she is a first time buyer of this FCA vehicle and is the original owner of this 2016 Dodge Grand CARAVAN. Customer is less than 24 months/ 24,000 miles outside of her warranty.
07/14/2021	Email sent to SM on thoughts on if Goodwill should be offered for repair.
07/14/2021	****OUTBOUND CUSTOMER CONTACT**** [redacted] Agent called and left Introductory VM
07/16/2021	****OUTBOUND CUSTOMER CONTACT**** [redacted] Agent called and left a VM for a call back.

Email(s)

Date	07/14/2021	**Subject**	[redacted] :ref]
From	dodgecustomercare@fcagroup.com	**To**	[redacted] 07/14/2021 23:25 PM

Hi:

My name is Lori from the FCA Case Management Division, I have been assigned to your Case.
Here is some information that will be helpful for you to have:
Your case number is [redacted]
The Stellantis Case Management telephone number is:1-844-827-1926
My direct extension is: 3020180

I look forward to working with you and if you have any questions or concerns regarding your vehicle that I can assist with, please feel free to contact me.

Lori
Stellantis Case Manager
1-844-827-1926/ext 3020180
[redacted]

Date	07/16/2021	**Subject**	[redacted] HUaMr:ref]
From	dodgecustomercare@fcagroup.com	**To**	[redacted] 07/16/2021 14:27 PM

Hi:

I have been trying to get in contact with you regarding your case.

If you would like to speak with us please contact us back. If I do not get a response within 2 days the case will have to be closed. However, if you still require assistance, feel free to contact us back at 1-800-992-1997 and a new case can be opened for you anytime.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/16/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/17/2021	**Origin**	Telephone	**Reason**	
Mileage	80,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	SAN BERNARDINO		CA	[redacted]	USA
Dealer	42698	GLENDORA CHRYSLER JEEP DODGE		**Dealer Phone**	9095999300
Dealer Address	931 SOUTH LONE HILL				
	GLENDORA		CA	91740 8202	USA
Dealer Zone	California	**Sales District**		**Service District**	Y
Subject	gears not shifting				
Synopsis	recall				
Customer Anomaly	Gears & Transmission				
	Shifter				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	46	Gear shifter issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/16/2021 11:05 PM	Open
07/17/2021 12:57 AM	Closed

Initial Description

customer niece called informing is having issues with the gears are not shifting and would like to know how long it would take if taken to an authorized dealer

Case Comments

Date	Comment
07/16/2021	VOC customer niece called informing is having issues with the gears are not being able to shift and would like to know closest dealer in the area and also wants to know if uncle had any prior issue with the sliding doors since they will not open ACTION TAKEN advisor informed customer closest dealer 42698 Glendora and gave phone number and also the certified preowned warranty NEXT STEP branded call survey

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/18/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/22/2021	**Origin**	Brand Site	**Reason**	assistance
Mileage	67,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**			
Caller Address				**Source**	Customer
Caller City	CANNON FALLS	**Caller Country**	USA	**Caller Postal Code**	55009
Customer					
Customer Address					
	CANNON FALLS		MN		USA
Dealer				**Dealer Phone**	
Dealer Address					
Dealer Zone		**Sales District**		**Service District**	
Subject	Rear sliding doors locks				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason		Technical Issue With Vehicle	**Customer Anomaly**		Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/18/2021 08:36 PM	New
07/20/2021 02:57 AM	Open
07/20/2021 03:15 AM	Closed
07/21/2021 10:00 AM	Open
07/22/2021 06:44 AM	Closed

Initial Description

Rear sliding door lock wont unlock had a buzzing sound before going completely out. Can you do A voluntary recall for this please as many have the same problem thanks'

Email(s)

Date	07/18/2021	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**		**Sent Date/Time**	07/18/2021 20:36 PM

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

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

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

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

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

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit

Date	07/20/2021	**Subject**	f]		
From	uscustomercare@fcagroup.com	**To**		**ime**	07/20/2021 03:12 AM

Hello [redacted]

Thank you for taking the time to reach out in regard to the troubles you have with your sliding door. Your feedback is greatly appreciated. I want to assure you that it has been duly noted and your comments will be provided to the appropriate parties.

We would recommend seeking a diagnosis at your local dealership in the mean time. If you do get any charges for repairs or replacement, please hang onto all of the receipts. That way if they do determine it to be a recall you can submit them for potential reimbursement

Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at Chrysler 800-247-9753

Sincerely,
Rebecca
Chrysler Customer Care
[redacted]

Date	07/20/2021	***Subject***	[redacted]ef]
From	uscustomercare@fcagroup.com	***To***	[redacted] ***Time*** 07/20/2021 03:12 AM

Hello [redacted]

Thank you for taking the time to reach out in regard to the troubles you have with your sliding door. Your feedback is greatly appreciated. I want to assure you that it has been duly noted and your comments will be provided to the appropriate parties.

We would recommend seeking a diagnosis at your local dealership in the mean time. If you do get any charges for repairs or replacement, please hang onto all of the receipts. That way if they do determine it to be a recall you can submit them for potential reimbursement

Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at Chrysler 800-247-9753

Sincerely,
Rebecca
Chrysler Customer Care
[redacted]

Date	07/21/2021	***Subject***	Re: Recall Request [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	07/21/2021 10:00 AM

Thank you!

From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Monday, July 19, 2021 10:12 PM
To [redacted]
Subject [redacted]

Hello [redacted]

Thank you for taking the time to reach out in regard to the troubles you have with your sliding door. Your feedback is greatly appreciated. I want to assure you that it has been duly noted and your comments will be provided to the appropriate parties.

We would recommend seeking a diagnosis at your local dealership in the mean time. If you do get any charges for repairs or replacement, please hang onto all of the receipts. That way if they do determine it to be a recall you can submit them for potential reimbursement

Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at Chrysler 800-247-9753

Sincerely,
Rebecca
Chrysler Customer Care
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/19/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/19/2021	**Origin**	Telephone	**Reason**	
Mileage	93,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	FOWLERVILLE		MI	[redacted]	USA
Dealer	67243	GOLLING CHRYSLER DODGE JEEP RAM,		**Dealer Phone**	2483343600
Dealer Address	2405 S TELEGRAPH RD				
	BLOOMFIELD HILLS		MI	48302 0256	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	B
Subject	Hood bubbling				
Synopsis	Declined assistance with the paint and door locks				
Customer Anomaly	Body				
	Paintwork				
Contact Reason	C81	Vehicle Open Recalls	**Customer Anomaly**	3	Vehicle Paint Issues
Reason Code	After Sales - Information & Assistance requests - Recall Campaign - Recall Campaign - VIN check & Contents				

Case Status History

Create Date	Status
07/19/2021 08:54 PM	Open
07/19/2021 09:01 PM	Closed

Initial Description

Bubbling on the hood and door lock not working on sliding door

Case Comments

Date	Comment
07/19/2021	Customer stated that his hood has bubbling on the hood but DLR says her is OOW. Customer stated that last fall the door would not open and now it will not lock. Customer seeking assistance with the door locks and the hood bubbling because he has heard out on the forums these are known concerns. Customer stated that another family members van also has the same concern. Agent advised no recalls or extended warranties for these concerns. Agent offered to document his complaint about the van.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/21/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/24/2021	**Origin**	Telephone	**Reason**	
Mileage	37,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	FREMONT		CA	[redacted]	USA
Dealer	60559	FREMONT CHRYSLER DODGE JEEP RAM		**Dealer Phone**	5106568700
Dealer Address	39639 BALENTINE DR				
	NEWARK		CA	94560 5377	USA
Dealer Zone	California	**Sales District**		**Service District**	F
Subject	door locks				
Synopsis	- Case will be closed as customer has confirm satisfaction with repairs.				
Customer Anomaly	Body				
	Liftgate				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	170	Liftgate Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/21/2021 10:11 PM	Open
08/24/2021 10:04 PM	Closed

Initial Description

looking for assistance with door locks

Case Comments

Date	Comment
07/21/2021	***spanish**** customer calling in wanting assistance , customer states he was looked in his vehicle due to latches not working correctly , cm has spoken with SA Jesus and he states driver side is stuck closed will not open and right side will not stay shut total cost for repairs is $3251.00 parts and labor. cm has called and explained we can assist with a total of $2000 custoemr will have a copay of $1251.00 dm notes will be added in order to cover this repair
07/23/2021	dm notes have been emailed to Jesus will wait for dealer to order part for repairs
07/27/2021	cm has called dealer and Jesus was not available , left call back information for a call back when an update on parts and repairs
07/29/2021	cm has emailed Jesus in service for an update
08/02/2021	cm has called dealership and spoken with Jesus , parts should be in tomorrow , Jesus will email me once they have come in ,
08/04/2021	cm has emailed Jesus for an update
08/06/2021	cm has called dealer and no answer could not leave voicemail for Jesus
08/10/2021	no answer from Jesus in service , will try again at a later time
08/13/2021	spoke with jesus in dealer all parts are in Jesus in service will schedule an apt for repairs to be completed
08/16/2021	cm has called dealer and confirmed custoemr has an apt today at 10 am for repairs ,
08/18/2021	cm has called dealer and vehicle is being worked on , Jesus states they should have it completed by Thursday at noon , cm advised Jesus we will be in contact Friday just to verify
08/20/2021	cm has called the dealership and they are still working on the vehicle
08/23/2021	cm has called service and vehicle should be completed today
08/24/2021	cm has called customer and he is happy with repairs , and thanked cm for the assistance given , he asked if this in the future becomes a recall can he submit for reimbursement cm advised him if this were to be come a recall he can call in and submit documents for possible reimbursement customer understood
08/24/2021	- Case will be closed as customer has confirm satisfaction with repairs.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	Model Year	2015	Brand	DODGE
Body	RTKX53	Vehicle	DODGE GRAND CARAVAN R/T		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Open Date	07/23/2021	CAIR Type	Regular	Status	Closed
Close Date	07/23/2021	Origin	Telephone	Reason	
Mileage	47,000 Miles	Market	U	Language	English
Contact Email	[redacted]				
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer	[redacted]				
Customer Address					
	SHARON		PA	[redacted]	USA
Dealer	26731	SCHEIDEMANTLE MOTORS		Dealer Phone	7249625733
Dealer Address	1520 N HERMITAGE RD				
	HERMITAGE		PA	16148 3103	USA
Dealer Zone	Mid Atlantic	Sales District		Service District	G
Subject	Customer stated locking noise				
Synopsis	Diagnostic				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/23/2021 11:15 AM	Open
07/23/2021 11:19 AM	Closed

Initial Description

Customer stated locking noise

Case Comments

Date	Comment
07/23/2021	Customer stated that the door locks make a noise when the door locks . The agent looked up warranty and recalls and there were none

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/28/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/28/2021	**Origin**	Telephone	**Reason**	
Mileage	13,000 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	HAZEL PARK		MI		USA
Dealer	66183	DICK HUVAERE'S RICHMOND CHRYSLER D		**Dealer Phone**	5867277577
Dealer Address	67567 SOUTH MAIN STREET				
	RICHMOND		MI	48062 1925	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	A
Subject	vehicle concern				
Synopsis					
Customer Anomaly	Body				
	Frame				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	4	Vehicle Frame Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/28/2021 08:05 PM	Open
07/28/2021 08:11 PM	Closed

Initial Description

cx say that the back door at the driver side is not opening for the Dodge. The cx has tentacled the DLR and the DLR said that this is a common issue with Dodge.

Case Comments

Date	Comment
07/28/2021	cx say that the back door at the driver side is not opening for the Dodge. The cx has tentacled the DLR and the DLR said that this is a common issue with Dodge. Agent advised that an appointment needs to be done at the dlr and then the case can be escalated to the specialist for further assistance. transferred call to the dlr 66183

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/29/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/29/2021	**Origin**	Brand Site	**Reason**	assistance
Mileage	83,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**			
Caller Address				**Source**	Customer
Caller City	La Crosse	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
	LA CROSSE		WI		USA
Dealer	99999	Dealer99999		**Dealer Phone**	
Dealer Address					
Dealer Zone		**Sales District**		**Service District**	
Subject	Door lockuator				
Synopsis	Duplicate case 79577953				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason		Technical Issue With Vehicle	**Customer Anomaly**		Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/29/2021 01:32 AM	New
07/29/2021 08:27 PM	Open
07/29/2021 08:32 PM	Closed

Initial Description

reference numbe n reaching out in hopes you will reconsider covering the lock actuators. I hope to not have to make it a big deal that this is not covered when it is a safety issue. If there was an accident or an emergency that door will not open from the inside or outside. How is this not a safety issue. my child or myself would not be able to remember in an emergency that we cannot get out of that or into that door. This is very upsetting

Email(s)

Date	07/29/2021	**Subject**	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	**To**		**Sent Date/Time**	07/29/2021 01:32 AM

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

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

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

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference numb

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit

Date	07/29/2021	**Subject**	Case Acknowledgement [ ]		
From	uscustomercare@fcagroup.com	**To**		**Sent Date/Time**	07/29/2021 20:31 PM

Hello [redacted]

Thank you for contacting Chrysler Customer Care.

We are dedicated to producing a quality product and we want to thank you for bringing to our attention the concerns that you have with the door lock actuators regarding your 2016 Chrysler Town & Country.

Our records show that you have contacted us by telephone and after reviewing the files on this matter we must respectfully concur with the decision rendered. We cannot provide any further assistance on the matter. Any further questions or concerns will need to be discussed with your authorized dealership.

Thank you again for your email [redacted]. Please do not hesitate to contact us if you need any further assistance by calling us at 1-800-247-9753.

Best wishes,

Belinda
Chrysler Customer Care
[redacted]

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/03/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/03/2021	**Origin**	Telephone	**Reason**	
Mileage	85,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address					
	MOON		VA	[redacted]	USA
Dealer	X7975	EAN HOLDINGS - ASHVILLE		**Dealer Phone**	8282425688
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		**Sales District**		**Service District**	
Subject	Vehicle concern				
Synopsis	Closed case.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/03/2021 06:51 PM	Open
08/03/2021 07:05 PM	Closed

Initial Description

Passenger's side door is not opening. Wants to unlock and cannot move the lever forward to do so.

Case Comments

Date	Comment
08/03/2021	***voice of the customer*** Passenger's side door behind the driver seat is not opening. Wants to unlock and disengage the child lock and cannot move the lever forward to do so. ***actions taken*** Advised as per OM but to no avail referred to the DLR. ***next steps*** Closed case.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/09/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/20/2021	**Origin**	Telephone	**Reason**	
Mileage	39,000 Miles	**Market**	U	**Language**	English
Contact Email					
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer					
Customer Address					
	DES MOINES		IA		USA
Dealer	60383	COON RAPIDS CHRYSLER JEEP DODGE		**Dealer Phone**	7634218000
Dealer Address	10541 WOODCREST DR NW				
	COON RAPIDS		MN	55433 6535	USA
Dealer Zone	Denver	**Sales District**		**Service District**	M
Subject	VEHICLE PROBLEM				
Synopsis	OOW for door latch and corrosion, unable to reach customer to decline cost assistance.				
Customer Anomaly	Body				
	Hood				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	171	Hood Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/09/2021 06:06 PM	Open
08/20/2021 11:47 PM	Closed

Initial Description

Custome called and inquire about Case from March 2021

Case Comments

Date	Comment
08/09/2021	Cutomer called and stated he has never heard from CM or dealership regarding Case paint peeling from vehicle hood. Customer statd that vehicle was taken to Caliber Collision 7637553665 for photos and customer has never heard back from Cutomer Care and is now calling to get vehicle repaired. Customer stated he is aparaplegic and cannot get around. Customer requested that case be reopened for reapir assistance. Customer stated that door are not opening and he would like doors repaired and customer stated he was stuck in vehicle
08/09/2021	Previous case mention Coon Rapids as the Certified DLR. Agent updated case and sending over to proper CM for handling
08/10/2021	*****Outbound Dealer Call***** Coon Rapids Chrysler Jeep Dodge Ram | 7634218000 Customer was in in January, and April. Worked with Tim both times. Tim went through his emails and found pictures, and when they ran coverage, customer was advised his warranty expired in October of 2020. Tim thought he communicated that to customer, but does not have anything in writing to reaffirm that it was communicated to customer. Advised lift gate repair was recommended to customer in January, and customer declined.
08/10/2021	*****Outbound Customer Call***** CM spoke with customer who advised he's pretty disgusted with his door issue. Customer states he has and was left in the vehicle and not being able to get out. Customer states he went to Dodge once for the door issue, and was advised it's the remote. Customer states he's going to go to the news for it if he can't get help. Customer went to the DLR last February, he believes, and again after that. Customer states it's an electrical issue. Customer states the door hasn't opened for him 30-40 times since he's owned the vehicle. Customer purchased the vehicle for 3 years. CM advised customer to allow them time to review history, and will follow up within two days.
08/12/2021	*****Outbound Customer Call***** left voicemail for customer advising his concerns are still being looked into, and will follow up tomorrow.
08/16/2021	*****Outbound Customer Call***** CM left voicemail with case number and call back information.
08/18/2021	*****Outbound Customer Call***** CM left voicemail with call back information. - CM to decline cost assistance. Concern is basic warranty, and outside of that by 3+ years and mileage, as well as decline cost assistance for the hood.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2017	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/09/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/10/2021	**Origin**	Telephone	**Reason**	
Mileage	58,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**		**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	COLUMBIA		MO	[redacted]	USA
Dealer	45662	JOE MACHENS CHRYSLER DODGE JEEP RA		**Dealer Phone**	5734430481
Dealer Address	1310 VANDIVER DR.				
	COLUMBIA		MO	65202 1925	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	O
Subject	Repair Goodwill Request				
Synopsis	Customer seeking assistance on sliding door applique as it will break when being removed, CM was advised by DLR MVP SC declined. CM stood behind decision and declined and closing case.				
Customer Anomaly					
Contact Reason	C169	Request For Rental Reimbursement	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Product - Reimbursement request - Repair/Rental				

Case Status History

Create Date	Status
08/09/2021 10:09 PM	Open
08/10/2021 04:37 PM	Closed

Initial Description

Looking for assistance with part coverage.

Case Comments

Date	Comment
08/09/2021	Speaking with: [redacted] Miles: 58,000 ISSUE: Has the Max Care contract and being told that the trim is not covered but in order to fix the doors. Left side door hinge has failed, door latch and sliding door actuator needs to break the case it's in and only part of it is covered. AGENT ADVISED: No open recalls. No open RRTs. Basic WTY: Expired by 22,000 miles & 10 months LS: 498 CCS: 15 Original Owner: Yes Case [redacted] approves all repairs *except* for the side applique for the sliding door actuator. DLR 45662 SA confirmed that it is only the sliding door applique that is trying to be covered at this point. DLR Connect does not list as being covered by service contract and cannot remove without breaking. Per AH 1267 esc for possible assistance.
08/10/2021	********** In service date: 10/4/2017 Original owner: Yes Mileage: 58,000 Vehicle purchase history: only one in customer's name Repeat/recurring issues: No MVP plans: MAXIMUM CARE Recalls: No **********
08/10/2021	*****OUTBOUND DEALER CONTACT****** 45662 | JOE MACHENS CHRYSLER | 5734430481 CM contacted DLR and spoke with S/A Renee; who advised the vehicle needs a new right sliding door lock actuator. Renee stated that the concern is when the DLR removes the sliding door applique it will break. Renee stated that she has asked MVP SCs about this part twice and was advised that it is not a covered component. CM sated that he will let the customer know that at this time he will not be able to provide assistance and is out of warranty so that piece will be an out of pocket expense as well as the customer's deducible. Renee stated that she has told the customer this as well, but thanked the CM for follow up and disconnected the call.
08/10/2021	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM attempted to contact the customer and was not able to speak with anyone. CM left a VM with the CM's contact information and case number. CM stated that he was calling to introduce himself and requested a callback regarding the case.
08/10/2021	*****OUTBOUND CUSTOMER CONTACT***** [redacted] ustomer called in to speak with assigned CM. CM was able to warm transfer customer to CM Justin.
08/10/2021	*****INBOUND CUSTOMER CONTACT***** [redacted] ustomer contacted CM returning the call of the CM. Writer went over the notes and customer stated that she does not agree with this. Writer stated that the DLR needs to brake the part to fix the repairs. Writer advised that the vehicle is out of warranty and the SC does not cover this component and customer stated that she does not need further follow up and disconnected.

Email(s)

Date	08/10/2021	**Subject**	[redacted]	
From	uscustomercare@fcagroup.com	**To**		PM

Good Afternoon [redacted]
My name is Justin and I have been assigned as your Case Specialist. Here is some information that will be helpful for you to have:
Your case number is [redacted]
The Chrysler Case Management telephone number is: 1-844-827-2003
My direct extension: 3020160
My work hours are: 8:30 AM to 5:00 PM EST (Monday to Friday)

I did attempt to contact you and was not able to speak with anyone. Is there anyway you could please call me at your earliest convenience.

Best Wishes,

Justin
Stellantis Case Manager
Phone #: 844-827-2003
Ext: 3020160
[redacted]

Date	08/10/2021	***Subject***	[redacted] f]
From	uscustomercare@fcagroup.com	***To***	[redacted] PM

Good Afternoon [redacted]

I am sending you this email regarding the closure of your Case with Dodge Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is [redacted]

The Dodge Case Management Telephone Number is:

1-844-827-2003

My Direct Extension is: 3020160

Thank you for allowing Dodge Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. Wed ask that you take the time to complete the survey so well know how were doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a Dodge customer.

It has been a pleasure working with you, all the best

Best Wishes,

Justin
Stellantis Case Manager
Phone #: 844-827-2003
[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	08/17/2021	**CAIR Type**	Regular	**Status**	Closed
Close Date	08/17/2021	**Origin**	Telephone	**Reason**	
Mileage	107,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]				
Caller Address				**Source**	Customer
Caller City		**Caller Country**	USA	**Caller Postal Code**	
Customer	[redacted]				
Customer Address	[redacted]				
	OAK CREEK		WI	[redacted]	USA
Dealer	63814	EWALD CHRYSLER JEEP DODGE, LLC		**Dealer Phone**	4144272000
Dealer Address	6319 S 108TH ST				
	FRANKLIN		WI	53132 1204	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	I
Subject	sliding door				
Synopsis	Needs diagnosis.				
Customer Anomaly	Electronics				
	Power Door Locks				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	109	Automatic door locking function is malfunctioning
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/17/2021 10:59 PM	Open
08/17/2021 11:14 PM	Closed

Initial Description

Sliding door not locking.

Case Comments

Date	Comment
08/17/2021	Customer is calling in about the right sliding door doesn't lock or unlock from the inside of the vehicle or outside. Have read online that it is a common issue. And found a TSB on it via google and feels that we should cover it. Basic warranty expired over 2 years ago and at 36,000 miles and is now over 100,000 miles doesn't qualify for GW. Documented concern. Recommended to bring to dealer as well.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTKX53	**Vehicle**	DODGE WAG GRAND CARAVAN R/T ON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	11/29/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	12/02/2016	**Origin**	Letter	**Reason**	New problem
Mileage	0 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	SPRING	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer				**Dealer Phone**	
Dealer Address					
Dealer Zone		**Sales District**		**Service District**	
Subject	Power Sliding Door Both Sides - Intermittent or Inoperative				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/29/2016 05:00 PM	Unworked
11/29/2016 05:00 PM	Open
12/02/2016 11:59 AM	Closed
09/30/2018 05:29 AM	Closed

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code
0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code
0407000000-Corporate,Lemon Law,Default,Default,Default,Lemon Law,Lemon Law
0407000000-Corporate,Lemon Law,Default,Default,Default,Lemon Law,Lemon Law
0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,Power Sliding Door Both Sides - Intermittent or Inoperative
0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,Power Sliding Door Both Sides - Intermittent or Inoperative

Case Comments

Date	Comment
11/29/2016	POSTMARK DATE: 111316; DATE RECEIVED: 112916
12/01/2016	********** STATE LEMON LAW / Chapter 2301, Subchapter M of the Texas Occupations Code Annotated. Letter from Law Office of Ryan Marquez Attorney: Ryan Marquez Phone: 713-239-5872 Concern: Intermittent Power Sliding Door inoperative Per OGC Matrix, reassigned to 82T for their review and handling. **********
12/02/2016	12/2/16 UPDATED WL FILE & CASE MANAGER. PAG

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/10/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/10/2017	**Origin**	Chat	**Reason**	New problem
Mileage	28,300 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	GREENVILLE	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	68906	POGUE CHRYSLER DODGE JEEP RAM FIAT		**Dealer Phone**	2703385040
Dealer Address	2252 W EVERLY BROTHERS BLVD.				
	POWDERLY		KY	42367 5404	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	Q
Subject	Transmisson slipping/runs high RPM				
Synopsis					
Customer Anomaly	Gears & Transmission				
	Automatic Gearbox				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	45	Automatic Gearbox issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/10/2017 05:33 PM	Open
05/10/2017 11:53 PM	Closed
09/29/2018 03:36 PM	Closed

Initial Description

0464100000-Corporate,Survey By-Pass,Duplicate CAIR,Default,Default,Survey By Pass - Duplicate CAIR,Survey By Pass - Duplicate CAIR
0121010200-Product,Transmission / Transaxle,Gear Selector / Linkage,Defective,Default,Gear Selector / Linkage - Defective,Transmisson slipping/runs high RPM

Case Comments

Date	Comment
05/10/2017	Incident # [redacted] Hi, my name is Melissa with Dodge Customer Care, How may I help you today? Melissa: How are you today, [redacted] I'm needing some assistance in getting my vehicle working correctly again. 2016 Dodge Grand Caravan 28k miles. The local dodge dealer "Pogue" has yet to fix the problem Melissa: I understand! What is the concern with your vehicle? Melissa: What is the concern with your vehicle? [redacted]: Transmission is slipping and constantly running high rpm, they did one upgrade to computer transmission and called it good even though it wasn't fixed Melissa: Oh wow. I can understand how difficult and frustrating it can be when a vehicle does not live up to the expectations that we have for them and I do truly apologize for the inconvenience of this situation. Let's look into things further and see what we can do to try and resolve this situation for you! Melissa: May I ask, when was the last time you had this concern diagnosed? [redacted] I'm wanting to say around 3weeks ago. And when it was there I told the that if anything needed to be replaced to do it then because I'm not able to take off during the week from work to get it looked at and my son [redacted] on the weekend. I've already had the water pump, timing gasket cover, door actuator and the upgrade to the transmission. And counting the regular oil changes and maintenance it's spent a lot of time in the shop Melissa: I understand, it definitely can be frustrating to have an ongoing concern and keep having to bring your vehicle back to the dealership. Due to the fact that this is ongoing, I would like to get a case manager involved to try and assist with this concern. How many miles do you have on your vehicle? [redacted] I'm wanting to say 28,100- 28,300. I'm at work so I currently can't get out to my vehicle but I am confident that it is in that range Melissa: Thank you. Melissa: We would need the vehicle to be brought back to the dealership in order for a case manager to assist with trying to get these concerns repaired. I've created a case for you which is [redacted] Would you like for me to contact your dealership to see when the next available appointment is ? [redacted] isconnected ('Concluded by End-user').
05/10/2017	**DLR CONTACT - [68906] POGUE CHRYSLER DODGE JEEP RAM FIAT** Agent contacted DLR and spoke to SA James who advised that they have been unable to duplicate customer's concern but that customer can bring the vehicle back for further diagnostic as they would like to ensure the customer is satisfied. SA James stated that she can drop the vehicle off at any time.
05/10/2017	Status update provided via email to the following email address [redacted] this is Melissa contacting you back from Dodge Customer Care. I contacted POGUE CHRYSLER DODGE JEEP RAM FIAT and spoke to James in Service, he stated you can drop the vehicle off at any time for another diagnostic. Once the vehicle is diagnosed, we can escalate your file to our case management department. Would you happen to know when you would be able to bring the vehicle back to the dealership? If so, I'll go ahead and escalate your file to a case manager for (1) business day follow up after the appointment. Please reply to this email advising of when you'd be able to bring the vehicle back to your dealership. Your case number is [redacted] hank you for choosing Dodge, have a great day! End of Status Update

Date	Comment
05/10/2017	Begin Customer Message reviewed: I can bring it in this afternoon if need be. I am waiting on a call back from Erica on a rental so it will also depend on her. End of Reviewed Customer message
05/10/2017	Status update provided via email to the following email address: [redacted] Okay! Once you know when you'll be bringing the vehicle in, please contact back and if it's today we will escalate the file to have a case manager contact you tomorrow. End of Status Update
05/10/2017	Begin Customer Message reviewed: I have spoke with James from Pogue Dealership and Erica, your rental agent, and I'm suppose to bring the Caravan in Thursday night to be checked out Friday morning. End of Reviewed Customer message
05/10/2017	Status update provided via email to the following email address [redacted] thank you for your email. We will have a case manager contact you on the following Monday, 05/15/17. The case manager will work with you and try their best to ensure you are satisfied with repairs. Thank you so much for choosing Dodge and have a wonderful day. End of Status Update
05/10/2017	Reassigned to 861 for survey by pass ,duplicate CAIR[redacted]

Email(s)

Date	10/01/2018	***Subject***	H[redacted]nk you for your email. We will have		
From		***To***		***Sent Date/Time***	05/10/2017 20:43 PM

H[redacted]hank you for your email. We will have a case manager contact you on the following Monday, 05/15/17. The case manager will work with you and try their best to ensure you are satisfied with repairs. Thank you so much for choosing Dodge and have a wonderful day.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[redacted]	**Model Year**	2017	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/15/2019	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/24/2019	**Origin**	Telephone	**Reason**	
Mileage	31,081 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	[redacted]		
Caller Address	[redacted]			**Source**	Customer
Caller City	CHICAGO	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
	ORLANDO		FL	[redacted]	USA
Dealer	45155	NAPLETON'S SOUTH ORLANDO		**Dealer Phone**	4074837700
Dealer Address	1460 E OSCEOLA PKWY				
	KISSIMMEE		FL	34744 1602	USA
Dealer Zone	Southeast	**Sales District**		**Service District**	E
Subject	Lemon Law				
Synopsis	close				
Customer Anomaly	Electronics				
	Dashboard Electronics				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	15	Gage electronic issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/15/2019 06:36 PM	Open
06/24/2019 03:01 PM	Closed

Initial Description

Lemon Law

Case Comments

Date	Comment
05/15/2019	Brent Wikgren Krohn & Moss-Attorneys at Law-Replacement/Repurchase Notice Reassigned to Business Center for review and handling.
05/15/2019	SEBC RECEIVED.
05/17/2019	Vehicle has arrived at dealership Napleton's South Orlando Chrysler-Jeep-Dodge and attended by dealer employee
05/17/2019	Acknowledgement / appointment email sent to attorney for the owner to drop their vehicle off on 5/17/19 @ Napleton's South Orlando. Rental to be provided for the duration of the visit.
05/23/2019	Acknowledgement / appointment email sent to attorney for the owner to drop their vehicle off on 5/28/19 @ Napleton's South Orlando. Rental to be provided for the duration of the visit.
06/05/2019	Vehicle has arrived at dealership Napleton's South Orlando Chrysler-Jeep-Dodge and attended by dealer employee
06/19/2019	Writer received email from SD Brian who advised that the vehicle has been returned to the owner. Vehicle was brought to DLR before FRA on 6/10. Vehicle has been from 6/5-6/12. DLR replaced sliding door latches.

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYP53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	05/12/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	06/24/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	7,153 Miles	**Market**	U	**Language**	English
Contact Email	nobody@external.fcagroup.com	**Contact Phone**		**Contact Mobile**	
Caller Address	[redacted]			**Source**	Customer
Caller City	BRONX	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	60453	EASTCHESTER CHRYSLER JEEP DODGE		**Dealer Phone**	7185475500
Dealer Address	4007 BOSTON RD				
	BRONX		NY	10466 6101	USA
Dealer Zone	Northeast	**Sales District**		**Service District**	G
Subject	Left Front Door Hardware Inquiry				
Synopsis					
Customer Anomaly	Moving Parts				
	Handle				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	84	Vehicle handle issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/12/2016 09:13 PM	Open
05/12/2016 09:23 PM	Closed
06/07/2016 07:27 PM	Reopen
06/24/2016 02:48 PM	Closed
09/29/2018 01:39 PM	Closed

Initial Description

0123030010-Product,Body / Trim / Paint Finish,Body Hardware,Other,F. Door-Driver,Left Front Door Hardware Inquiry,Left Front Door Hardware Inquiry

Case Comments

Date	Comment
05/12/2016	Customer contacted writer alleging that he has not been contact or has contacted sense 03/2016. Customer alleges he is currently working with legal department for assistance in repairs. Customer vented about vehicle payment and incomplete repairs. Writer was provided with information for DLR and with customers permission he was placed on hold and writer contacted DLR. Service department was closed and no information was provided. Customer alleges hw is not working with anyone anymore and he has not tried contacting DLR sense last visit in 03/2016.Customer was advised that customer contacts DLR to verify the part he need to complete repairs has arrive and if not to contact CAC back and case will be open to follow up on parts for repairs. Customer thanked agent and alleges he will follow up 05/13 if necessary to open case.
06/07/2016	Customer contacted the writer. Customer stated that he has been having this concern since march with the door not closing correctly. Customer stated that he has been waiting for 3 months for the same part at the dealer of 60453. Writer informed the customer that his case manager will contact him tomorrow with more information regarding this case.
06/08/2016	********** SPANISH **********
06/08/2016	IN WARRANTY Household: 1 New, 0 Used MVP: None
06/08/2016	****** Below Customer Contacted for Documentation Request ****** nereida.buenrostro@fcagroup.com on 2016-06-08 @ 15:17
06/08/2016	***** Customer Document Received *****
06/08/2016	DLR EASTCHESTER CHRYSLER JEEP DODGE (60453): Agent contacted DLR however was not able to receive further information on parts.
06/08/2016	CUSTOMER contacted at [redacted] Agent contacted customer who informed he had state open latch ordered sense March 2016 and has gone to DLR twice for updates. Customer alleges he did receive a call from DLR alleging part had arrive however when he took vehicle in for repairs they alleged another part was needed. Customer is seeking assistance to receive part as soon as possible and complete repairs on door. CM will contact SA Glen Veras for further updates on vehicle and parts.
06/08/2016	Customer Document Reviewed.
06/10/2016	Agent attempted to contact DLR for information on parts however CM was placed on hold for over 5 minutes and was not able to collect further updates.
06/13/2016	DLR EASTCHESTER CHRYSLER JEEP DODGE (60453): Agent attempted to contact SA Gwen however there was no response in service.

Date	Comment
06/15/2016	DLR EASTCHESTER CHRYSLER JEEP DODGE (60453): Agent attempted to contact dealer Service Advisor Glen), however, SM not available. Left message for a return call at extension 40512 The reason for the dealer contact was to provide or request the following information: further information on vehicle.
06/15/2016	DLR EASTCHESTER CHRYSLER JEEP DODGE (60453): SM John contacted CM to provide information on customers vehicle. SM confirmed that part is available and customer will be able to contact DLR and set appointment to complete repairs. CM thanked SM for returning call and providing information.
06/15/2016	CUSTOMER contacted at [redacted] Agent contacted customer and informed that part is now available and customer is able to set appointment any
06/15/2016	time next week. Customer alleged he will contact SA and set up appointment.
06/17/2016	CUSTOMER contacted at [redacted] Agent contacted customer who informed that he will call DLR today to check if there is any available appointments for 06/20 or 06/21. Customer alleged it is hard to get it to DLR due to transportation. Customer was advised if he is able to set appointment for one of those days and needs alternate transportation CM will look into rental for him while vehicle is in repairs. Customer thanked agent and alleges he will contact back if it is necessary.
06/20/2016	Vehicle is at the dealership - EASTCHESTER CHRYSLER JEEP DODGE (60453) Update triggered by s84782o
06/21/2016	DLR EASTCHESTER CHRYSLER (60453): Agent contacted SM John who informed that repairs were completed this morning and customer should be receiving a call soon form SA Glen. CM will follow up on satisfaction with customer.
06/21/2016	Was the customer in a rental? If yes, how many days? No Did the customer have a co-pay? If yes, how much? No What is the RO #? [redacted] Does the SM have the CAIR #? If no, provide it. Review and Confirm the DM Notes with the SM while on the phone. Does the SM have everything needed from Customer Care to process the claim? N/A Closing ODM: 7,153
06/21/2016	CUSTOMER contacted at [redacted] Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40512. The reason for the customer contact was to provide or request the following information: Vehicle is ready for pick up. Follow up on 06/22 to verify satisfaction.
06/21/201	Status update provided via email to the following email address [redacted]
06/21/2016	* * * EMAIL TRANSLATION * * * Good morning [redacted] I have contacted the DLR and was informed your vehicle is ready. Repairs were completed this morning. You can contact Glen at service department to pick up your vehicle. If you have any other questions you can contact me at 800-763-8422, direct extension 40512. Thank you, Nereida
06/22/2016	CUSTOMER contacted at [redacted]
06/22/2016	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40512. The reason for the customer contact was to provide or request the following information: Case will now close due to repair completion.
06/24/2016	Case closure approved.
08/16/2016	Customer contacted CAC to speak with a CM, writer informed customer that case is closed and that a new case would have to be opened, customer requests to speak with CM because customer alleges that CM offered customer a SC for oil changes. writer informed customer that new case would have to be opened to look into offer made in previous case. customer understood and will open a new case, writer transferred customer to Chrysler line to have a new case opened.

Email(s)

Date	10/01/2018	***Subject***	[redacted]		
From		***To***	***Sent Date/Time***	06/21/2016 15:45 PM	

[redacted]

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYR53	**Vehicle**	CHRYSLER TOWN & COUNTRY TOURING-L		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	09/22/2016	**CAIR Type**	Regular	**Status**	Closed
Close Date	09/23/2016	**Origin**	Telephone	**Reason**	New problem
Mileage	1,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	LANCASTER	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	68768	PROVIDENCE AUTOS		**Dealer Phone**	7172849900
Dealer Address	804 LANCASTER PIKE				
	QUARRYVILLE		PA	17566 9737	USA
Dealer Zone	Mid Atlantic	**Sales District**		**Service District**	F
Subject	Happy with Product				
Synopsis	cqi closing cair directed to dealership assistance line given				
Customer Anomaly					
Contact Reason	C136	Positive Feedback On Vehicle	**Customer Anomaly**		
Reason Code	FCA World - Feedback - Product - Positive comments & Suggestions - Vehicle				

Case Status History

Create Date	Status
09/22/2016 10:30 AM	Open
09/23/2016 08:23 PM	Closed
09/29/2018 05:46 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight
0123100035-Product,Body / Trim / Paint Finish,Interior Ornamentation/Mirrors,Other,Arm Rest/Console,Arm Rest / Console Inquiry,poor fit
0108020000-Product,Electrical,Power Sliding Door,Other,Both Sides,Power Sliding Door Both Sides - Other,rattles
0100003100-Product,Unknown,Unknown,Happy,Default,Happy with Product,Happy with Product

Case Comments

Date	Comment
09/22/2016	CQI Survey Record Received - DATE : 09/22/2016 Survey Number : [redacted] Quality Survey ID Number [redacted] Survey Date : 09/21/2016 VIN Last 8[redacted] QI Comments : \About thr rear slide doors 717-617-9996
09/22/2016	Did Customer ask for call back? YES Did Customer specify Email or Phone? NO Customer's Preferred Method of Contact: PHONE/EMAIL Preferred call back number is [redacted] Preferred Email address: [redacted] Mileage Updated? YES Dealer code:PROVIDENCE AUTOS Summarize Customer concern:Passenger's side rear sliding door. It is make noise on opening and closing and i do not know if this normal or not Driver's side rear sliding door. Center console has gaps/poor fit. loves vehicle
09/23/2016	****CUSTOMER CONTACT [redacted] **** Agent spoke to customer who states that they have an appointment at the dealership and these issues will be addressed. Agent advised customer that would send to them via email for Chrysler assistance line for any concerns in the future. Customer agreed. **********
09/23/2016	Status update provided via email to the following email address: [redacted] Here is the assistance line for Chrysler 1-800-247-9753. We are open 24/7 for your convenience. Please do not hesitate to call us anytime. Thank you for being a Chrysler owner. Bonnie Chrysler Customer Assistance End of Status Update

Email(s)

Date	10/01/2018	**Subject**	Hello [redacted] Here is the assistance line		
From		**To**	**Sent Date/Time**	09/23/2016 20:22 PM	

Hello [redacted]

Here is the assistance line for Chrysler 1-800-247-9753. We are open 24/7 for your convenience. Please do not hesitate to call us anytime.

Thank you for being a Chrysler owner.

Bonnie
Chrysler Customer Assistance

New Customer Assistance Inquiry Record (CAIR)#					
VIN		**Model Year**	2016	**Brand**	DODGE
Body	RTKH53	**Vehicle**	DODGE GRAND CARAVAN SE		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/22/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/22/2017	**Origin**	Telephone	**Reason**	New problem
Mileage	11,000 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	PORTSMOUTH	**Caller Country**	USA	**Caller Postal Code**	
Customer					
Customer Address					
Dealer	60388	PERFORMANCE CHRYSLER JEEP DODGE		**Dealer Phone**	6142720000
Dealer Address	1130 AUTO MALL DRIVE				
	COLUMBUS		OH	43228 3661	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	I
Subject	Customer having issues with there door locks.				
Synopsis	Customer having issues with his door locks. Agent advised customer of closest DLR's in his area and advised a diagnosis is needed. Customer to go to DLR for diagnosis.				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/22/2017 07:21 PM	Open
02/22/2017 08:25 PM	Closed
09/29/2018 02:29 PM	Closed

Initial Description

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis
0108250000-Product,Electrical,Power Door Lock / Deck Lid,Other,Unknown,Power Door Lock / Deck Lid - Defective,Customer having issues with there door locks.

Case Comments

Date	Comment
02/22/2017	Briefly summarize why the customer is contacting Chrysler: Customer contacting Chrysler stating his van is giving him issues with the door locks sometimes it will lock other times it wont. Briefly summarize what the customer is expecting: Customer expecting to bring the vehicle to a DLR that is closer to him. Agent advised customer that the closest DLR to him is Scioto Chrysler Dodge at 5 miles away and the next closest is Hermstein of Waverly. Agent provided customer contact information for both DLR's.
02/22/2017	*survey bypass/ No diagnosis*

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	DODGE
Body	RTKM53	**Vehicle**	DODGE GRAND CARAVAN SXT WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	07/18/2017	**CAIR Type**	Regular	**Status**	Closed
Close Date	07/19/2017	**Origin**	Letter	**Reason**	New problem
Mileage	13,169 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	HELENA	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	43380	LANDERS CHRYSLER DODGE JEEP		**Dealer Phone**	6623493006
Dealer Address	315 EAST GOODMAN RD				
	SOUTHAVEN		MS	38671 9509	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	Q
Subject	Passenger Power Sliding Door inop				
Synopsis					
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/18/2017 05:58 PM	Unworked
07/18/2017 05:58 PM	Open
07/19/2017 10:56 AM	Closed
09/29/2018 02:33 PM	Closed

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code
0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code
0407000000-Corporate,Lemon Law,Default,Default,Default,Lemon Law,Lemon Law
0407000000-Corporate,Lemon Law,Default,Default,Default,Lemon Law,Lemon Law
0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,Passenger Power Sliding Door inop
0108025700-Product,Electrical,Power Sliding Door,Intermittent or Inoperative,Both Sides,Power Sliding Door Both Sides - Intermittent or Inoperative,Passenger Power Sliding Door inop

Case Comments

Date	Comment
07/18/2017	POSTMARK DATE: 071417; DATE RECEIVED: 071817
07/18/2017	********** STATE LEMON LAW / Magnusson-Moss Act Letter from Lemon Law Group Partners PLC dated 07/13/2017 Attorney: Brooks Siegel Phone: 888-415-0610 Concern: Unspecified in letter. Recent right side power sliding door repair. Per OGC Matrix, reassigned to 82T for their review and handling. **********
07/19/2017	7/19/2017 FORWARD TO WARRANTY LITIGATION. ALC _

New Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	[redacted]	**Model Year**	2016	**Brand**	CHRYSLER
Body	RTYT53	**Vehicle**	CHRYSLER TOWN & COUNTRY S WAGON		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Open Date	02/05/2018	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/06/2018	**Origin**	Letter	**Reason**	New problem
Mileage	18,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**ontact Phone**		**Contact Mobile**	
Caller Address				**Source**	Customer
Caller City	AURORA	**Caller Country**	USA	**Caller Postal Code**	[redacted]
Customer	[redacted]				
Customer Address					
Dealer	45120	NAPERVILLE CHRYSLER JEEP DODGE RAM		**Dealer Phone**	6305058282
Dealer Address	1565 W OGDEN AVE				
	NAPERVILLE		IL	60540 3906	USA
Dealer Zone	Midwest	**Sales District**		**Service District**	B
Subject	Power Sliding Door Both Sides - Complete Failure				
Synopsis	closed				
Customer Anomaly	Moving Parts				
	Door				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	83	Vehicle door issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/05/2018 09:44 PM	Open
02/14/2018 04:36 PM	Closed
03/06/2018 05:42 PM	Reopen
03/06/2018 07:05 PM	Closed
09/29/2018 03:57 PM	Closed

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code
0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code
0407000000-Corporate,Lemon Law,Default,Default,Default,Lemon Law,Lemon Law
0407000000-Corporate,Lemon Law,Default,Default,Default,Lemon Law,Lemon Law
0108029900-Product,Electrical,Power Sliding Door,Complete Failure,Both Sides,Power Sliding Door Both Sides - Complete Failure,Power Sliding Door Both Sides - Complete Failure
0108029900-Product,Electrical,Power Sliding Door,Complete Failure,Both Sides,Power Sliding Door Both Sides - Complete Failure,Power Sliding Door Both Sides - Complete Failure

Case Comments

Date	Comment
02/05/2018	*******91L Review******* ****ATTENTION SERVICE DIRECTOR/MANAGER**** This customer has contacted Customer Care seeking Lemon Law buyback/replacement. Preliminary research has determined this vehicle warranty history merits further review. This CAIR is being assigned to your dealership for further handling and review with your Area Manager and/or Business Center in an attempt to resolve the customer's concern and/or issues. Please contact the customer within three (3) business days (five (5) in California). Customer states she would like assistance with trading her vehicle for a new one, customer states she is having a recurring problem with her back passenger door opening on its own at any time. Customer's best contact number is [redacted]
02/09/2018	This vehicle is outside the criteria for escalation to 91L.Â Please see AnswerCONNECT article Answer ID 25013.
03/06/2018	POSTMARK DATE: 022618; DATE RECEIVED: 030618
03/06/2018	********** Per OGC Matrix, reassigned to 82T for their review and handling.
03/06/2018	********** STATE LEMON LAW / Magnusson-Moss Act Letter received from Lemberg Law, dated 2/26/2018. Attorney: Katherine A. Rehan Phone: 203-653-2250 Email: [redacted]
03/06/2018	Concern: Sliding door opens on its own
03/06/2018	3/6/2018 FORWARD TO WARRANTY LITIGATION. ALC _

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	02/23/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	12/31/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	45676	FOX HILLS CHRYSLER JEEP				**Dealer Zone**	42
Dealer Address	111 W ANN ARBOR RD			**Dealer Phone(s)**		734 892-2220	
City/State/ZIP	PLYMOUTH, MI, 48170-2219					**Dealer Fax**	734 335-6256

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 01 (Detractor)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 01 (Detractor)
800 :
The quality of the vehicle is poor. We have only had the vehicle 2 years and it already has had to be in for repairs 4 or 5 times.

Q3 Please rate your satisfaction with your experience at FOX HILLS CHRYSLER JEEP on a scale of 0 to 10.
Score: 00 (Detractor)
110 :
121 :
100 :
300 :
301 :
500 :
800 :
130 :
The vehicle was in for repair in July to have the power door locks on both sliding doors repaired. Only the driver's side power door lock was fixed because the technicians couldn't replicate the issue on the passenger side. A few weeks later the passenger side sliding power door lock stopped working all the time and it was easy to replicate the issue. Due to not having time to take the vehicle back in again to fix an issue that should have been fixed the first time, I didn't get the vehicle back in until December. This unfortunately put the mileage above the allowed miles for the original factory warranty and the extended warranty did not cover everything that the original factory warranty covered and I had to pay for part of the repair. When taking the vehicle in in December, it should have been a one day repair. I replicated the issue for the service person so they knew exactly what the issue was. He said he would let me know in the afternoon, but I didn't hear anything so I called in the early evening and was told they were still diagnosing it. When the driver side sliding door power lock was fixed it only took a day, so I don't understand how they could still be diagnosing an issue that is so easily replicated. The evening of day 2 I called again since I still haven't heard anything and I was told they haven't figured out the issue. I replicated the issue for the service person that wrote it up so I don't understand how the technicians could have the vehicle for 2 days and not figure out the issue. I explained again to the person I talked to on the phone that the power door locks for the passenger side sliding door were not working. Late afternoon on day 3, the issue was finally fixed.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2019-01-03 22:04:19, CUSTOMER ID: [redacted] CO: [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report [redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	01/29/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	01/01/2019	**Mileage**	0	**Event**	008	Second+ Customer Pay Event
Dealer	41650	NATIONAL DODGE INC		**Dealer Zone**	66
Dealer Address	2223 N MARINE BLVD			**Dealer Phone(s)**	910 347-3777
City/State/ZIP	JACKSONVILLE, NC, 28546			**Dealer Fax**	910 347-9222

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 05 (Detractor)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 05 (Detractor)
011 : Steering System/Wheel - Abnormal Noises
121 : Headrest Adjustment- Controls Difficult to Understand/Use or in a Poor Location
024 : Engine Loses Power When A/C Is On
800 :
021 : Engine Stumbles
1. The stow and go door was broken when we got the used vehicle and never got fix by the original dealership that sold it to us. 2. The right side sliding door stoped working and weve only had the van for 2yrs.

Q3 Please rate your satisfaction with your experience at NATIONAL DODGE INC on a scale of 0 to 10.
Score: 01 (Detractor)
110 :
121 :
210 :
310 :
301 :
I took it in on 12/31/18 to get the right sliding door fix, the actuator needed replacing and I was informed it would take a couple of hours. I went to check the status on the town and country, so that I could decide to wait their at the dealership or go home, all depended on what the status. The person that was helping us went to go ask how much longer it would be. I followed and waited by the vending machines what the tech didnt know was that I was in ear shot, and he told the person helping us it was gonna take at least another 3 to 4 hours and then we could kiss his [redacted] Needless to say I was infuriated and very disappointed, I wont be going there to get service on my town and country unless I absolutely have to.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2019-01-05 07:00:53, CUSTOMER ID [redacted] RO [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2015	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	08/07/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PBU	TRUE BLUE PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	12/31/2018	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	45636	STATE LINE CHRYSLER DODGE JEEP				**Dealer Zone**	74
Dealer Address	1001 W. 104TH STREET				**Dealer Phone(s)**	816 399-5457	
City/State/ZIP	KANSAS CITY, MO, 64114-4537					**Dealer Fax**	816 298-9082

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.
Score: 07 (Neutral)
121 : Headrest Adjustment- Controls Difficult to Understand/Use or in a Poor Location
016 : Brakes Don't Have Enough Stopping Power
800 :
021 : Engine Stumbles
there was a leak since I bought it. It is finally fixed. There are also some design flaws like the side doors which fail sometimes or get stuck in an open and clicking position. The sync system on the radio is pretty bad too. But I like the seat fit and the cargo space.

Q3 Please rate your satisfaction with your experience at STATE LINE CHRYSLER DODGE JEEP on a scale of 0 to 10.
Score: 09 (Promoter)
100 :
The folks were nice

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2019-01-05 18:17:41, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2017	**Body**	RTKH53	DODGE GRAND CARAVAN SE	
Built Date	09/01/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	01/08/2019	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	43864	ARRIGO DODGE CHRYSLER JEEP				**Dealer Zone**	66
Dealer Address	6500 OKEECHOBEE BLVD					**Dealer Phone(s)**	561 683-1511
City/State/ZIP	WEST PALM BEACH, FL, 33411					**Dealer Fax**	561 686-2044

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.

Score: 10 (Promoter)

The design of the in the floor seat storage is the main reason for me choosing the van. I can put the seats away and use the open space for my camp cot so I will have a secure camping set up!

Q3 Please rate your satisfaction with your experience at ARRIGO DODGE CHRYSLER JEEP on a scale of 0 to 10.

Score: 10 (Promoter)

100 :

210 :

101 :

300 :

I couldn't get the right side sliding door to lock and was worried about security so I showed up at Arrigo this morning without an appointment, hoping that the problem could be solved. I knew that the chances would be slim that I could be fit into the schedule for the day. I was prepared to have to reschedule but your team went the extra mile and was able to get the problem solved. I want to thank Mr Bernard Jean, for his excellent efforts to get the problem solved and having the inventory that was needed to solve my issue. Three cheers for Arrigo Dodge!

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2019-01-11 16:55:16, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report [redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	11/07/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	01/09/2019	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	60459	PUENTE HILLS CHRYSLER DODGE JE				**Dealer Zone**	71
Dealer Address	17280 GALE AVE				**Dealer Phone(s)**	626 965-1088	
City/State/ZIP	CITY OF INDUSTRY, CA, 91748-1502					**Dealer Fax**	

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 06 (Detractor)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 06 (Detractor)
003 : Built-in Voice Recognition Frequently Doesn't Recognize/Misinterprets Commands
025 : Excessive Oil Consumption
800 :
The battery has been discharged twice even if the battery is still in good condition. The driver side sliding door lock got stuck and had to be replaced. Overall, not a very reliable car in my opinion.

Q3 Please rate your satisfaction with your experience at PUENTE HILLS CHRYSLER DODGE JE on a scale of 0 to 10.
Score: 10 (Promoter)
110 :
Customer service. Debbie is really good at her job. Even if I waited over an hour for the service that usually gets done in 1hr or less, Debbie made sure that I am always updated while I wait for my service to be performed.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2019-01-11 14:26:19, CUSTOMER ID:[redacted] RO:[redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYR53	CHRYSLER TOWN & COUNTRY TOURING-L	
Built Date	01/29/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	12/17/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	26783	ZEIGLER CHRYSLER DODGE JEEP, L				**Dealer Zone**	51
Dealer Address	208 W GOLF RD					**Dealer Phone(s)**	847 882-8400
City/State/ZIP	SCHAUMBURG, IL, 60195-3606					**Dealer Fax**	847 882-8475

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 02 (Detractor)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING-L on a scale of 0 to 10.
Score: 02 (Detractor)
003 : Built-in Voice Recognition Frequently Doesn't Recognize/Misinterprets Commands
014 : Foot Pedals - Too Close Together/Too Far Apart
025 : Excessive Oil Consumption
800 :
020 : Engine Idling Problem
Purchased a new 2016 Town & Country and have had nothing but issues with the van. The lock on the side doors are making a loud grinding squeaking sound every time you unlock and lock the doors and the side doors slide open and close extremely slowly and sometimes stops halfway through and then we have to manually close it. Most recently the sunroof is now leaking all the way around the entire sunroof. I havent opened the sunroof since probably October. The tire pressure sign appears every time it starts getting cold out.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2019-01-16 00:00:01, CUSTOMER ID:[redacted]CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	12/15/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	01/11/2019	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	26995	SHOTTENKIRK CHRYSLER DODGE JEE				**Dealer Zone**	66
Dealer Address	200 LIBERTY BLVD.			**Dealer Phone(s)**		678 493-1000	
City/State/ZIP	CANTON, GA, 30114-2845					**Dealer Fax**	678 493-1125

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 07 (Neutral)
121 : Headrest Adjustment- Controls Difficult to Understand/Use or in a Poor Location
025 : Excessive Oil Consumption
800 :
Had to have repair within first 45 days (sliding door lock & mechanism replaced), now again a major repair under 60K miles.

Q3 Please rate your satisfaction with your experience at SHOTTENKIRK CHRYSLER DODGE JEE on a scale of 0 to 10.
Score: 09 (Promoter)
700 :
Chris Morgan was terrific!

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2019-01-15 15:00:24, CUSTOMER ID [redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	[redacted]	**Model Year**	2016	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	01/14/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	01/14/2019	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	45366	ROBERTS DODGE CHRYSLER JEEP				**Dealer Zone**	63
Dealer Address	5425 S MILL ST					**Dealer Phone(s)**	918 825-4090
City/State/ZIP	PRYOR, OK, 74361-9511					**Dealer Fax**	918 825-0386

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 07 (Neutral)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.
Score: 06 (Detractor)
121 : Headrest Adjustment- Controls Difficult to Understand/Use or in a Poor Location
001 : Built-in Rear-Seat Video System - Broken/Not Working
800 :
Had problems with the sliding doors, door latch and lock. Rattle underneath. Can't seem to fix.

Q3 Please rate your satisfaction with your experience at ROBERTS DODGE CHRYSLER JEEP on a scale of 0 to 10.
Score: 04 (Detractor)
700 :
Read previous answer.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2019-01-16 10:16:43, CUSTOMER ID [redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	01/20/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	01/11/2019	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	67131	DUNHAM MOTOR SALES INC				**Dealer Zone**	42
Dealer Address	1006 SOUTH WAYNE STREET					**Dealer Phone(s)**	260 665-2125
City/State/ZIP	ANGOLA, IN, 46703-9564					**Dealer Fax**	260 665-7182

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 04 (Detractor)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 04 (Detractor)
210 : Fuel tank - Broken/Not Working
002 : Built-in Rear-Seat Video System - Difficult to Understand/Use or in a Poor Location
024 : Engine Loses Power When A/C Is On
500 :
800 :
I had been a Ford man for many years. Our other vehicle is a 2008 Mercury Grand Marquis. I think the motor of this vehicle is not right for this size of vehicle or the engineers have not matched the vehicle operation to the even flow of power like our Mercury operates. The Chrysler is as much as 6 miles an hour difference in speed navigat- ing small hills & I do not think I'll ever get used the operation of the cruise control. If I want to increase the speed, I push the top button, but I never know if it is going to increase or decrease in speed. I have to turn it off start all over. The van is not consistent in the use of the accelerator pedal movement. It may be I'm just too old to be using this type of automotive equipment??? The dealer offered to check it, but I'll try harder to get us to it.Also your door lock actuators are a weak point, also the cylinders on rear door. But it does help to silicone the mounting joints to make the door go high enough to use the button at the rear to close that door, at least for now. This is a 2016 Town & Country van. Both actuators have been replaced-passenger side 12/2017 on warranty-driver side went bad 11/18 & replaced this trip for a salty fee.

Q3 Please rate your satisfaction with your experience at DUNHAM MOTOR SALES INC on a scale of 0 to 10.
Score: 09 (Promoter)
121 :
500 :
800 :
I was pleased to get the actuator fixed before it lock us out as the last one did. I did not ask for a quote & should have-we would have used it making the racket it made every time the doors locked as much as it cost for a small item. I do realize a lot of labor was in play. I'll be more careful next time.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2019-01-16 19:10:03, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	[redacted]	**Model Year**	2016	**Body**	RTYR53	CHRYSLER TOWN & COUNTRY TOURING-L	
Built Date	02/11/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	01/16/2019	**Mileage**	0	**Event**	008 Second+ Customer Pay Event
Dealer	42674	NICHOLS DODGE CHRYSLER JEEP		**Dealer Zone**	66
Dealer Address	988 PLANTATION DR		**Dealer Phone(s)**	336 229-1105	336 229-6901
City/State/ZIP	BURLINGTON, NC, 27215-6713			**Dealer Fax**	336 229-0178

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 04 (Detractor)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING-L on a scale of 0 to 10.

Score: 03 (Detractor)

121 : Headrest Adjustment- Controls Difficult to Understand/Use or in a Poor Location

002 : Built-in Rear-Seat Video System - Difficult to Understand/Use or in a Poor Location

029 : Exhaust System Problem

800 :

021 : Engine Stumbles

We owned our 1st Town and Country for over 12 years so had no hesitation to buying a second one. However, in less than 3 years both sliding doors have had to have repair due to broken parts. In our first van the electronic doors wore out after 10 years and we simply used our hands to open them. On our current 2016 the interior pieces broke and they couldn't be opened at all! Makes me worry what else will break.

Q3 Please rate your satisfaction with your experience at NICHOLS DODGE CHRYSLER JEEP on a scale of 0 to 10.

Score: 01 (Detractor)

110 :

121 :

100 :

300 :

301 :

130 :

We had an appointment for Tuesday at 8:00am. We dropped it off Monday evening and told them we would pick it up Friday late afternoon since my wife was out of town. Did not hear from them until Wednesday afternoon with an update on the issue. Couldn't reach the service dept by phone Friday until 4:00pm. The person who answered the phone was very rude before they told us the car was ready. Arrived to find out they had us confused with someone else, our car was not ready. We reminded them our appt. was Tuesday morning and were told "You told us we had all week so we put other cars ahead of it". It is now Friday at 5:15pm! We were given a loaner but still had to make another trip to the dealership on Monday which was an inconvenience.

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2019-01-20 15:28:13, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report [redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKH53	DODGE GRAND CARAVAN SE	
Built Date	02/08/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	01/17/2019	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	60535	KENDALL DODGE CHRYSLER JEEP RA				**Dealer Zone**	66
Dealer Address	13355 SW 137TH AVE			**Dealer Phone(s)**		305 779-9151	
City/State/ZIP	MIAMI, FL, 33186-5307					**Dealer Fax**	305 558-5252

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.
Score: 10 (Promoter)
110 : Lumbar Support Adjustment - Broken/Not Working
100 : Sun Visor/Mirror - Squeak/Rattle/Other Noise
A very kind staff gave me the precise explanation on my request.

Q3 Please rate your satisfaction with your experience at KENDALL DODGE CHRYSLER JEEP RA on a scale of 0 to 10.
Score: 08 (Neutral)
110 :
The car issue was the lock of the right rear door. However, no one showed me the door was working well when they gave my car back. That is a moment of truth. Someone has to explain in front of the car what technics have done.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2019-01-21 12:03:10, CUSTOMER ID:[redacted]CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYR53	CHRYSLER TOWN & COUNTRY TOURING-L	
Built Date	01/14/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PFS	CASHMERE / SANDSTONE PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	01/23/2019	**Mileage**	0	**Event**	008	Second+ Customer Pay Event
Dealer	26723	DOUGLAS JEEP CHRYSLER DODGE		**Dealer Zone**	66
Dealer Address	2382 SOUTH TAMIAMI TRAIL			**Dealer Phone(s)**	941 484-8300
City/State/ZIP	VENICE, FL, 34293			**Dealer Fax**	941 497-7081

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING-L on a scale of 0 to 10.
Score: 10 (Promoter)
210 : Fuel tank - Broken/Not Working
800 :
Quality. This my 12 chrysler product

Q3 Please rate your satisfaction with your experience at DOUGLAS JEEP CHRYSLER DODGE on a scale of 0 to 10.
Score: 06 (Detractor)
800 :
I had a problem door lock actuators, my backup camera and blind-spot did not work and front AC fan didnt work.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2019-01-28 22:38:44, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	01/07/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	01/28/2019	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	43197	SUPERIOR CHRY-DODGE-JEEP				**Dealer Zone**	66
Dealer Address	120 U.S. HIGHWAY 158 BYPASS WE					**Dealer Phone(s)**	252 438-2717
City/State/ZIP	HENDERSON, NC, 27536					**Dealer Fax**	252 438-7126

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.
Score: 00 (Detractor)
210 : Fuel tank - Broken/Not Working
002 : Built-in Rear-Seat Video System - Difficult to Understand/Use or in a Poor Location
025 : Excessive Oil Consumption
036 : Tire Pressure Monitor System - Indicators Difficult to Understand/Use or in a Poor Location
transmission shifting my 4th and last chrysler product poor gas milage both sliding door locks went bad air conditiong replaced

Q3 Please rate your satisfaction with your experience at SUPERIOR CHRY-DODGE-JEEP on a scale of 0 to 10.
Score: 10 (Promoter)
100 :
301 :
130 :
service dept took care efficently

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2019-01-29 08:24:10, CUSTOMER ID [redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKH53	DODGE GRAND CARAVAN SE	
Built Date	10/30/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	01/25/2019	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	67643	JEFF WYLER CHRYSLER JEEP DODGE				**Dealer Zone**	42
Dealer Address	1117 STATE ROUTE 32					**Dealer Phone(s)**	513 752-4561
City/State/ZIP	BATAVIA, OH, 45103-0327					**Dealer Fax**	513 753-2287

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 02 (Detractor)

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.
Score: 00 (Detractor)
025 : Excessive Oil Consumption
036 : Tire Pressure Monitor System - Indicators Difficult to Understand/Use or in a Poor Location
Transmission went out at 89,000 miles and the passenger side, sliding door lock is messed up!

Q3 Please rate your satisfaction with your experience at JEFF WYLER CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 10 (Promoter)
110 :
121 :
301 :
500 :
We were able to get the van in to be looked at in a timely manner. Once Jason let us know what was wrong, and we got the money to fix it, it didn't take long to get it back.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2019-01-29 20:57:45, CUSTOMER ID: [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report [redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	02/24/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	02/11/2019	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	44771	GRIFFIN'S HUB CHRYSLER JEEP DO				**Dealer Zone**	51
Dealer Address	5700 S 27TH ST					**Dealer Phone(s)**	414 325-3333
City/State/ZIP	MILWAUKEE, WI, 53221-4129					**Dealer Fax**	414 325-3336

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at GRIFFIN'S HUB CHRYSLER JEEP DO on a scale of 0 to 10.
Score: 00 (Detractor)
121 :
210 :
300 :
500 :
800 :
120 :
there was $1.50 taken from my vehicle which I let the manager know. also I booked an appt to specifically have my locks checked on my doors as they are making a noise and left work early for this along with an oil change and when I got there I was told I could only get an oil change. So now, I am supposed to return again on Thursday, taking a day off work to drop my car off and now worried if something else will become missing from my vehicle!

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2019-02-12 13:46:04, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	11/06/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	02/22/2019	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	15423	null				**Dealer Zone**	null
Dealer Address	null					**Dealer Phone(s)**	null
City/State/ZIP	null, null,					**Dealer Fax**	null

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 06 (Detractor)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at null on a scale of 0 to 10.
Score: 07 (Neutral)
121 :
800 :
A part that had to be removed to fix the door lock was broken in he process by a service member and I had to pay for it

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2019-02-26 07:29:27, CUSTOMER ID: [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	[redacted]	**Model Year**	2016	**Body**	RTKH53	DODGE GRAND CARAVAN SE	
Built Date	12/04/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	02/27/2019	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	44413	FAMILY CHRYSLER JEEP DODGE				**Dealer Zone**	35
Dealer Address	6735-39 ESSINGTON AVENUE					**Dealer Phone(s)**	215 492-8600
City/State/ZIP	PHILADELPHIA, PA, 19153-3410					**Dealer Fax**	215 365-5458

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.
Score: 07 (Neutral)
025 : Excessive Oil Consumption
My locks started buzzing

Q3 Please rate your satisfaction with your experience at FAMILY CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 00 (Detractor)
800 :
120 :
Put it in for buzzing noise on my locks and now my sliding doors are broke and they broke my clips for my side panels and one flewnoff my car on my way home

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2019-02-27 17:56:13, CUSTOMER ID: [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	[redacted]	**Model Year**	2016	**Body**	RTKX53	DODGE GRAND CARAVAN R/T	
Built Date	03/21/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	02/27/2019	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	61210	BAXTER CHRYSLER JEEP DODGE				**Dealer Zone**	74
Dealer Address	17950 BURT ST				**Dealer Phone(s)**	800 642-1524	402 493-7800
City/State/ZIP	OMAHA, NE, 68118-3316					**Dealer Fax**	402 445-9265

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 07 (Neutral)

Q2 Please rate your satisfaction with your GRAND CARAVAN R/T on a scale of 0 to 10.

Score: 07 (Neutral)

013 : Excessive Road Noise (from underneath the vehicle)

025 : Excessive Oil Consumption

door handle broke, power window went out, sliding door grinds, power sliding door actuator went out. The car is a 2016 model with 58,000. Too many things went out way too fast.

Q3 Please rate your satisfaction with your experience at BAXTER CHRYSLER JEEP DODGE on a scale of 0 to 10.

Score: 07 (Neutral)

110 :

121 :

100 :

300 :

301 :

400 :

800 :

130 :

Took the car initially because the door handle broke somehow and the sliding door was grinding. Got the call to pick up the car and tested everything only to still hear something from the sliding door. Told service guy, who then called the mechanic back to take a look at it. They seemed kind of annoyed that I had brought up this issue as they stated that everything I had brought the car in was fixed. I was told that the noise I heard was from the power actuator and that it was not stated when I brought the car in. I myself did not realize it was the power actuator. I stated that there was a noise coming from the sliding door which made a grinding sound. Low and behold it was a grinding noise and the power actuator for the sliding door going bad. Can you imagine if I had drove off the lot without testing all the doors and windows. I heard the noise immediately after opening the door. Bill the service person was very helpful in this situation as he said he could get the part ordered and put it on the same ticket so I wouldn't have to pay another deductible. Why was I not 100% satisfied? I only wonder what would have happened had I drove off the lot without testing everything and that I had to come back a second time to get it fix. This also makes me think that nothing was tested before having me come pick up the car. I would imagine that taking apart a door would require all the locks and what not be tested to make sure everything works. If the sliding door was tested the noise would have been heard and I could've been notify that the car was going to take longer to repair and a loaner car could've have been provided. I am still disappointed from the previous visit when I had the power window motor replaced. When the door was reassembled it was done rather poorly in my opinion. Prior to the motor going out everything worked fine and the window tint looked great. After that repair the window tint has been scratch and looks like [redacted] Brought that up too and was told it was from the window strip. Only thing that was done was that they would readjust the strip so it stops scratching the tint (fixing the tint would have been nice as it was caused from poor reassembly).

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2019-02-27 23:40:02, CUSTOMER ID:1[redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	12/22/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	03/01/2019	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	45600	PERFORMANCE CHRYSLER DODGE JEE				**Dealer Zone**	74
Dealer Address	7713 SOUTH 19TH CIRCLE				**Dealer Phone(s)**	402 934-2886	
City/State/ZIP	BELLEVUE, NE, 68147					**Dealer Fax**	402 934-6350

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.

Score: 00 (Detractor)

210 : Fuel tank - Broken/Not Working

500 :

800 :

120 : Headrest Adjustment - Broken/Not Working

I think its ABSOLUTELY RIDICULOUS that a 2016 van had to have both sliding door locking mechanisms replaced already. This shows that there is something faulty with the equipment and should have had a recall placed on it. But instead, you make the consumer pay 2200 dollars for repairs. I will NEVER buy another Chrysler product again

Q3 Please rate your satisfaction with your experience at PERFORMANCE CHRYSLER DODGE JEE on a scale of 0 to 10.

Score: 10 (Promoter)

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2019-03-02 12:30:34, CUSTOMER ID:[redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKH53	DODGE GRAND CARAVAN SE	
Built Date	02/24/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	03/05/2019	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	26992	BAYIRD DODGE CHRYSLER JEEP RAM				**Dealer Zone**	74
Dealer Address	2814 PORTER WAGONER BLVD				**Dealer Phone(s)**	417 256-2000	
City/State/ZIP	WEST PLAINS, MO, 65775-4133					**Dealer Fax**	

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 05 (Detractor)

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.
Score: 05 (Detractor)
025 : Excessive Oil Consumption
007 : Brakes Vibrate/Shudder
800 :
hood had to be replaced due to rust, lock had to be replaced on sliding door, rusting of interior stow and go seats

Q3 Please rate your satisfaction with your experience at BAYIRD DODGE CHRYSLER JEEP RAM on a scale of 0 to 10.
Score: 04 (Detractor)
301 :
500 :
warranty process takes a very long time to actually get the repair work done

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2019-03-08 10:11:24, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	03/11/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	03/05/2019	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	44690	MARK DODGE, CHRYSLER, JEEP, LL				**Dealer Zone**	63
Dealer Address	3777 GERSTNER MEMORIAL DRIVE					**Dealer Phone(s)**	337 474-2640
City/State/ZIP	LAKE CHARLES, LA, 70607					**Dealer Fax**	337 474-2653

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 05 (Detractor)
121 : Headrest Adjustment- Controls Difficult to Understand/Use or in a Poor Location
016 : Brakes Don't Have Enough Stopping Power
My right passenger sliding door no longer locks/unlocks unless it's manual. My Radio/CD/DVD player glitches off and on. If they are to be repaired, it's out of my pocket. I'm not entirely enthused to have to repair something that should work properly.

Q3 Please rate your satisfaction with your experience at MARK DODGE, CHRYSLER, JEEP, LL on a scale of 0 to 10.
Score: 10 (Promoter)
110 :
100 :
210 :
200 :
130 :
The staff. They are wonderful. The girls behind the desk were very helpful and communicated well with me. The guys that greet communicated clearly what to expect as this was my first time using the service department at Mark Dodge.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2019-03-08 12:41:34, CUSTOMER ID [redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2017	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	09/01/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PXR	BLACK					
Engine	ERB	3.6L V6 VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	03/01/2019	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	45501	NAPLETON'S CLERMONT CHRYSLER J				**Dealer Zone**	66
Dealer Address	15859 STATE ROAD 50					**Dealer Phone(s)**	407 656-0204
City/State/ZIP	CLERMONT, FL, 34711-9533					**Dealer Fax**	

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.
Score: 07 (Neutral)
025 : Excessive Oil Consumption
800 :
The passenger side sliding door lock was malfunctioning and the battery died.

Q3 Please rate your satisfaction with your experience at NAPLETON'S CLERMONT CHRYSLER J on a scale of 0 to 10.
Score: 10 (Promoter)
100 :
120 :
Our guy Greg was awesome! Very helpful, outstanding customer service. Recommended a oil chang package which I took advantage off.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2019-03-20 09:58:26, CUSTOMER I [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYR53	CHRYSLER TOWN & COUNTRY TOURING-L	
Built Date	11/20/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	03/28/2019	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	45292	MOSS BROS. CHRYSLER JEEP DODGE				**Dealer Zone**	71
Dealer Address	27810 EUCALYPTUS AVE					**Dealer Phone(s)**	951 486-9288
City/State/ZIP	MORENO VALLEY, CA, 92555-4402					**Dealer Fax**	951 486-9499

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 07 (Neutral)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING-L on a scale of 0 to 10.

Score: 07 (Neutral)

121 : Headrest Adjustment- Controls Difficult to Understand/Use or in a Poor Location

002 : Built-in Rear-Seat Video System - Difficult to Understand/Use or in a Poor Location

024 : Engine Loses Power When A/C Is On

Gas mileage, there are some problems with the slinding doors. and they are all way closing on me! they don't stop even after they hit me. It's all way telling me that the batteries need changed in the keyless entry fob, even after they have been replaced. that was one of the reason that I took it in for repair. but is got left off the list some how.

Q3 Please rate your satisfaction with your experience at MOSS BROS. CHRYSLER JEEP DODGE on a scale of 0 to 10.

Score: 00 (Detractor)

121 :

100 :

300 :

500 :

800 :

912 :

130 :

My door latch being stuck is a vehicle hazard! I should not have had to pay a deductible to get this fixed. my extended warrant says that I can use any car rental place I choose and because I didn't choose Hertz I had to pay a fee. At first the service tech Eric, showed me little to know respect. I had to make a second trip down to express my concern to the service manager Brian about the lack of commutation and I ask if I could have another service advisor. It did get a little better, but now with a attitude. Eric has this God awful thing that dispenses a aroma in his area. This causes me personally [redacted] expressed this to him Eric did not care at all their were 4 people standing outside his office just because they could not take the smell that his little machine was putting out. The Dash board It's all way telling me that the batteries need changed in the keyless entry fob, even after they have been replaced. that was one of the reason that I took it in for repair. but is got left off the list some how. But they sent message about changing the batteries, because of the door being stuck. i'm very Frustrated with the whole service department right now, I dread having to go back there. My van has a rattling noise when going over bump they said they drive it 3 miles and could not duplicate it, I ask them to look at the struts. did they who knows!!! cause I know that if you really look you can see cracks in the metal.

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2019-03-29 14:12:51, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKH53	DODGE GRAND CARAVAN SE	
Built Date	11/24/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	03/28/2019	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	60134	REEDMAN TOLL AUTO WORLD				**Dealer Zone**	35
Dealer Address	1700 E LINCOLN HWY					**Dealer Phone(s)**	215 757-4961
City/State/ZIP	LANGHORNE, PA, 19047-3042					**Dealer Fax**	215 757-7115

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 03 (Detractor)

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.
Score: 05 (Detractor)

Q3 Please rate your satisfaction with your experience at REEDMAN TOLL AUTO WORLD on a scale of 0 to 10.
Score: 00 (Detractor)
110 :
121 :
100 :
101 :
310 :
300 :
301 :
500 :
800 :
130 :
I am still waiting on a return call back from Jared the service manager to discuss this experience. Let me start by stating that I have [redacted] I work full time, and my husband also works, and I do not live around the corner. Getting my car in for service is like playing tetris with my life schedule. I have a 10 am appointment, I sign in at the kiosk, I get an email saying that I will hear from a service rep soon. Others were having issues at the kiosk, I did not and there were no signs on them stating to go to an actual person to check in. I take my infant and myself to the waiting area and there I waited, for 2 hours. I figured I would give them 2 hours before I asked for an update. Employees were coming in and out multiple times dealing with other customer. I finally asked the woman if I could get an update on my vehicle, she asked my information and then informed me that NOTHING has been done with my vehicle because they did not know who it belonged to. The vehicle was moved from the drop off area, and more than one employee came in and out of that waiting room at least 5 times- no one thought to ask the woman with the baby stroller whos been waiting for 2 hours what in fact she was doing? This is completely unacceptable. So now I am in tears because I am filled with rage that I just wasted 2 hours of time that I already do not have and nothing at all was done. So I say well I will need a rental- nope can't do that either because there aren't anymore! So I ask to speak with a manager, and I was introduced to Lynnette. She was nice, as nice as she could have been, and she said "oh don't worry we will take care of you". Well that could not have been further from the truth. Thankfully my sister was off and she picked me and my infant up and drove us home. I get a call that night from a service guy informing me that the whole thing was covered under my warranty and "you will be paying nothing out of pocket for this service" (like he was doing me a favor for a warranty that I am paying for) but in another breath told me that there is a high possibility that a part that they have to remove to fix the door lock may break in the process and if it does it is going to cost ME $99. I suggested that he

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2019-03-29 12:51:34, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	[redacted]	**Model Year**	2017	**Body**	RTKX53	DODGE GRAND CARAVAN GT	
Built Date	10/14/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PXR	BLACK					
Engine	ERB	3.6L V6 VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	03/27/2019	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	60752	null				**Dealer Zone**	null
Dealer Address	null					**Dealer Phone(s)**	null
City/State/ZIP	null, null,					**Dealer Fax**	null

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CARAVAN GT on a scale of 0 to 10.
Score: 08 (Neutral)
800 :
I love my van! Its versatile and yet sporty! I can bring my kids who are both over 6ft tall and their friends places or it can just be hubby and I

Q3 Please rate your satisfaction with your experience at null on a scale of 0 to 10.
Score: 10 (Promoter)
110 :
121 :
210 :
500 :
800 :
So happy with Renton CDJR today! Our 2017 dodge grand caravan gt just went over the 36k that the warranty covered and we had something in the door making a weird noise when locking or the lock getting stuck and slider door not opening! Renton CDJR has covered that for free! Then I had a piece of trim break at the drivers seat that had already been replaced while under warranty and it broke again and I just received a call saying they will be covering that for free! Thank you WENDY and bosses at Renton Cdjr!! You have made my day!!

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2019-03-31 02:18:46, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	09/01/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	01/25/2016	**Mileage**	0	**Event**	004	1st Warranty Visit	
Dealer	45476	SUBURBAN CHRYSLER JEEP DODGE O				**Dealer Zone**	42
Dealer Address	1790 MAPLELAWN DR			**Dealer Phone(s)**		248 585-8800	248 519-9465
City/State/ZIP	TROY, MI, 48084-4611					**Dealer Fax**	248 519-9431

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 07 (Neutral)

Q3 Please rate your satisfaction with your experience at SUBURBAN CHRYSLER JEEP DODGE O on a scale of 0 to 10.
Score: 03 (Detractor)
023 : Vehicle not fixed first visit
The issue was not corrected. The rear gate will only open with key fob, it will not open by using the latch. The passenger sliding door will only open with key fob, it will not open with using the latch.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2016-01-25 20:40:23, CUSTOMER ID [redacted], CONTACT METHOD:ONLINE, , LANGUAGE:00

Customer Complaint Report

VIN	[redacted]	**Model Year**	2016	**Body**	RTKH53	DODGE GRAND CARAVAN SE	
Built Date	09/22/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	04/01/2016	**Mileage**	0	**Event**	001	Vehicle sale	
Dealer	60433	CRISWELL CHRYSLER JEEP DODGE				**Dealer Zone**	35
Dealer Address	84 BUREAU DR					**Dealer Phone(s)**	301 948-0880
City/State/ZIP	GAITHERSBURG, MD, 20878-1452					**Dealer Fax**	301 948-0921

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 05 (Detractor)
002 : Poor quality
059 : Vehicle: condition
006 : Negative experience / problems with PREVIOUS vehicle
007 : Negative experience / problems with CURRENT vehicle
The last two dodge products we bought fell apart in a relatively few number of years. The locks stopped working. The side doors stopped working, etc. I buy them because they are practical and cheap.

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at CRISWELL CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 10 (Promoter)

Q4 4. Other C/D/J dealership shopped in person or online. 41838 - OURISMAN CHRYSLER JEEP DODGE OF
004 : Poor use of my time
037 : Vehicle: options
008 : Did not have vehicle desired

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2016-04-10 14:25:18, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYR53	CHRYSLER TOWN & COUNTRY TOURING-L	
Built Date	12/14/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	05/23/2016	**Mileage**	0	**Event**	003	1st Service customer pay	
Dealer	68680	PHILLIPS CHRYSLER JEEP INC		**Dealer Zone**	66
Dealer Address	3440 SOUTH PINE AVENUE			**Dealer Phone(s)**	352 732-7577
City/State/ZIP	OCALA, FL, 34471			**Dealer Fax**	352 351-8627

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 06 (Detractor)

994 : General: positive

021 : Poor purchase/service experience

Most of all because the service department is lousy. The salesman was good, the vehicle is pretty good.

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING-L on a scale of 0 to 10.

Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at PHILLIPS CHRYSLER JEEP INC on a scale of 0 to 10.

Score: 01 (Detractor)

001 : Negative/rude treatment by staff

023 : Vehicle not fixed first visit

002 : Unfilled promises / commitments

025 : Could not duplicate problem / condition

My daughter brought our new Chrysler Town and Country into Phillips for an oil change and a few minor things that were not working properly on the vehicle. The service person was Jeffrey Smith. My daughter felt like he had a "why are you bothering me" attitude when she asked to have several things checked out that I had spoken to the customer service rep about when I made the appointment. Jeffrey said he only had it down that we were getting an oil change. She felt that since we were not paying for things since it was all under warranty she was taking up his time. She asked to have the driver's side window checked because it was rattling when she closed the door and the back passenger side door didn't open from the inside, she had to open it from the front panel, and the idle felt very rough. He said the rattle was coming from something we had in the back of the car, the passenger door worked fine, even though she didn't see him check it, and it is still not opening from the inside, and the idle was the way it should be, again, even though she didn't see him check it, and it's still idling very rough. Also, she forgot to ask to have the tires rotated and no one even suggested it even though that is usually done when you get an oil change. The whole experience left her feeling like we made a mistake purchasing the vehicle from Phillips.

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2016-05-26 08:02:04, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report [redacted]

VIN	[redacted]	**Model Year**	2015	**Body**	RTYS53	CHRYSLER TOWN & COUNTRY LTD PLATINUM	
Built Date	07/23/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PFS	CASHMERE / SANDSTONE PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	06/22/2016	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	60348	FERMAN CHRYSLER JEEP DODGE AT				**Dealer Zone**	66
Dealer Address	24314 S.R. 54					**Dealer Phone(s)**	813 929-2400
City/State/ZIP	LUTZ, FL, 33559					**Dealer Fax**	813 929-2423

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your TOWN & COUNTRY LTD PLATINUM on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at FERMAN CHRYSLER JEEP DODGE AT on a scale of 0 to 10.
Score: 04 (Detractor)
044 : FFV: too busy
023 : Vehicle not fixed first visit
028 : Appointment: forgot, lost, wrong
029 : Appointment: had to wait
030 : Appointment: had to wait too long into future
042 : Experience: took too long
To begin, I got an email (from my "salesperson") saying it was time for service. I clicked the link and made an appointment noting oil change and noise on sliding doors. I arived at service at my appointed time only to find out that the email had linked me to Fermann Buick service, not Chrysler. They didn't have my appointment on he Chrysler side but accommodated me, however, my normal advisor was too busy. When it came time to pick up the car, I did so only to find that they had left the protective materials in the car and apparently hadn't checked the noise

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2016-06-23 07:15:05, CUSTOMER ID: [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	08/21/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	06/27/2016	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	51010	WELLS MOTOR CO.			**Dealer Zone**	66
Dealer Address	1600 US 27 S				**Dealer Phone(s)**	863 453-6644
City/State/ZIP	AVON PARK, FL, 33825-5321				**Dealer Fax**	863 453-3559

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 05 (Detractor)
013 : Excessive Road Noise (from underneath the vehicle)
216 : Rear Side Doors - additional issues
It has a lot of road noise, a/c is extremely load and the back doors open and close properly only after you fiddle with them

Q3 Please rate your satisfaction with your experience at WELLS MOTOR CO. on a scale of 0 to 10.
Score: 10 (Promoter)

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2016-06-28 08:12:12, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report [redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKH53	DODGE GRAND CARAVAN SE	
Built Date	02/11/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	07/12/2016	**Mileage**	0	**Event**	004	1st Warranty Visit	
Dealer	60590	SPRING CHRYSLER DODGE JEEP RAM				**Dealer Zone**	63
Dealer Address	21027 NORTH FWY # IH-45			**Dealer Phone(s)**		281 651-3600	
City/State/ZIP	SPRING, TX, 77388-5606					**Dealer Fax**	281 651-3633

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.
Score: 06 (Detractor)
216 : Rear Side Doors - additional issues
The driver side passenger door still does not open

Q3 Please rate your satisfaction with your experience at SPRING CHRYSLER DODGE JEEP RAM on a scale of 0 to 10.
Score: 06 (Detractor)
The driver side passenger door does not open

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2016-07-13 08:04:09, CUSTOMER ID: [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYR53	CHRYSLER TOWN & COUNTRY TOURING-L	
Built Date	10/20/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PDB	CRYSTAL BLUE PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	08/01/2016	**Mileage**	0	**Event**	003	1st Service customer pay
Dealer	57325	QUIGLEY MOTORS INC		**Dealer Zone**	35
Dealer Address	ROUTE 100 NORTH	**Dealer Phone(s)**	610 367-2193	610 367-2191
City/State/ZIP	BOYERTOWN, PA, 19512	**Dealer Fax**		

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 05 (Detractor)
007 : Negative experience / problems with CURRENT vehicle
PASSINGER SLIDING DOOR SOMETIMES DONT OPEN 1/4 WINDOW GETS STUCK OPEN AT TIMES VAN THERE OVERNITE THEY SAID EVERYTHINGS OK THEY CANT FIND ANYTHING.NOW MY BLUETOOTH DONT UNDERSTAND ME DRIVERSIDE SLIDING DOOR NOW MAKES RUBING NOISE NOW WHEN OPENING I ONLY USE 1/4 WINDOW WHEN IM CLOSE TO SHOPE

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING-L on a scale of 0 to 10.
Score: 05 (Detractor)

Q3 Please rate your satisfaction with your experience at QUIGLEY MOTORS INC on a scale of 0 to 10.
Score: 01 (Detractor)
998 : Don't know
NO

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2016-08-12 19:52:07, CUSTOMER I[redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	[redacted]	**Model Year**	2016	**Body**	RTKH53	DODGE GRAND CARAVAN SE	
Built Date	12/16/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	08/17/2016	**Mileage**	0	**Event**	004	1st Warranty Visit	
Dealer	42514	STAR DODGE CHRYSLER JEEP				**Dealer Zone**	63
Dealer Address	5101 SOUTH FIRST STREET					**Dealer Phone(s)**	325 698-2222
City/State/ZIP	ABILENE, TX, 79605-1334					**Dealer Fax**	915 692-7600

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 03 (Detractor)

045 : Parts: Delay/not available

002 : Poor quality

013 : Negative dealer comments - general

004 : Poor MPG / fuel economy / gas mileage

026 : Appointment: had to wait

037 : Facility: inconvenient location

007 : Negative experience / problems with CURRENT vehicle

029 : Appointment: general

042 : FFV: not repaired

021 : Poor purchase/service experience

My name is [redacted] husband and my self own the van I started to have problems with the door lock on the left sliding door, my van is only a few months old and it's a 2016. I called the dealership to make an appt to bring it in because I live almost 2 hrs away and was told I don't need an appt and I made sure and told them [redacted] and I have an appt and they still said i don't need one. I was also told that he already knew what the problem with it was and it would take about 2 hrs to fix. when I took it in I was taken to a doctors appt and when I got by I had to wait and the driver came and told me my car has been ready the lady Kelly couldn't even pick up the phone and call me herself because it had been ready for a while, and for them to just look at it and not call me that all took 2 hrs. Then I was told they would have to order a part and I would have to come back in a few days, mind you I live almost 2 hrs from town. Come back in a few days dodge better pay for my gas. NOT HAPPY AT ALL.

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.

Score: 04 (Detractor)

Q3 Please rate your satisfaction with your experience at STAR DODGE CHRYSLER JEEP on a scale of 0 to 10.

Score: 02 (Detractor)

023 : Vehicle not fixed first visit

024 : Parts not in stock

058 : General: negative

038 : Facility: inconvenient location

029 : Appointment: had to wait

051 : Experience: not answer

042 : Experience: took too long

032 : Appointment: general

Because I started to have problems with the door lock on the left sliding door, my van is only a few months old and it's a 2016. I called the dealership to make an appt to bring it in because I live almost 2 hrs away and was told I don't need an appt and I made sure and told them i'm [redacted] and I have an appt and they still said i don't need one. I was also told that he already knew what the problem with it was and it would take about 2 hrs to fix. when I took it in I was taken to a doctors appt and when I got by I had to wait and the driver came and told me my car has been ready the lady Kelly couldn't even pick up the phone and call me herself because it had been ready for a while. Then I was told they would have to order a part and I would have to come back in a few days, mind you I live almost 2 hrs from town. Come back in a few days dodge better pay for my gas. Not happy at all.

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2016-08-18 10:04:08, CUSTOMER ID: [redacted], CONTACT METHOD:ONLINE, , LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	09/09/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	09/02/2016	**Mileage**	0	**Event**	004	1st Warranty Visit	
Dealer	60544	ZAPPONE CHRYSLER JEEP DODGE RA				**Dealer Zone**	32
Dealer Address	1780 STATE ROUTE 9				**Dealer Phone(s)**	518 383-2277	
City/State/ZIP	CLIFTON PARK, NY, 12065					**Dealer Fax**	

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 05 (Detractor)
007 : Negative experience / problems with CURRENT vehicle
The sliding doors have been making weird noises and a part has already been replaced. Not much pickup

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 05 (Detractor)
Problems shouldn't be happening with a new car

Q3 Please rate your satisfaction with your experience at ZAPPONE CHRYSLER JEEP DODGE RA on a scale of 0 to 10.
Score: 07 (Neutral)

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2016-09-05 16:16:50, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	04/28/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	09/12/2016	**Mileage**	0	**Event**	004	1st Warranty Visit	
Dealer	44991	DON MILLER DODGE				**Dealer Zone**	51
Dealer Address	5802 ODANA RD			**Dealer Phone(s)**		608 442-3202	608 270-5000
City/State/ZIP	MADISON, WI, 53719-1212					**Dealer Fax**	608 270-5035

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.
Score: 05 (Detractor)
154 : Exterior Rust/Corrosion
214 : Sliding Doors - additional issues
163 : Radio - Broken/Not Working Properly
Rust on body, a number of "little" things broke, including the circuits on 2 lights, radio went out requiring replacement, the sliding door has been disfunctional at times.

Q3 Please rate your satisfaction with your experience at DON MILLER DODGE on a scale of 0 to 10.
Score: 06 (Detractor)
One of the things i wanted to be looked at was not looked at (the air pressure light)

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2016-09-12 21:21:05, CUSTOMER ID: [redacted] ONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	09/08/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	10/19/2016	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	26534	RICK HENDRICK JEEP CHRYSLER DO				**Dealer Zone**	66
Dealer Address	8333 RIVERS AVE					**Dealer Phone(s)**	843 569-2700
City/State/ZIP	NORTH CHARLESTON, SC, 29406-9204					**Dealer Fax**	843 569-5911

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 05 (Detractor)
215 : Sliding Doors - noisy
I've brought it in for twice and asked to have the passenger side slide door looked at because it makes bad noises. Still noisy.

Q3 Please rate your satisfaction with your experience at RICK HENDRICK JEEP CHRYSLER DO on a scale of 0 to 10.
Score: 09 (Promoter)

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2016-10-19 00:00:00, CUSTOMER ID: [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2015	**Body**	RTYR53	CHRYSLER TOWN & COUNTRY TOURING-L	
Built Date	08/05/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	10/18/2016	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	42835	DICK SCOTT DODGE INC				**Dealer Zone**	42
Dealer Address	684 ANN ARBOR ROAD					**Dealer Phone(s)**	734 451-2110
City/State/ZIP	PLYMOUTH, MI, 48170-2200					**Dealer Fax**	

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING-L on a scale of 0 to 10.
Score: 07 (Neutral)
013 : Excessive Road Noise (from underneath the vehicle)
1) When I drive I can hear noise of tires and when I turn Radio I can't hear because of road noise. 2) Rear sliding door was making noise. 3) I do not like the drive Town & Country.

Q3 Please rate your satisfaction with your experience at DICK SCOTT DODGE INC on a scale of 0 to 10.
Score: 10 (Promoter)

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2016-10-25 00:00:00, CUSTOMER ID [redacted] ONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report [redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKH53	DODGE GRAND CARAVAN SE	
Built Date	02/05/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	10/28/2016	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	67280	SANDS CHRYSLER JEEP DODGE				**Dealer Zone**	35
Dealer Address	501 N WEST END BLVD					**Dealer Phone(s)**	215 536-0946
City/State/ZIP	QUAKERTOWN, PA, 18951-2313					**Dealer Fax**	215 538-3610

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at SANDS CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 05 (Detractor)
002 : Unfilled promises / commitments
042 : Experience: took too long
The original problem was the back passenger door buzzing when I locked it. I think they should have ordered the door actuator a week before when they first looked at my vehicle, but the service department felt that they should trouble shoot the problem more thoroughly before making a final decision. I did get my oil changed that day so it was not a complete waste of time.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2016-11-04 00:00:00, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report [redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	12/19/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	11/18/2016	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	60348	FERMAN CHRYSLER JEEP DODGE AT				**Dealer Zone**	66
Dealer Address	24314 S.R. 54					**Dealer Phone(s)**	813 929-2400
City/State/ZIP	LUTZ, FL, 33559					**Dealer Fax**	813 929-2423

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 05 (Detractor)
001 : Built-in Rear-Seat Video System - Broken/Not Working
214 : Sliding Doors - additional issues
the small problems always bothering me, like the sliding door, easy broken earphones.

Q3 Please rate your satisfaction with your experience at FERMAN CHRYSLER JEEP DODGE AT on a scale of 0 to 10.
Score: 07 (Neutral)
001 : Negative/rude treatment by staff
042 : Experience: took too long
first time service, I had been told that my tires had to be rotated despite the mileage was not over 3500, then I have to pay for. second service , I had been told that the service would be taken for 4 hours, finally I got my car back after 7 hours. I phoned them during service to find out when would be finished. the person who spoke to me was very impatient and rude.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2016-11-25 00:00:00, CUSTOMER I[redacted]ONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	09/14/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	12/02/2016	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	60522	FIELDS CHRYSLER JEEP DODGE RAM				**Dealer Zone**	66
Dealer Address	750 TOWNE CENTER BLVD			**Dealer Phone(s)**		407 878-7710	407 878-7712
City/State/ZIP	SANFORD, FL, 32771-7493					**Dealer Fax**	407 878-7748

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 07 (Neutral)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 07 (Neutral)
363 : Non-specified Transmission - Shifts Roughly
355 : Engine - additional issues
215 : Sliding Doors - noisy
I has a few less features than the 2008 Grand Caravan SXT it replaced but the prices were similar (adjusted for inflation). The sliding doors make too much noise. There are a few more rattles than I like to hear. The engine and transmission aren't as smooth as the competition.

Q3 Please rate your satisfaction with your experience at FIELDS CHRYSLER JEEP DODGE RAM on a scale of 0 to 10.
Score: 08 (Neutral)

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2016-12-02 00:00:00, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKH53	DODGE GRAND CARAVAN SE	
Built Date	08/27/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	01/10/2017	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	67211	GRAVA CHRYSLER JEEP DODGE				**Dealer Zone**	32
Dealer Address	29 MYSTIC AVENUE					**Dealer Phone(s)**	781 391-8950
City/State/ZIP	MEDFORD, MA, 02155-4620					**Dealer Fax**	

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 06 (Detractor)

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.
Score: 06 (Detractor)
167 : Audio System - Broken/Not Working
255 : Window/Window Controls - additional issues
214 : Sliding Doors - additional issues
The CD player will only play new CDs when it is cold outside the windows and sliding doors won't open

Q3 Please rate your satisfaction with your experience at GRAVA CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 05 (Detractor)
042 : Experience: took too long
I took my car in at 7:45 I was told it would be a few hrs they didn't look at it until 3:30 and it only took 30 minutes to fix the problem

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-01-10 00:00:00, CUSTOMER ID:[redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	01/04/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	04/17/2017	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	27018	null				**Dealer Zone**	null
Dealer Address	null					**Dealer Phone(s)**	null
City/State/ZIP	null, null,					**Dealer Fax**	null

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 02 (Detractor)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 02 (Detractor)
244 : Non-specified door - additional issues
257 : Door Locks/Keyless Entry - Broken/Not Working
214 : Sliding Doors - additional issues
First off your sending me this survey and you haven't finished my vehicle yet. Second of all the first time I dropped off my vehicle my door wasn't fixed cause it jammed on me 2 hours after paying the Diagnostics test fee. I called back to ask can I bring it back because they didn't fix my my slide door because it's stuck again and I also told her that my lock system is still making a loud sound when I try to lock or unlock the van. Relene, said I could bring it back so they can take another look. I then asked her " would I have to pay another diagnostic fee if I bring it back" and Relene said "No ma'am just bring it back and we'll take care of it" then I stated to her "great because I just payed for a test that wasn't properly done, the technician assummed that there was a diaper stuck in the door which caused it the jam and never checked my lock system. However the disappointing part is that Relene didn't follow through with her claiming that I didnt have to pay another diagnostic fee after the Warranty company stated that they would pay for the Lock system to be replaced she added the diagnostic fee to my bill, but the Warranty states they wouldn't pay for the Diagnostics test fee. Relene then called me to tell me that the Warranty company would pay the whole cost of repair. Long story short, she forgot what she promised me and then tryed to charge the Warranty company thinking they would just cover it and they wouldn't. I refused to pay another diagnostic fee so they are taking it off. Which I am happy about that but I haven't received my vehicle back so I can not tell you how satisfied I am yet. I'll be glad to do another survey once I receive my vehicle.

Q3 Please rate your satisfaction with your experience at null on a scale of 0 to 10.
Score: 05 (Detractor)
I haven't received my vehicle back yet to rate my overall experience

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-04-18 10:13:51, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	01/04/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PBU	TRUE BLUE PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	05/09/2017	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	52699	SLIMAN'S SALES & SERVICE INC				**Dealer Zone**	42
Dealer Address	7498 LEAVITT ROAD				**Dealer Phone(s)**	440 988-4484	440 988-4485
City/State/ZIP	AMHERST, OH, 44001					**Dealer Fax**	

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 10 (Promoter)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.

Score: 08 (Neutral)

028 : Excessive Fuel Consumption

175 : Video System - additional issues

I like the size of the van, automatic doors & trunk. The dvd is an added bonus for my [redacted] year old. It seems like I get decent gas mileage and most of all I feel as though it is a safe van for me and for my [redacted] ear old son an[redacted] old daughter.

Q3 Please rate your satisfaction with your experience at SLIMAN'S SALES & SERVICE INC on a scale of 0 to 10.

Score: 04 (Detractor)

024 : Parts not in stock

042 : Experience: took too long

My first complaint has to do with the amount of time I had to wait for the part to fix my door. I realize it was not entirely their fault since it was back ordered, but almost 3 weeks with a door that would not open at all is unacceptable. If there had been an emergency within the van I would have Never been able to get my son out. When the part finally did come in, the service department pretty much trashed my van putting the piece in. I showed up to get the van (thankfully with my father) and all the seats were down. The car seats were thrown upside down in the back. I had to let my dad drive it home because I had no where to put my children. It honestly looked liked the police had done and search and seizure on it. Brian (I think that was his name) was very apologetic and assured thay it would be put back together the next day. I was thankful for that, but obviously annoyed because it was a complete inconvience. They said they would 'clean' it all up for me as a way of apologizing, but honestly it appeared as though they swept the carpet and that was it.

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-05-09 21:13:19, CUSTOMER ID:[redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	[redacted]	**Model Year**	2016	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	01/07/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PBU	TRUE BLUE PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	05/22/2017	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	67643	JEFF WYLER CHRYSLER JEEP DODGE				**Dealer Zone**	42
Dealer Address	1117 STATE ROUTE 32					**Dealer Phone(s)**	513 752-4561
City/State/ZIP	BATAVIA, OH, 45103-0327					**Dealer Fax**	513 753-2287

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.

Score: 10 (Promoter)

353 : Seat - additional issues

244 : Non-specified door - additional issues

257 : Door Locks/Keyless Entry - Broken/Not Working

I had a warranty issue with my 2016 van; a right rear door lock malfunctioning. I contacted the service department and Taylor promptly scheduled a service appointment for me. I arrived at the service department and my problem was diagnosed, and the service staff was able to obtain a needed part from a Ft. Thomas service department to resolve the problem the same day. This was a priority for me as my [redacted]ar old grandson travels in his car seat located next to the malfunctioning door. For this reason, it was a priority for me to have the issue repaired promptly.

Q3 Please rate your satisfaction with your experience at JEFF WYLER CHRYSLER JEEP DODGE on a scale of 0 to 10.

Score: 10 (Promoter)

036 : Facility: amenities

994 : I'm satisfied

See my previous comments. Additionally, the waiting area was comfortable and had a wide variety of beverages and snacks to choose from. My grandson who was waiting with me also enjoyed spending time in the children's room looking at some of the story books, occupying his time as well.

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-05-23 11:40:36, CUSTOMER [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	02/16/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	05/18/2017	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	44067	CHRISTOPHER'S DODGE WORLD INC				**Dealer Zone**	74
Dealer Address	16655 WEST COLFAX AVE			**Dealer Phone(s)**		303 237-9641	303 238-7311
City/State/ZIP	GOLDEN, CO, 80401					**Dealer Fax**	303 238-3314

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.
Score: 07 (Neutral)
353 : Seat - additional issues
The vehicle was "Certified Pre-owned", but had several issues. (Driver door out of alignment, passenger side sliding door makes loud noise when using the power door lock to unlock and the panel covering the floor when the smaller third row seat is lowered is broken) I noticed these issues only after taking delivery.

Q3 Please rate your satisfaction with your experience at CHRISTOPHER'S DODGE WORLD INC on a scale of 0 to 10.
Score: 08 (Neutral)

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-05-22 07:21:32, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYR53	CHRYSLER TOWN & COUNTRY TOURING-L	
Built Date	11/12/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	06/05/2017	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	26783	ZEIGLER CHRYSLER DODGE JEEP, L				**Dealer Zone**	51
Dealer Address	208 W GOLF RD					**Dealer Phone(s)**	847 882-8400
City/State/ZIP	SCHAUMBURG, IL, 60195-3606					**Dealer Fax**	847 882-8475

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING-L on a scale of 0 to 10.
Score: 09 (Promoter)
370 : General: positive
Very comfortable ride, features are accessible and easy to use

Q3 Please rate your satisfaction with your experience at ZEIGLER CHRYSLER DODGE JEEP, L on a scale of 0 to 10.
Score: 09 (Promoter)
Did most of the work quickly and to our satisfaction, found the problem of why the passenger back sliding door was making noise even though it didn't make the noise on the day we brought it in.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-06-06 13:21:22, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2015	**Body**	RTYS53	CHRYSLER TOWN & COUNTRY LTD PLATINUM	
Built Date	06/09/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	05/30/2017	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	60618	LITHIA CHRYSLER DODGE JEEP RAM				**Dealer Zone**	71
Dealer Address	4901 MARSH DRIVE				**Dealer Phone(s)**	925 798-4000	
City/State/ZIP	CONCORD, CA, 94520-5346					**Dealer Fax**	

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 01 (Detractor)

Q2 Please rate your satisfaction with your TOWN & COUNTRY LTD PLATINUM on a scale of 0 to 10.
Score: 04 (Detractor)
023 : Abnormal Engine Noises
013 : Excessive Road Noise (from underneath the vehicle)
147 : Excessive Wind Noise (from around the vehicle)
215 : Sliding Doors - noisy
A lot of noises coming from sliding doors as well as wind engine it's too loud and interior is kind of small

Q3 Please rate your satisfaction with your experience at LITHIA CHRYSLER DODGE JEEP RAM on a scale of 0 to 10.
Score: 00 (Detractor)
001 : Negative/rude treatment by staff
007 : Price/cost
Service person was rude to me and when I asked him to check on my sliding door he told that it was going to be a $195.00 dollars charge when my van has 29000 miles and still under the 36000 thousand miles warranty

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-06-02 21:37:52, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	[redacted]	**Model Year**	2016	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	11/25/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	06/26/2017	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	42227	KEENE DODGE CHRYSLER JEEP				**Dealer Zone**	35
Dealer Address	3707 NORRISVILLE RD					**Dealer Phone(s)**	410 557-7127
City/State/ZIP	JARRETTSVILLE, MD, 21084-1418					**Dealer Fax**	410 557-7329

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.
Score: 07 (Neutral)
320 : Cup Holders - additional issues
244 : Non-specified door - additional issues
157 : Headlights Not Bright Enough
366 : Transmission - additional issues
114 : Folding/Stowable Seat - Broken/Not Working
257 : Door Locks/Keyless Entry - Broken/Not Working
028 : Excessive Fuel Consumption
261 : Interior/Trunk Light(s) - additional issues
1.) less than one year old - needed lock replaced on slider - door wouldn't open not even manually. It should fail-SAFE, not fail-burn to death in a fiery accident trying to open door. Search of internet/youtube shows that this lock failure or possibly the wiring to the door is common problem in these vehicles for many model years - I'd think you'd have a fix. 2.) not enough cup holders might be able to squeeze another in center console, additional on door, dash left over vent. 3.) Having to move driver/passenger seats forward to fold down second row is wack - it needs to work with those seats all the way back. 4.) Maybe I don't do it enough but your numbering is unhelpful for pulling straps to get the seats to fold in the floor - it needs either two sequences (different colors one for put away one for take out) or idiot-glyphics to show what latch is being actuated. 5.) Maybe easier way to remove (unbolt) stow away seats they are heavy and it might be nice to take them out to conserve fuel (man this thing is a pig at 6,000+ pounds the 2003 caravan was 3200 ish?, my gas mileage sucks) - best if an after market hand truck to seats inside house and a jig so they could be functional while not installed in vehicle. 6.) Transmission - sometimes putting in reverse feels "mushy" - had a 2003 caravan and sometimes it wouldn't reverse and had to be put back in park then in reverse before it would go... this 2016 feels like it is "about" to do that, but so far so good. 7.) Dimmer control - sucks! needs to be a dial like on the volume for the radio... or like the steering column volume buttons up/down: it is very hard to get precisely the right level because of the control style. Also, it needs to work even when the head lamps are off or there should be a button to switch between what the interior dimer level is for headlamps or no headlamps - lots of problems right at dusk or on rainy days getting right dim level. 8.) map/dome light into my eyes... no bueno - had to install a clip on LED light on one of the vent louvers to shine down on my mileage log .. the map lights don't direct light down to the console... totally useless... unless killing night vision is a feature.

Q3 Please rate your satisfaction with your experience at KEENE DODGE CHRYSLER JEEP on a scale of 0 to 10.
Score: 09 (Promoter)
The fixed the problem.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-06-29 11:23:44, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2015	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	06/19/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	06/16/2017	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	61595	MC PEEK'S DODGE ANAHEIM				**Dealer Zone**	71
Dealer Address	1221 S AUTO CENTER DR					**Dealer Phone(s)**	714 635-2340
City/State/ZIP	ANAHEIM, CA, 92806-5634					**Dealer Fax**	714 533-1553

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 06 (Detractor)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.
Score: 07 (Neutral)
023 : Abnormal Engine Noises
216 : Rear Side Doors - additional issues
Although I purchased it used, I expected it to function perfectly. One of the side doors sometimes gets stuck. The motor makes a sharp noise most times.

Q3 Please rate your satisfaction with your experience at MC PEEK'S DODGE ANAHEIM on a scale of 0 to 10.
Score: 10 (Promoter)

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-06-29 09:53:05, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	[redacted]	**Model Year**	2016	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	01/06/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	07/12/2017	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	45323	STEW HANSEN DODGE CITY JEEP				**Dealer Zone**	51
Dealer Address	12103 HICKMAN RD					**Dealer Phone(s)**	515 331-2900
City/State/ZIP	URBANDALE, IA, 50323-1801					**Dealer Fax**	515 331-2914

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.
Score: 10 (Promoter)
245 : Non-specified door - noisy
very few problems...except, in the last week we have a buzzing noise when you open the doors.. we have scheduled an appointment for Monday, July17th.

Q3 Please rate your satisfaction with your experience at STEW HANSEN DODGE CITY JEEP on a scale of 0 to 10.
Score: 10 (Promoter)

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-07-13 07:43:47, CUSTOMER ID [redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKX53	DODGE GRAND CARAVAN R/T	
Built Date	01/28/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	07/13/2017	**Mileage**	0	**Event**	009 Second+ Warranty Event
Dealer	26823	LINDSAY CHRYSLER DODGE JEEP RA		**Dealer Zone**	35
Dealer Address	8100 CENTREVILLE RD.		**Dealer Phone(s)**	703 368-5300	
City/State/ZIP	MANASSAS, VA, 20111-2220			**Dealer Fax**	703 393-0826

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 07 (Neutral)

Q2 Please rate your satisfaction with your GRAND CARAVAN R/T on a scale of 0 to 10.
Score: 07 (Neutral)
245 : Non-specified door - noisy
257 : Door Locks/Keyless Entry - Broken/Not Working
We have had seat warmer and side door lock and track issues since we bought this van. The door is still making a grinding sound.

Q3 Please rate your satisfaction with your experience at LINDSAY CHRYSLER DODGE JEEP RA on a scale of 0 to 10.
Score: 08 (Neutral)
Brad was very professional and took good care of us.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-07-19 08:49:52, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	[redacted]	**Model Year**	2016	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	10/24/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	07/13/2017	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	41850	THOMAS DODGE-CHRYSLER-JEEP OF				**Dealer Zone**	51
Dealer Address	9600 INDIANAPOLIS BLVD				**Dealer Phone(s)**	219 924-3000	219 924-6100
City/State/ZIP	HIGHLAND, IN, 46322-2637					**Dealer Fax**	219 922-8688

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.
Score: 09 (Promoter)
FCD :
the size of the van and all the room plus the roll down windows and auto sliding doors

Q3 Please rate your satisfaction with your experience at THOMAS DODGE-CHRYSLER-JEEP OF on a scale of 0 to 10.
Score: 00 (Detractor)
994 : I'm satisfied
007 : Price/cost
brought the van on for oil change and to fix the side door lock actuator which was going out. While taking the door apart the tech broke a piece of window molding and I was charged to replace this piece. I bring the van always to dodge for repairs based on the assumption that these techs are the best. and he brakes a piece and I'm liable for it. I can get that type of service at any mechanic. I excepted more from dodge, especially as this is my 3rd new car purchase from you.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-07-20 16:45:09, CUSTOMER ID: [redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYS53	CHRYSLER TOWN & COUNTRY LTD PLATINUM	
Built Date	02/06/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	08/09/2017	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	45391	MEDINA AUTO MALL				**Dealer Zone**	42
Dealer Address	3205 MEDINA RD					**Dealer Phone(s)**	330 723-3291
City/State/ZIP	MEDINA, OH, 44256-9631					**Dealer Fax**	330 723-4092

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 09 (Promoter)

Q2 Please rate your satisfaction with your TOWN & COUNTRY LTD PLATINUM on a scale of 0 to 10.
Score: 07 (Neutral)
We have irregular electrical/electronic problems. Things like a rear passenger door that locks itself, windshield wipers that turn on when there is no rain, a rear tailgate that occasionally will not close when you use the button on the car or the key fob, and the fact that one of our phones keeps getting dropped by the blue tooth system.

Q3 Please rate your satisfaction with your experience at MEDINA AUTO MALL on a scale of 0 to 10.
Score: 10 (Promoter)
Friendly service personnel and pretty quick turn around on the repairs made. My car was nicely washed as a bonus.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-08-09 21:06:47, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	02/01/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	07/17/2017	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	24173	DICK HANNAH CHRYSLER JEEP DODG				**Dealer Zone**	71
Dealer Address	3517 NE AUTO MALL DR					**Dealer Phone(s)**	800 906-8309
City/State/ZIP	VANCOUVER, WA, 98662-7199					**Dealer Fax**	360 254-2645

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 10 (Promoter)
After getting a few glitches repaired, i.e., fixing the tumble down passenger seat on the driver's side and fixing the stuck sliding door on the passenger side, all is well. My "new to me" car drives and runs beautifully.

Q3 Please rate your satisfaction with your experience at DICK HANNAH CHRYSLER JEEP DODG on a scale of 0 to 10.
Score: 10 (Promoter)
Friendly, competent service and the rental of a comparable van from Enterprise for only $35.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-08-16 00:00:01, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	[redacted]	**Model Year**	2016	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	08/13/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	08/15/2017	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	57696	LONGLEY BROS INC				**Dealer Zone**	32
Dealer Address	1698 COUNTY ROUTE 57					**Dealer Phone(s)**	315 598-2135
City/State/ZIP	FULTON, NY, 13069					**Dealer Fax**	315 598-2150

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 07 (Neutral)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.

Score: 07 (Neutral)

I have owned other Dodge Vans with no issues. This van has had issues. I went to Florida on a trip and the passenger side sliding door lock shut. I had to take it to the dealer and if was fixed. I had an issue with the vans blower for heating and cooling. When I first mentioned it I was told it could be leaves that got in around the blower. I didn't do anything at the time. The blower was noisy at high speed. The dealer got me a rental van when I had the sliding door repaired just like mine and the blower was quiet at high speeds. Therefore this last servicing I asked to have it checked. The blower motor was replaced because it was not properly balanced. I am glad I got it fixed while in warranty. I noticed that the locking posts on the front doors are at different heights - the driver side post is below the surface and the passenger side is up about a quarter of and inch. I am beginning to think that the car I was sold is a second (all new but has minor flaws). I am beginning to lose confidence in the quality of these vehicles. I bought this van because of the success of the other vans and the Dodge Ram 2500 truck I owned.

Q3 Please rate your satisfaction with your experience at LONGLEY BROS INC on a scale of 0 to 10.

Score: 09 (Promoter)

I brought the van for servicing without an appointment. The service rep took me in and when I mentioned the blower issue and that I wanted it taken care of before the warranty runs out his response was "absolutely". He came back to the waiting area to tell me about the motor being out of balance and would replace it.

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-08-18 09:39:38, CUSTOMER ID:[redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	12/16/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	08/28/2017	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	43649	BRAD DEERY MOTORS INC				**Dealer Zone**	51
Dealer Address	112 NORTH SECOND STREET					**Dealer Phone(s)**	563 652-4900
City/State/ZIP	MAQUOKETA, IA, 52060-2220					**Dealer Fax**	563 652-6403

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 10 (Promoter)
Our passenger sliding door would not lock. When called, they got us right in at our convenience. When we got there, they knew what was wrong, had the part on hand. It took 2 and a half hours to fix the problem and it works good.

Q3 Please rate your satisfaction with your experience at BRAD DEERY MOTORS INC on a scale of 0 to 10.
Score: 10 (Promoter)
Their knowledge of the problem and quickness of getting it fixed.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-08-28 19:40:43, CUSTOMER ID: [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	02/12/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	08/07/2017	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	66908	GARY MATHEWS MOTORS INC				**Dealer Zone**	66
Dealer Address	1100 NEW ASHLAND CITY RD			**Dealer Phone(s)**		931 552-7100	931 572-3179
City/State/ZIP	CLARKSVILLE, TN, 37040-4299					**Dealer Fax**	

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 07 (Neutral)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.

Score: 07 (Neutral)

Issues with it since my purchase. Tire light came on multiple times, charging port in the third row seat is still not working. Passenger sliding door is making loud noises when I unlock my vehicle.

Q3 Please rate your satisfaction with your experience at GARY MATHEWS MOTORS INC on a scale of 0 to 10.

Score: 02 (Detractor)

When I initially brought my van in for the sliding door noise, I was told the part needs to be ordered and it'll take a week. Weeks passed and I was never called about my part arriving. I made the call and was told they had my part. Why wasn't I called??? I made the appointment to have my part installed, my charging dock in the third row repaired and an oil change and tire rotation. The entire day goes by... I call at the end of the day to find out the status of my van. I was told it is ready to be picked up. Upon picking up my van, I was told the part they ordered for my sliding door is incorrect and it'll take a couple of days to get the right one. I was also told my charging dock was fixed and the reason it was not working was there was a shortage in the power lines. (My charging dock is still NOT working)! Here I am weeks later again and I called today to inquire about me sliding door part....it's there at Gary Matthews. Once again, I wasn't called. I had to be the one to follow up. it didn't take a couple of days to get the part by the way!

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-08-22 19:14:35, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	12/22/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PDB	CRYSTAL BLUE PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	09/01/2017	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	66183	DICK HUVAERE'S RICHMOND CHRYSL				**Dealer Zone**	42
Dealer Address	67567 SOUTH MAIN STREET					**Dealer Phone(s)**	586 727-7577
City/State/ZIP	RICHMOND, MI, 48062-9076					**Dealer Fax**	586 727-1024

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 05 (Detractor)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 02 (Detractor)
I have leased many town and country vans in the past. This time I decided to buy. My hood has had to be replaced due to rust, my trunk now has rust. My radio or connection to the radio only works some times. This means that my back up camera is only displaying some of the time. And now my rear sliding door makes an awful buzzing noise when it locks. The van is 17 months old and has just under 36000 miles on it. I'm afraid of what's next when the warranty runs out. Also the drivers sliding door wouldn't unlock the other day. I took it in for repairs. The dealership ordered a new radio. Not sure if that will fix the problem though or if there is some kind of issues with the connection leading up to the radio. Also I was at the dealership for 5 1/2 hours while they "fixed" the lock issue with the sliding door. Right after they claimed to fix it I Vogt my key, started the engine, pressed the lock button from inside the vehicle on the drivers side and the exact same noise still existed. No fix at all

Q3 Please rate your satisfaction with your experience at DICK HUVAERE'S RICHMOND CHRYSL on a scale of 0 to 10.
Score: 01 (Detractor)
The exact problems still exist with the vehicle that I brought it in with. I was told it would take a couple of hours to fix and it took 5 1/2 hours of me waiting at the dealership. After all that, no fixes

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-09-02 13:23:44, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	03/14/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	09/13/2017	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	69095	BETTENHAUSEN FIAT OF TINLEY PA				**Dealer Zone**	51
Dealer Address	17514 OAK PARK AVE					**Dealer Phone(s)**	708 532-9600
City/State/ZIP	TINLEY PARK, IL, 60477-3905					**Dealer Fax**	708 532-2665

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.
Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at BETTENHAUSEN FIAT OF TINLEY PA on a scale of 0 to 10.
Score: 05 (Detractor)
Called to get oil change and asked if our side door could be looked at and was told yes after our oil service we were told the buzzing sound in our door was not noticed. My wife replied it happens every time next the service man said it could be the actuater but he said we don't fix dodge here since buying the vehicle used my wife assumed this is where you went for service the female on the phone could have directed us to 159th and not said they could check it out. In addition the service person we believe never looked at the door and denied hearing the noise incidentally it's still making the phantom noise next time we will go to an independent shop for our lube service and save the time and aggravation

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-09-17 20:00:53, CUSTOMER ID [redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	07/19/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	09/25/2017	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	60490	NAPLETON'S DES PLAINES CHRYSLE				**Dealer Zone**	51
Dealer Address	77 RAND RD				**Dealer Phone(s)**	847 298-0900	
City/State/ZIP	DES PLAINES, IL, 60016-1005					**Dealer Fax**	847 298-7799

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 07 (Neutral)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.
Score: 07 (Neutral)
Sliding door noise

Q3 Please rate your satisfaction with your experience at NAPLETON'S DES PLAINES CHRYSLE on a scale of 0 to 10.
Score: 02 (Detractor)
I was there one hour before anyone looked at my car. The only reason they did then was because i checked on it. I could have changed oil in 10 cars in that amount of time

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-09-25 21:22:04, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	[redacted]	**Model Year**	2016	**Body**	RTKH53	DODGE GRAND CARAVAN SE	
Built Date	01/19/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	09/27/2017	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	26938	BENNY BOYD GONZALES, LLC				**Dealer Zone**	63
Dealer Address	3698 N HWY 183				**Dealer Phone(s)**	512 445-4001	
City/State/ZIP	GONZALES, TX, 78629-2178					**Dealer Fax**	512 556-8569

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.
Score: 10 (Promoter)
Having issues still with the passenger sliding door it is locking up and not letting the passenger get out once the vehicle is stopped. We hit unlock but someone has to get off and open the door from the outside.

Q3 Please rate your satisfaction with your experience at BENNY BOYD GONZALES, LLC on a scale of 0 to 10.
Score: 10 (Promoter)
Just the quickness of the work... We will be taking it in for even oil changes...

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-09-27 19:04:16, CUSTOMER [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	[redacted]	**Model Year**	2016	**Body**	RTKH53	DODGE GRAND CARAVAN SE	
Built Date	02/12/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	09/18/2017	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	60659	null				**Dealer Zone**	null
Dealer Address	null					**Dealer Phone(s)**	null
City/State/ZIP	null, null,					**Dealer Fax**	null

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 06 (Detractor)

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.
Score: 06 (Detractor)
12,464 miles and the sliding doors don't work. One is locked shut and can't be opened and the other one buzzes. When unlocking the van, the hazard blinkers go on on the inside, not the outside.

Q3 Please rate your satisfaction with your experience at null on a scale of 0 to 10.
Score: 02 (Detractor)
I was there 3.5 hours and all they did was change the oil and replace a tire. Then had to order parts for the doors, catch up the paperwork to say warranty...paperwork was printed several times. These poor guys do not know how to take in cars. They do not know their software.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-09-20 17:58:35, CUSTOMER ID:[redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	08/20/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	09/28/2017	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	44143	TIM WHITEHEAD CHRYSLER DODGE J				**Dealer Zone**	66
Dealer Address	123 PLAZA DR					**Dealer Phone(s)**	334 347-8906
City/State/ZIP	ENTERPRISE, AL, 36330-3901					**Dealer Fax**	

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 01 (Detractor)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 04 (Detractor)
I have had engine trouble and the sliding rear door is broken

Q3 Please rate your satisfaction with your experience at TIM WHITEHEAD CHRYSLER DODGE J on a scale of 0 to 10.
Score: 04 (Detractor)
I don't believe they fixed the problem. They also were not prepared to give me a rental unless it wad a problem covered by the warranty

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-10-02 11:41:01, CUSTOMER ID: [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	[redacted]	**Model Year**	2016	**Body**	RTKX53	DODGE GRAND CARAVAN R/T	
Built Date	06/28/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	10/13/2017	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	60338	AIRPORT CHRYSLER DODGE JEEP				**Dealer Zone**	66
Dealer Address	5751 EAGLE VAIL DR					**Dealer Phone(s)**	407 541-6200
City/State/ZIP	ORLANDO, FL, 32822-1529					**Dealer Fax**	407 541-6211

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 04 (Detractor)

Q2 Please rate your satisfaction with your GRAND CARAVAN R/T on a scale of 0 to 10.

Score: 07 (Neutral)

500 :

800 :

130 : I have had an engine or transmission problem that is not listed above

The car is good. What isn't good is that I sadly married this agency by getting the extended warranty. I will have to come to this dealer until it ends! I'm already tired of the bad, terrible, and low quality service they provide. Also, they always try to fool me into buying more. It's unbearable and very disappointing.

Q3 Please rate your satisfaction with your experience at AIRPORT CHRYSLER DODGE JEEP on a scale of 0 to 10.

Score: 03 (Detractor)

110 :

100 :

210 :

101 :

200 :

300 :

301 :

500 :

800 :

912 :

One, they made me wait five hours and 30 minutes by lying to me. Phrases like, 'Almost. Just a little longer. Thank you for your patience,' et cetera. Two, I supposedly applied for a deep clean, hand carwash, or something like that, which I received as a reward from you all. It turns out that they don't vacuum under the common mats. They didn't wash the inside of the windows. They don't vacuum the cup holders, et cetera. Simply, bad service, as everything else is as that place! Three, the previous service of putting water into the windshield wipers, where there should be a liquid with soap. Because of this previous experience, I asked them to please not put water into that deposit! It happened again! They simply put water into the windshield wiper deposit! They do what they want. Four, the door behind the driver had a weird locking sound. I asked them to check it. They told me that a part had to be replaced. They said that was fast! I said, 'Okay, do it and give me the damaged part at the end, or at least show it to me.' What happened? They pretended to be deaf! They made me wait five hours and 30 minutes. They didn't show me anything! How did I feel? Fooled, defrauded, and as always, lamenting being at this dealer! Five, at the end after all this wait, discouragement, and lies, I asked the analyst or agent that was helping me to give me, like I always received, the inspection report, which is done for every car service! What was the answer? 'I'm sorry. I've lost it!' That they lost it! That they didn't know where it was and to forgive them! Really? Garbage of a moment. I couldn't even get the 19-point inspection. I reported something of this visit. Simply, because of ineptitude or lies from you all. I asked if it could be printed or if there was some copy! The answer was, 'No, sorry.' I felt so much impotence and sadness at that place. Personally, I'm sad of my decision to marrying this dealer. I will look for a way to go someplace else and never recommending or mentioning this place, which is so embarrassing and with poor customer service. They don't value their clients, their time, or loyalty. Thank you.

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-10-17 12:09:06, CUSTOMER ID: [redacted] ONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	[redacted]	**Model Year**	2016	**Body**	RTYR53	CHRYSLER TOWN & COUNTRY TOURING-L	
Built Date	11/12/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	10/24/2017	**Mileage**	0	**Event**	008 Second+ Customer Pay Event
Dealer	26808	CHRYSLER DODGE JEEP RAM OF		**Dealer Zone**	66
Dealer Address	1124 MURFREESBORO RD		**Dealer Phone(s)**	615 794-5000	
City/State/ZIP	FRANKLIN, TN, 37064-3007			**Dealer Fax**	615 550-5763

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING-L on a scale of 0 to 10.
Score: 10 (Promoter)
The entire van

Q3 Please rate your satisfaction with your experience at CHRYSLER DODGE JEEP RAM OF on a scale of 0 to 10.
Score: 05 (Detractor)
301 :
800 :
120 :
I was there from 1030am until 3 o'clock for an oil change and tire rotation, and check the sliding door and a popping noise in the front end with [redacted] children[redacted]

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-10-25 12:43:46, CUSTOMER ID:[redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKH53	DODGE GRAND CARAVAN SE	
Built Date	12/19/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	09/25/2017	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	45547	ARRIGO DODGE CHRYSLER JEEP RAM				**Dealer Zone**	66
Dealer Address	5851 S US HIGHWAY 1				**Dealer Phone(s)**	772 882-3300	
City/State/ZIP	FORT PIERCE, FL, 34982-3946					**Dealer Fax**	772 882-3302

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 02 (Detractor)

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.
Score: 03 (Detractor)
024 : Engine Loses Power When A/C Is On
003 : Built-in Voice Recognition Frequently Doesn't Recognize/Misinterprets Commands
025 : Excessive Oil Consumption
800 :
Our grand caravan is 18 months old with 25,000 miles. Since our purchase in April of 2016 both of our rear sliding doors have broken(an actuator on one door and the bar that locks and unlocks the door collapsed in the other).A day after we got the door repaired the battery died and had to be replaced.

Q3 Please rate your satisfaction with your experience at ARRIGO DODGE CHRYSLER JEEP RAM on a scale of 0 to 10.
Score: 05 (Detractor)
Just tired of having to be there.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-10-25 00:00:01, CUSTOMER [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report [redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	01/19/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PFS	CASHMERE / SANDSTONE PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	11/21/2017	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	26801	JANSSEN CHRYSLER JEEP DODGE				**Dealer Zone**	74
Dealer Address	3101 S JEFFERS ST					**Dealer Phone(s)**	308 532-4100
City/State/ZIP	NORTH PLATTE, NE, 69101-6983					**Dealer Fax**	308 532-1207

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 09 (Promoter)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 10 (Promoter)
025 : Excessive Oil Consumption
300 : Fan/Blower - addtional issues
800 :
they fixedf my car the lock on the back door was not working and gave me a loaner for the day as i had Dr appt was gret service

Q3 Please rate your satisfaction with your experience at JANSSEN CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 10 (Promoter)
100 :
the friendly attendents and how they got me in as soon as possible

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-11-24 20:16:50, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	[redacted]	**Model Year**	2016	**Body**	RTKH53	DODGE GRAND CARAVAN SE	
Built Date	01/18/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	11/14/2017	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	44520	SHERMAN DODGE CHRYSLER JEEP				**Dealer Zone**	51
Dealer Address	7601 N SKOKIE BLVD					**Dealer Phone(s)**	847 982-9500
City/State/ZIP	SKOKIE, IL, 60077					**Dealer Fax**	847 982-9046

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.
Score: 08 (Neutral)
500 :
800 :
The features I received for the price

Q3 Please rate your satisfaction with your experience at SHERMAN DODGE CHRYSLER JEEP on a scale of 0 to 10.
Score: 00 (Detractor)
110 :
121 :
300 :
301 :
400 :
800 :
130 :
120 :
I dont know where to even begin. Door locks were making a horrible noise, lots of rattling on front end of car when driving, and paint issues on hood of minivan. Sean from service Dept did not keep his work and do what he said he would do over the entire 3 Days they had my van. He said he would call and keep me updated. Never did. I had to call him all 3 days to find out what was going on. They didnt have the part for door locks and kept my car for 3 Days! Finally got my car back. Went to look at it, and the technician left adhesive all over outside of the sliding door on the paint. How couldnt he have seen this. Then look and see that he didnt put a part back on correctly on the door and it was sticking out. They brought van back inside and said they would have to order that part because it wasnt sticking on the way it should. I would have to bring it back AGAIN!!! They said I should get a call back from them in 5 Days regarding paint issue, never got a call back!!! Then, after I was driving home, realized that after they took door apart to fix the locks, they broke the window. Now the window doesnt work or even go down!! I called back and they said I would have to leave it again for several days. I asked for a loaner car since now I would be out of a vehicle for something that wasnt my fault and they already had it for 3 Days. I was told none were available. I said for the next 3-4 Days nothing is available? I was told no. Unacceptable!!! I am at the mercy of them since they didnt do a correct job to begin with. I asked for the service manager to call me back. David called me yesterday and I told him how unhappy I was and that I needed a loaner this time. They didnt fix it correctly the first time and now broke my window. He said he would call me today at noon, never got a phone call!!!!! Horrible!!!!!

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-11-15 19:54:28, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	01/30/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	11/15/2017	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	57247	JOE CECCONI'S CHRYSLER COMPLEX				**Dealer Zone**	32
Dealer Address	2380 MILITARY RD					**Dealer Phone(s)**	716 297-5800
City/State/ZIP	NIAGARA FALLS, NY, 14304-1563					**Dealer Fax**	716 298-1910

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 03 (Detractor)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.
Score: 07 (Neutral)
025 : Excessive Oil Consumption
021 : Engine Stumbles
The locking mechanism for the rear passenger side door need to be replaced because it failed to lock.

Q3 Please rate your satisfaction with your experience at JOE CECCONI'S CHRYSLER COMPLEX on a scale of 0 to 10.
Score: 00 (Detractor)
121 :
800 :
The first time I took my vehicle there, they finished the job and I picked it up. I found a piece of trim in the back seat, so they had to keep the car and take the door off to put the piece back in. When I picked up my car for a second time there was damage to the door, scratches to the handle and trim and body damage to the lower right corner of the door; it was completely bent in.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-11-15 20:22:08, CUSTOMER [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKH53	DODGE GRAND CARAVAN SE	
Built Date	07/22/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	11/14/2017	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	45572	JACKSONVILLE CHRYSLER JEEP DOD				**Dealer Zone**	66
Dealer Address	9600 ATLANTIC BLVD				**Dealer Phone(s)**	904 721-6888	
City/State/ZIP	JACKSONVILLE, FL, 32225-8230					**Dealer Fax**	904 721-6897

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 03 (Detractor)

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.
Score: 03 (Detractor)
121 : Headrest Adjustment- Controls Difficult to Understand/Use or in a Poor Location
210 : Fuel tank - Broken/Not Working
018 : Engine Turns Over/Cranks Too Long Before Starting
800 :
Actuator in car already broken and car is <1 yr old. Brakes were bad when I bought it had to take it back immediately to get new rotars. Poor quality compared to my last dodge grand caravan!!!

Q3 Please rate your satisfaction with your experience at JACKSONVILLE CHRYSLER JEEP DOD on a scale of 0 to 10.
Score: 03 (Detractor)
121 :
300 :
301 :
400 :
130 :
120 :
Had 0800 appt. Had to wait about 15 min for my service agent to come out. 2 hour wait for oil change tire rotation also told them when I scheduled my appt what was wrong it door and they did not have the Actuator part in stock so I had to make an appt to bring it back another day....all this after having to take a day off from work because they couldn't "investigatr" the door problem on a Saturday!

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-11-15 07:27:32, CUSTOMER I [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report [redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	09/02/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	12/21/2017	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	45600	PERFORMANCE CHRYSLER DODGE JEE				**Dealer Zone**	74
Dealer Address	7713 SOUTH 19TH CIRCLE				**Dealer Phone(s)**	402 934-2886	
City/State/ZIP	BELLEVUE, NE, 68147					**Dealer Fax**	402 934-6350

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 01 (Detractor)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 01 (Detractor)
110 : Lumbar Support Adjustment - Broken/Not Working
121 : Headrest Adjustment- Controls Difficult to Understand/Use or in a Poor Location
210 : Fuel tank - Broken/Not Working
700 :
800 :
Not impressed with all the issues that we are having with the vehicle. Seems like your company has changed your quality. This is our 5th Town and Country that we have owned. We have been very happy with the product until this Town & Country. We will never purchase another Town & Country again. I have sent emails and filled in your surveys and still have not had my issues addressed. Looks like your customer service has changed along with your quality of your product.

Q3 Please rate your satisfaction with your experience at PERFORMANCE CHRYSLER DODGE JEE on a scale of 0 to 10.
Score: 01 (Detractor)
121 :
100 :
300 :
800 :
Let me start by saying I am a very busy mom of [redacted]o be without a vehicle is a struggle for me and to make time to bring the van in is a an ordeal. But the repairs needed to be addressed. I brought the van in again for the 3rd time to have the the passenger side sliding door repaired (lock does not work and the door does not open when it's supposed to), the back tailgate repired (does not go up all the way and I continue to hit my head on it) and the dash continues to say the the remote battery in low after i have replaced. Dropped off the van for the day and husband picked it up for me. I got home and nothing was repaired. Asked my husband about it and he said that they said that there was nothing wrong with the can. ****If you can help me get these repairs made that would be great! HELP!!

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-12-30 15:45:09, CUSTOMER ID:[redacted]CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	[redacted]	**Model Year**	2016	**Body**	RTKH53	DODGE GRAND CARAVAN SE	
Built Date	01/26/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	01/10/2018	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	44554	DAVID STANLEY DODGE LLC				**Dealer Zone**	63
Dealer Address	7609 S E 29TH STREET					**Dealer Phone(s)**	405 737-3700
City/State/ZIP	MIDWEST CITY, OK, 73110					**Dealer Fax**	405 737-3785

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.

Score: 09 (Promoter)

024 : Engine Loses Power When A/C Is On

SO far, the car is a good family car. Get's the job done. However, the door breaking down is a pain in the ass. It was difficult getting a baby in and out.

Q3 Please rate your satisfaction with your experience at DAVID STANLEY DODGE LLC on a scale of 0 to 10.

Score: 09 (Promoter)

121 :

100 :

301 :

400 :

You need more people like Dusty Rose. Seriously, I try to skip other agents. Dusty is a car guy and he's a people person. This was actually my third trip to the dealership to repair this issue. I was so happy, based upon prior experiences, that I got Dusty. He's knowledgeable. He knew I was a car guy and not simply blowing smoke. He assisted the tech and found the issue and ordered the part immediately. It's rare to find someone like Dusty. Do all that you can to retain him.

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-01-12 10:55:04, CUSTOMER ID:[redacted]CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	01/30/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	01/04/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	65686	HEBERT'S TOWN & COUNTRY DODGE				**Dealer Zone**	63
Dealer Address	1155 EAST BERT KOUNS				**Dealer Phone(s)**	800 444-5554	318 221-9000
City/State/ZIP	SHREVEPORT, LA, 71105					**Dealer Fax**	

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 10 (Promoter)
110 : Lumbar Support Adjustment - Broken/Not Working
100 : Sun Visor/Mirror - Squeak/Rattle/Other Noise
400 :
130 : I have had an engine or transmission problem that is not listed above
021 : Engine Stumbles
I have been doing business with Hebert's Town & Country for about 9 years now. They are always eager to take care of their customers needs and this time was no exception. My back door on the passenger side would not lock. They had to order a part and I had to leave it overnight, well 2 nights. My service clerk was such a nice young man and kept me informed on the status of my vehicle until it was completed.

Q3 Please rate your satisfaction with your experience at HEBERT'S TOWN & COUNTRY DODGE on a scale of 0 to 10.
Score: 10 (Promoter)
121 :
100 :
800 :
They were eager to get my car fixed right! i went back later the day i picked it up because the "cold snap" hade my tire pressure light come on. They check my tires and put nitro in them to bring the pressure up to where it should be.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-01-14 01:23:15, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	03/04/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	01/29/2018	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	68646	MYRTLE BEACH CHRY-JEEP INC				**Dealer Zone**	66
Dealer Address	785 JASON BLVD					**Dealer Phone(s)**	843 448-1191
City/State/ZIP	MYRTLE BEACH, SC, 29577					**Dealer Fax**	843 626-7001

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 06 (Detractor)
024 : Engine Loses Power When A/C Is On
025 : Excessive Oil Consumption
500 :
021 : Engine Stumbles
Rear right sliding door lock failed, was covered under warranty. Seal between left front door and sliding door has to be manually pushed in whenever door is opened and closed.

Q3 Please rate your satisfaction with your experience at MYRTLE BEACH CHRY-JEEP INC on a scale of 0 to 10.
Score: 10 (Promoter)
100 :
210 :
800 :
130 :
Service advisor Brad Bazinet very helpful correcting inaccurate mileage information that had been incorrectly entered into the Chrysler system by service advisor in Ocala.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-02-06 13:41:38, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	02/04/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	01/31/2018	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	60732	null				**Dealer Zone**	null
Dealer Address	null					**Dealer Phone(s)**	null
City/State/ZIP	null, null,					**Dealer Fax**	null

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 03 (Detractor)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.

Score: 04 (Detractor)

121 : Headrest Adjustment- Controls Difficult to Understand/Use or in a Poor Location

300 : Fan/Blower - addtional issues

037 : Sunroof/Moonroof/Glass Roof - Broken/Not Working

800 :

021 : Engine Stumbles

While there are many bells and whistles and the van is roomy and convenient, little problems keep happening that makes me question the quality of the vehicle. For example, in just a short year we have had to have the automatic start repaired and the locking mechanism in the sliding rear door.

Q3 Please rate your satisfaction with your experience at null on a scale of 0 to 10.

Score: 00 (Detractor)

110 :

121 :

100 :

101 :

200 :

310 :

300 :

301 :

400 :

800 :

Van was looked at in October and part was ordered. Part finally arrived in January and appointment was scheduled. I had been told it would be possible for me to have a vehicle to drive because I have [redacted] Called and rescheduled appointment due to weather and confirmed use of van. Arrived for service. Dropped van off at 10am and was told there was no vehicle for me to use and that they would have the van all day. My husband had to leave work and we had to put all [redacted] ildren in the back of his car, one riding without a car seat and drive to hour home 40 minutes away. Recieced a call around 2:30 that the van door seemed to be working fine. I explained that it was not and I had been waiting 3 months for it to be fixed. 30 minutes later I received a call saying that the part was not in and I still havent gotten an answer as to what happened to the part or why I was told 2 weeks prior that it was there. The issue has been resolved and the door is working fine, but I was extremely frustrated with the lack of communication between personelle and then with me. My time was not valued, and I felt that I was told the door seemed to be working fine as a way to cover up that the part wasnt there, like I would just believe that the door miraculously starting working again. Total disrespect of my time, my intelligence, and my patience.

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-01-31 22:39:52, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYR53	CHRYSLER TOWN & COUNTRY TOURING-L	
Built Date	12/15/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	02/02/2018	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	60600	SALT LAKE VALLEY CHRYSLER DODG				**Dealer Zone**	70
Dealer Address	2309 S STATE ST					**Dealer Phone(s)**	801 484-8755
City/State/ZIP	SALT LAKE CITY, UT, 84115-2725					**Dealer Fax**	801 994-4402

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING-L on a scale of 0 to 10.
Score: 10 (Promoter)
121 : Headrest Adjustment- Controls Difficult to Understand/Use or in a Poor Location
025 : Excessive Oil Consumption
300 : Fan/Blower - addtional issues
400 :
800 :
021 : Engine Stumbles
My left sliding door would not open, with my first visit they took the door apart and found out they need a new part. When the part arrived, I made a second appointment. They replaced the lock and I thought that it is. Now when the car doors lock, there is a funny loud noise. I will call Michael but was not able to get to him, to check this out. I will try next week again.

Q3 Please rate your satisfaction with your experience at SALT LAKE VALLEY CHRYSLER DODG on a scale of 0 to 10.
Score: 05 (Detractor)
121 :
301 :
Because I have to go back again. it will be the 3rd time and it takes about 2 hours each time.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-02-04 11:13:56, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	01/18/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	02/20/2018	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	67847	DWAYNE LANE'S CHRYSLER JEEP DO				**Dealer Zone**	71
Dealer Address	10515 EVERGREEN WAY					**Dealer Phone(s)**	425 353-3855
City/State/ZIP	EVERETT, WA, 98204					**Dealer Fax**	425 348-4261

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.
Score: 05 (Detractor)
014 : Foot Pedals - Too Close Together/Too Far Apart
I had some water leak issues in back window cowl. The side passenger door does not lock. For a 2016, this is pretty unusual. Probably because I bought it as "used". Other than that ,I'm satisfied with its performance.

Q3 Please rate your satisfaction with your experience at DWAYNE LANE'S CHRYSLER JEEP DO on a scale of 0 to 10.
Score: 10 (Promoter)
110 :
101 :
The time the job is promised to be done. Everything was explained after the job is done.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-02-25 21:10:45, CUSTOMER I[redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	05/23/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	02/14/2018	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	42885	SECURITY DODGE CHRYSLER JEEP R				**Dealer Zone**	32
Dealer Address	345 MERRICK RD			**Dealer Phone(s)**		631 789-2255	631 691-9331
City/State/ZIP	AMITYVILLE, NY, 11701-3412					**Dealer Fax**	

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 07 (Neutral)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.
Score: 07 (Neutral)
029 : Exhaust System Problem
Experiencing electronic issues it seems

Q3 Please rate your satisfaction with your experience at SECURITY DODGE CHRYSLER JEEP R on a scale of 0 to 10.
Score: 03 (Detractor)
130 :
120 :
110 :
121 :
100 :
200 :
310 :
300 :
301 :
400 :
500 :
800 :
Lack of communication and vehicle is still having issues My vehicle was dropped off on a friday February 2nd, the evening before the day it was scheduled for service Saturday February 5th at 9:00 am, and I never heard a word about what was wrong with my car. I had to call the dealership myself Saturday afternoon and was told it was on the lift in the shop and someone would get back to me within the half hour. No one called me back and when I called again later on, I was told that everyone was gone for the day. Since the service department was closed on Sunday, I was left without a car for the entire weekend and would not hear back from someone until Monday morning. I had to miss a day of work on monday due to no transportation. After many attempts with Sonny, a sales manager, I was told there was not much I can do but wait until service reopened on Monday. I eventually heard from dave in service on Monday after a few phone attempts, and was told that my car was still being looked at and wasn't sure what was wrong. He called me back later on that day and I was told they had to order a part and was offered a service car that I had to go pick up since I had purchased my vehicle at that dealership. My car wound up being there all week (10 days in total) and was finally called the following Monday February 12th that it was ready for pickup. After all of the waiting and runaround i was still expected to pay $55 for an oil change. I was so frustrated that I just paid the money and picked up my car. The following day I am still hearing a grinding noise from the same door that was supposedly fixed and from time to time the door will not open with the remote key. I called the dealership today to let them know that it may not be totally fixed, but Dave in service was not there today. I was told by the receptionist that the only thing I could do was to leave him a message and he will get back to me tomorrow. Here's waiting....

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-02-14 17:44:56, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	03/12/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	02/27/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	60509	CROWN AUTO WORLD BRISTOW				**Dealer Zone**	63
Dealer Address	901 S ROLAND ST					**Dealer Phone(s)**	918 367-3423
City/State/ZIP	BRISTOW, OK, 74010-9554					**Dealer Fax**	918 367-2603

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 05 (Detractor)
110 : Lumbar Support Adjustment - Broken/Not Working
121 : Headrest Adjustment- Controls Difficult to Understand/Use or in a Poor Location
023 : Abnormal Engine Noises
301 : Fan/Blower - Broken/Not Working
500 :
800 :
The Van was very possibly wrecked b4 I bought it and I was not informed. The rubber has come loose around the windshield and I had to have that repaired. Crown Bristow replaced some parts for me that were apparently missing. After the first few washings numerous chips appeared in the paint so it had obviously been very poorly touched up. Also the automatic sliding door on the passenger side did not lock properly. Crown Bristow gave me an estimate to repair it for $600. which is not in my budget.

Q3 Please rate your satisfaction with your experience at CROWN AUTO WORLD BRISTOW on a scale of 0 to 10.
Score: 08 (Neutral)
100 :
301 :
Employees were both courteous and efficient.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-03-02 17:47:22, CUSTOMER [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKH53	DODGE GRAND CARAVAN SE	
Built Date	02/18/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	02/22/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	45586	LAREDO DODGE CHRYSLER JEEP				**Dealer Zone**	63
Dealer Address	6320 BOB BULLOCK LOOP					**Dealer Phone(s)**	956 672-2183
City/State/ZIP	LAREDO, TX, 78041					**Dealer Fax**	956 672-2187

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 03 (Detractor)

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.
Score: 03 (Detractor)
001 : Built-in Rear-Seat Video System - Broken/Not Working
002 : Built-in Rear-Seat Video System - Difficult to Understand/Use or in a Poor Location
013 : Excessive Road Noise (from underneath the vehicle)
025 : Excessive Oil Consumption
301 : Fan/Blower - Broken/Not Working
800 :
Style old fashioned, squeaky windows a couple of months after buying it, sliding door stuck did not open, gate very heavy to open, suspension noise when going to speed bumps, takes long to accelerate

Q3 Please rate your satisfaction with your experience at LAREDO DODGE CHRYSLER JEEP on a scale of 0 to 10.
Score: 04 (Detractor)
121 :
Can not find the issue, had to take it a couple of times

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-02-23 07:00:30, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	01/29/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	02/23/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	41650	NATIONAL DODGE INC				**Dealer Zone**	66
Dealer Address	2223 N MARINE BLVD					**Dealer Phone(s)**	910 347-3777
City/State/ZIP	JACKSONVILLE, NC, 28546					**Dealer Fax**	910 347-9222

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 04 (Detractor)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 03 (Detractor)
011 : Steering System/Wheel - Abnormal Noises
121 : Headrest Adjustment- Controls Difficult to Understand/Use or in a Poor Location
024 : Engine Loses Power When A/C Is On
800 :
The original dealership i purchases the Town & Country did not fix a stow and go door that was broken when I bought the van and after only 3 months a loud buzzing nose is made when ever I lock or unlock the van.

Q3 Please rate your satisfaction with your experience at NATIONAL DODGE INC on a scale of 0 to 10.
Score: 05 (Detractor)
500 :
My wife and I went to get a stow and go and it was not covered in the original warranty.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-02-23 19:22:59, CUSTOMER I[redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	01/16/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	03/22/2018	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	45713	null				**Dealer Zone**	null
Dealer Address	null					**Dealer Phone(s)**	null
City/State/ZIP	null, null,					**Dealer Fax**	null

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 09 (Promoter)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 06 (Detractor)
110 : Lumbar Support Adjustment - Broken/Not Working
121 : Headrest Adjustment- Controls Difficult to Understand/Use or in a Poor Location
210 : Fuel tank - Broken/Not Working
024 : Engine Loses Power When A/C Is On
500 :
800 :
130 : I have had an engine or transmission problem that is not listed above
The dealership told me it was pre-certifed. the actuator in the door was broken. they wanted to charge me to fix it. I told them no. Then they wanted to charge me a deductible to fix it. again I told them no. The sales people paid the fee. This has been the most AWFUL sales experience in buying a car I have ever had and I am [redacted]ears old. I couldn't get the salesman to return my calls and so I talked to a manager. He acted like it was no big deal and the salesman finally emailed me. No phone calls. I am very disappointed with the service after the sale! I will NOT recommend anyone I know going to this dealership to purchase a vehicle. Just the opposite in fact! I will spread it far and wide to avoid this place like the plague!

Q3 Please rate your satisfaction with your experience at null on a scale of 0 to 10.
Score: 00 (Detractor)
100 :
210 :
They were rude when I brought the van in. Like I was wating their time. I will not go back

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-03-23 14:19:16, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKH53	DODGE GRAND CARAVAN SE	
Built Date	12/16/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PBU	TRUE BLUE PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	03/12/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	45346	ROB LAMBDIN'S UNIVERSITY DODGE				**Dealer Zone**	66
Dealer Address	5455 S UNIVERSITY DR					**Dealer Phone(s)**	954 434-5995
City/State/ZIP	DAVIE, FL, 33328-5305					**Dealer Fax**	954 680-9292

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 99 (Refused/Left Blank)

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.
Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at ROB LAMBDIN'S UNIVERSITY DODGE on a scale of 0 to 10.
Score: 02 (Detractor)
110 :
121 :
301 :
400 :
913 :
My husband brought the van in because the driver's side passenger door would not open. They diagnosed the problem after one day, ordered the part and he brought the van back in approximately 1 week. The part was installed and when he checked it it worked. Two days later the door would again not open. I also noticed at this time that the cover was not put back on the door. My husband has called every day since Tuesday, 3/20/18 and had to leave a message. To date there has been no call back. This is not safe for any passengers.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-03-22 12:11:46, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	01/30/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	03/27/2018	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	60675	null				**Dealer Zone**	null
Dealer Address	null					**Dealer Phone(s)**	null
City/State/ZIP	null, null,					**Dealer Fax**	null

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.
Score: 09 (Promoter)
034 : Turn Signal - Controls/Displays Difficult to Understand/Use or in a Poor Location
800 :
Like the design, the leather interior, the 2 sliding doors, the ease of opening up the middle section and stowing the seats, the charcoal color.

Q3 Please rate your satisfaction with your experience at null on a scale of 0 to 10.
Score: 03 (Detractor)
110 :
121 :
210 :
800 :
913 :
120 :
The technitians don't seem to be very good. With my last car, I thought it was a lemon because I would bring it in for repairs and then something else would go wrong. So I bought another brand new Dodge Caravan. But there was a problem with the sliding door locking system so I brought it in to be repaired. The King Auto technitians broke the door window while it was in for repairs. They replaced the window, but then afterward the door lock made a terrible loud noise as if the wiring was messed up. They were supposed to call back to schedule to fix it. But they have not called back. Very disappointed with their lack of service. They messed up something with the electric and have not been forthcoming in fixing it. Double thumbs down!!

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-04-04 23:29:18, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report [redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	01/07/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	04/13/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	44231	DEMONTROND AUTO COUNTRY INC				**Dealer Zone**	63
Dealer Address	888 IH 45 SOUTH				**Dealer Phone(s)**	936 539-3181	281 443-2500
City/State/ZIP	CONROE, TX, 77304-2628					**Dealer Fax**	936 539-3101

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 07 (Neutral)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 03 (Detractor)
200 : Suspension - Broken/Not Working
025 : Excessive Oil Consumption
036 : Tire Pressure Monitor System - Indicators Difficult to Understand/Use or in a Poor Location
800 :
913 :
120 : Headrest Adjustment - Broken/Not Working
My transmission completely went out at 56,000 miles. Also, both sliding door locks are broken and this vehicle is only a 2016. I feel that this is a very large safety issue that should be a mandatory recall.

Q3 Please rate your satisfaction with your experience at DEMONTROND AUTO COUNTRY INC on a scale of 0 to 10.
Score: 07 (Neutral)
300 :
I took a very long time to get a loaner vehicle, but everything else was great

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-04-16 22:38:43, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report [redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	01/05/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	04/09/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	26860	ADA DODGE CHRYSLER JEEP RAM				**Dealer Zone**	63
Dealer Address	1109 N BROADWAY AVE				**Dealer Phone(s)**	580 332-9400	
City/State/ZIP	ADA, OK, 74820-2038					**Dealer Fax**	

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 08 (Neutral)
002 : Built-in Rear-Seat Video System - Difficult to Understand/Use or in a Poor Location
038 : Sunroof/Moonroof/Glass Roof - Controls/Icons Difficult to Understand/Use or in a Poor Location
How it handles, gas miles, number of passengers that it can carry

Q3 Please rate your satisfaction with your experience at ADA DODGE CHRYSLER JEEP RAM on a scale of 0 to 10.
Score: 01 (Detractor)
121 :
After paying to have a problem fixed within a few hours after receiving the vehicle back I still had the same problem, the side sliding door will not open

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-04-10 07:44:27, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	01/14/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PFS	CASHMERE / SANDSTONE PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	04/02/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	60134	REEDMAN TOLL AUTO WORLD				**Dealer Zone**	35
Dealer Address	1700 E LINCOLN HWY					**Dealer Phone(s)**	215 757-4961
City/State/ZIP	LANGHORNE, PA, 19047-3042					**Dealer Fax**	215 757-7115

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 07 (Neutral)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 04 (Detractor)
024 : Engine Loses Power When A/C Is On
301 : Fan/Blower - Broken/Not Working
400 :
130 : I have had an engine or transmission problem that is not listed above
Because the passenger door of the car is stuck and your service department cant find the parts they are on back order. I am stuck with the door not opening. They waisted my time time twice

Q3 Please rate your satisfaction with your experience at REEDMAN TOLL AUTO WORLD on a scale of 0 to 10.
Score: 00 (Detractor)
100 :
301 :
400 :
500 :
130 :
Because my car is under extended warranty but when I took it for repair your service rep JP told the door opened up did not need a new part and we lubricated the door. I opened it at the dealership it worked but when I got home it wont open. He charged me $125 plus tax for doing nothing. The thing made me more mad is that I had JP to change the part he did not and charged me more than my deductible. I called the service department wanted to talk to his manager Lou I had to force him to come to the phone and he said I can come back he will have the right part for me and take care it for I went there and waited for an hour and half to find out that they did not have the right part it is on back order and dont know when will it come in

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-04-03 10:23:49, CUSTOMER I[redacted]CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYS53	CHRYSLER TOWN & COUNTRY LTD PLATINUM	
Built Date	01/11/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PFS	CASHMERE / SANDSTONE PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	04/19/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	60713	null				**Dealer Zone**	null
Dealer Address	null					**Dealer Phone(s)**	null
City/State/ZIP	null, null,					**Dealer Fax**	null

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 07 (Neutral)

Q2 Please rate your satisfaction with your TOWN & COUNTRY LTD PLATINUM on a scale of 0 to 10.
Score: 05 (Detractor)
121 : Headrest Adjustment- Controls Difficult to Understand/Use or in a Poor Location
024 : Engine Loses Power When A/C Is On
035 : Tire Pressure Monitor System - Broken/Not Working
400 :
800 :
021 : Engine Stumbles
Within the first week of ownership the rear seat broke, took almost 2 months to get the part. We have had the passenger side sliding door in 3 times, the last time they replaced the hinge and it is making the growling noise again and the driver side has started as well. Recently the driver side door froze locked and had to have a new switch installed.

Q3 Please rate your satisfaction with your experience at null on a scale of 0 to 10.
Score: 10 (Promoter)
100 :
The young lady was very knowledgeable and super courteous. She also nailed the time frame exactly, getting the part and having it ready when we arrived.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-04-19 19:01:36, CUSTOMER ID:[redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKX53	DODGE GRAND CARAVAN R/T	
Built Date	05/24/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	04/16/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	68487	TITUSVILLE CHRYSLER JEEP DODGE				**Dealer Zone**	66
Dealer Address	5600 SOUTH US 1					**Dealer Phone(s)**	321 268-8970
City/State/ZIP	TITUSVILLE, FL, 32780					**Dealer Fax**	

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CARAVAN R/T on a scale of 0 to 10.
Score: 06 (Detractor)
800 :
021 : Engine Stumbles
Little things go wrong sliding doors been giving us trouble with the locking system

Q3 Please rate your satisfaction with your experience at TITUSVILLE CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 10 (Promoter)
130 :
120 :
Jenn in the service department is very good just need to do more than oil changes on Saturdays.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-04-20 07:45:02, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYX53	CHRYSLER TOWN & COUNTRY LIMITED	
Built Date	08/27/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PFS	CASHMERE / SANDSTONE PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	04/13/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	23304	FARRISH CHRYSLER JEEP DODGE				**Dealer Zone**	35
Dealer Address	9610 FAIRFAX BLVD					**Dealer Phone(s)**	703 273-0200
City/State/ZIP	FAIRFAX, VA, 22031-2320					**Dealer Fax**	703 591-2211

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 09 (Promoter)

Q2 Please rate your satisfaction with your TOWN & COUNTRY LIMITED on a scale of 0 to 10.
Score: 09 (Promoter)
Functionality

Q3 Please rate your satisfaction with your experience at FARRISH CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 05 (Detractor)
121 :
800 :
Heater/AC fan noise not fixed and the noise in sliding doors not fixed. This is third time doors were worked on

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-04-16 09:12:21, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	04/26/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	04/23/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	23889	DON DAVIS DODGE CHRYSLER JEEP				**Dealer Zone**	63
Dealer Address	1901 NORTH COLLINS					**Dealer Phone(s)**	817 461-1000
City/State/ZIP	ARLINGTON, TX, 76011					**Dealer Fax**	817 261-6870

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 09 (Promoter)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.

Score: 05 (Detractor)

210 : Fuel tank - Broken/Not Working

036 : Tire Pressure Monitor System - Indicators Difficult to Understand/Use or in a Poor Location

300 : Fan/Blower - addtional issues

800 :

The van is 2 years old from build date and so far since I've owned it a transmission seal has had to be replaced, as well as both lock actuators and door slide rollers on the passenger side sliding door. The transmission seal was at around 35k, the door rollers at 40k, and actuators at 50k. It seems a little premature to me to have these types of problems. My low rating of the van is concern for failures due to the problems we've already had. There are things I do like about it, such as the stow and go seats, I do like the auto doors, and those conveniences, but I really want durability also.

Q3 Please rate your satisfaction with your experience at DON DAVIS DODGE CHRYSLER JEEP on a scale of 0 to 10.

Score: 09 (Promoter)

110 :

100 :

101 :

500 :

130 :

Jo Wren was my service adviser, and she did a wonderful job of taking care of all the billing issues with the after market warranty company. That company was terrible at communications, but Jo persisted at getting it handled as fast as (they) could. She was professional and courteous. Also, the parts counter guy, I'm sorry I don't remember his name, let me use his phone charger while I was waiting. He was also very courteous and professional.

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-04-24 13:01:48, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	12/09/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	04/23/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	60617	MILLSBORO CHRYSLER DODGE JEEP				**Dealer Zone**	35
Dealer Address	28362 DUPONT BLVD.				**Dealer Phone(s)**	302 934-8282	
City/State/ZIP	MILLSBORO, DE, 19966-4774					**Dealer Fax**	410 673-2030

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 05 (Detractor)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.
Score: 04 (Detractor)
110 : Lumbar Support Adjustment - Broken/Not Working
210 : Fuel tank - Broken/Not Working
024 : Engine Loses Power When A/C Is On
025 : Excessive Oil Consumption
301 : Fan/Blower - Broken/Not Working
500 :
800 :
021 : Engine Stumbles
120 : Headrest Adjustment - Broken/Not Working
When I first purchased my van I noticed issues with my driver side back sliding door, took it in and was told no issue. Shortly afterwards the door completely stopped opening and lock appears jammed. I was really frustrated and didnt go back immediately to have it looked at. When my oil change came up I took the van to Pittsville Motors and was told I had to call a Dodge dealer. Once again frustrated I didnt follow up until bringing my van into Millsboro for routine maintenance and now being advised $250 just to look at the issue. When researching this online it appears this is a pretty popular issue with this van. This very discouraging.

Q3 Please rate your satisfaction with your experience at MILLSBORO CHRYSLER DODGE JEEP on a scale of 0 to 10.
Score: 08 (Neutral)
300 :
Shuttle service and customer assistance

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-04-27 12:24:36, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report [redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	06/25/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	04/25/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	45426	ARRIGO DODGE CHRYSLER JEEP				**Dealer Zone**	66
Dealer Address	5901 MADISON AVE					**Dealer Phone(s)**	954 861-6200
City/State/ZIP	TAMARAC, FL, 33321-6412					**Dealer Fax**	954 861-6201

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 05 (Detractor)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.
Score: 05 (Detractor)
121 : Headrest Adjustment- Controls Difficult to Understand/Use or in a Poor Location
002 : Built-in Rear-Seat Video System - Difficult to Understand/Use or in a Poor Location
500 :
800 :
021 : Engine Stumbles
certain basic options not included with this model. Gas mileage not as good as other similar models. Parts broken and dealer refuse to repair under warranty even though it's only a few thousand miles, I have to pay out of pocket. Sliding door control keeping failing intermittently (work, don't work, work, don't work, sometimes for days), you technician cannot find the problem. I am sure they can fix it after the warranty period. Worse yet, they never find the problem, it will stay with me for as long as I own my van, until I pass the problem to the next owner

Q3 Please rate your satisfaction with your experience at ARRIGO DODGE CHRYSLER JEEP on a scale of 0 to 10.
Score: 00 (Detractor)
101 :
300 :
301 :
130 :
I made an appointment for 8:00 am the 1st available. I got there 10 min before 8, the first to get there waiting in line. Because I made the appointment online, the service rep there told me I was assigned by computer to a rep who does not work that day, I have to wait for the office to assign me another rep, they did, and the rep is very busy with other customers. As a result, I have to wait for over 40 min for my rep. Meanwhile, those customers behind me and with no appointment get service by reps that are available, and I have to wait and watch them get past me.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-04-29 11:56:56, CUSTOMER I[redacted]CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKX53	DODGE GRAND CARAVAN R/T	
Built Date	01/18/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	05/15/2018	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	68964	GEORGIA CHRYSLER DODGE JEEP IN				**Dealer Zone**	66
Dealer Address	12114 US HIGHWAY 301 S			**Dealer Phone(s)**		478 237-5736	912 871-7250
City/State/ZIP	STATESBORO, GA, 30458-3210					**Dealer Fax**	912 871-5599

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CARAVAN R/T on a scale of 0 to 10.
Score: 08 (Neutral)
121 : Headrest Adjustment- Controls Difficult to Understand/Use or in a Poor Location
002 : Built-in Rear-Seat Video System - Difficult to Understand/Use or in a Poor Location
500 :
The passenger side sliding door latch became non- functional. Could not open door from inside or outside. Problem fixed by dealer under warranty. Love stow and go seats. Pleased with engine acceleration.

Q3 Please rate your satisfaction with your experience at GEORGIA CHRYSLER DODGE JEEP IN on a scale of 0 to 10.
Score: 10 (Promoter)
110 :
100 :
301 :
130 :
Service manager very friendly, informative, and provides prompt service.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-05-15 22:29:10, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYR53	CHRYSLER TOWN & COUNTRY TOURING-L	
Built Date	01/13/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PFS	CASHMERE / SANDSTONE PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	05/15/2018	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	68341	NORTHGATE CHRYSLER DODGE JEEP,				**Dealer Zone**	42
Dealer Address	8536 COLERAIN AVE			**Dealer Phone(s)**		513 385-3904	513 385-3900
City/State/ZIP	CINCINNATI, OH, 45251					**Dealer Fax**	513 385-0625

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 09 (Promoter)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING-L on a scale of 0 to 10.

Score: 06 (Detractor)

121 : Headrest Adjustment- Controls Difficult to Understand/Use or in a Poor Location

300 : Fan/Blower - addtional issues

021 : Engine Stumbles

Having trouble with both sliding doors. Have scheduled another appt for driver side sliding door not opening. Same problem as last week, will not open either manually or with push button. Very inconvenient, as have two small grandchildren and cannot get to car seat on that side. Passenger side sliding door has irritating squeck

Q3 Please rate your satisfaction with your experience at NORTHGATE CHRYSLER DODGE JEEP, on a scale of 0 to 10.

Score: 07 (Neutral)

301 :

Stated that driver side sliding door didnt open because of foreign object in track. Got van back door worked, 2 days later the door will not open AGAIN. Waiting 5 days to get back in, problem is have car seats on both middle seats and cannot get granddaughter into that seat.

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-05-16 19:16:16, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	01/08/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	03/29/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	26553	MICHAEL STEAD'S WALNUT CREEK C				**Dealer Zone**	71
Dealer Address	2404 N MAIN ST			**Dealer Phone(s)**		925 937-5569	925 937-5060
City/State/ZIP	WALNUT CREEK, CA, 94596					**Dealer Fax**	925 933-9323

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 06 (Detractor)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 06 (Detractor)
210 : Fuel tank - Broken/Not Working
003 : Built-in Voice Recognition Frequently Doesn't Recognize/Misinterprets Commands
029 : Exhaust System Problem
800 :
130 : I have had an engine or transmission problem that is not listed above
021 : Engine Stumbles
It is much bigger than my previous Chrysler van. That is not a plus. It has far more 'bells and whistles' than needed. The electronics are not always reliable - the back vent will randomly come on, on high setting, for no reason. With no rain and no change from the driver, the windshield wiper will activate once for no reason even in the off setting. The touch screen display requires more steps, distracting the driver from the road. After physically pushing the power lock button, and exiting then using the key fob lock, at times you can still pull on the handle of the back or side doors and they will still open. Unreliable wiring or chip programming. More is not necessarily better. Dealership service department was great though.

Q3 Please rate your satisfaction with your experience at MICHAEL STEAD'S WALNUT CREEK C on a scale of 0 to 10.
Score: 09 (Promoter)
110 :
100 :
101 :
300 :
301 :
130 :
Kevin is my service adviser. Very knowledgeable and responsive. Free shuttle and car wash - little things like that. Professional courteous mechanics. I appreciate those things.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-03-30 08:43:00, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	11/13/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	03/30/2018	**Mileage**	0	**Event**	009	Second+ Warranty Event
Dealer	44890	PROGRESSIVE DODGE		**Dealer Zone**	42
Dealer Address	7966 HILLS AND DALES RD NE			**Dealer Phone(s)**	330 833-8584
City/State/ZIP	MASSILLON, OH, 44646-5241			**Dealer Fax**	

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 09 (Promoter)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.
Score: 09 (Promoter)
800 :
021 : Engine Stumbles
utility, reliability; don't like the doors all unlocking every time I exit the vehicle. It wore out the actuator in my side door.

Q3 Please rate your satisfaction with your experience at PROGRESSIVE DODGE on a scale of 0 to 10.
Score: 08 (Neutral)
100 :
courtesy, cleanliness

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-03-30 19:03:47, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKH53	DODGE GRAND CARAVAN SE	
Built Date	03/30/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	05/24/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	44848	LITHIA CHRYSLER JEEP DODGE OF				**Dealer Zone**	71
Dealer Address	7171 WEST CANAL STREET					**Dealer Phone(s)**	509 736-6020
City/State/ZIP	KENNEWICK, WA, 99336					**Dealer Fax**	509 736-1553

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.
Score: 08 (Neutral)
033 : Turn Signal - Broken/Not Working
Stow and Go seats.

Q3 Please rate your satisfaction with your experience at LITHIA CHRYSLER JEEP DODGE OF on a scale of 0 to 10.
Score: 07 (Neutral)
500 :
800 :
130 :
Broken slider door lock/handle. Would not unlock electronically or manually. Broken non electric part. Repair cost 700+ dollars, most ($500+) for labor. 41000 miles on Van. My opinion bad engineering when you have to take the door apart and off vehicle to replace simple handle. Service personel very nice..not their fault.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-05-25 20:57:25, CUSTOMER ID [redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	10/27/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	05/24/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	45534	FILLBACK CHRYSLER DODGE JEEP R				**Dealer Zone**	51
Dealer Address	2410 HWY 14 EAST				**Dealer Phone(s)**	608 647-2233	
City/State/ZIP	RICHLAND CENTER, WI, 53581					**Dealer Fax**	608 647-7325

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 07 (Neutral)
110 : Lumbar Support Adjustment - Broken/Not Working
024 : Engine Loses Power When A/C Is On
200 : Suspension - Broken/Not Working
500 :
800 :
There have been a few repairs that I did not expect from a new vehicle, but thank goodness they were covered by warranty. Now my van is making a strange buzzing noise when I shut it off and open the door. The design makes it hard to keep the windshield clear in certain weather situations.

Q3 Please rate your satisfaction with your experience at FILLBACK CHRYSLER DODGE JEEP R on a scale of 0 to 10.
Score: 09 (Promoter)
100 :
300 :
800 :
120 :
They are polite when I call to schedule. They come to my place of employment and pick up my vehicle, service it and drop it back off. Very easy to work with in the service for regular maintenance.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-05-28 22:13:59, CUSTOMER [redacted] ONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	01/14/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PFS	CASHMERE / SANDSTONE PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	05/29/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	45426	ARRIGO DODGE CHRYSLER JEEP				**Dealer Zone**	66
Dealer Address	5901 MADISON AVE					**Dealer Phone(s)**	954 861-6200
City/State/ZIP	TAMARAC, FL, 33321-6412					**Dealer Fax**	954 861-6201

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 09 (Promoter)
100 : Sun Visor/Mirror - Squeak/Rattle/Other Noise
101 : Sun Visor/Mirror - Broken/Damaged
037 : Sunroof/Moonroof/Glass Roof - Broken/Not Working
My wife and I have [redacted] and this van has become our security blanket. It allows us to do and transport anything that we want without worrying about our vehicle accommodating our needs. It's spacious and comfortable and practical for our needs.

Q3 Please rate your satisfaction with your experience at ARRIGO DODGE CHRYSLER JEEP on a scale of 0 to 10.
Score: 10 (Promoter)
110 :
121 :
100 :
210 :
300 :
301 :
From the minute I spoke with the receptionist I was pleased with my experience. There were no more openings for repair that day, but one side sliding door on the van would not open, which rendered our van useless, since we have to get both boys into their car seats and a door not opening prevented that. She worked hard to fit me in and did so, if I promised to come in right then, which I did. I met with one repair associate first, who wasn't all that nice, but was fine, and then I was transferred over to Nick and I honestly could not have been more impressed and appreciative of his service...WOW! He was kind and patient, despite how incredibly crazy the service drive through was that day (Friday before Memorial Day weekend). He assured me that he would take care of everything and would even try and get it done that day. I gave him my keys and minutes later I got text from him alerting me of service and the mode of communication, which was very convenient and appreciated. He texted me updates throughout the day, which was good because I had the kids and took the day off of work. And he got the van done the same day. Upon driving the car home on the highway, the door trim from the repairs door flew off and was lost in traffic. I took a couple pictures and texted back Nick at the generic number I was provided. He said, it was after hours but he would look into it first thing the next day. Sure enough, when I woke up there was already a text from Nick confirming that they had the door trim in stock and I could come right over (at my convenience) to get it replaced! I was so grateful. I drove over, a mechanic ran right over, grabbed my van and off he went. Minutes later he came back with the door trim replaced and looking great and he even reset a gas cap sensor that had popped on in the car dashboard. It took no time at all and I was home within the hour. It was one of the best car repair encounters I think I've ever had. I'll definitely be coming back to Errigo and Nick!

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-05-30 09:07:08, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	01/13/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	05/29/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	26903	KUNES COUNTRY AUTO GROUP OF				**Dealer Zone**	51
Dealer Address	3200 E. JACKSON				**Dealer Phone(s)**	309 837-5757	
City/State/ZIP	MACOMB, IL, 61455-7501					**Dealer Fax**	309 837-3031

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 09 (Promoter)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 07 (Neutral)
500 :
021 : Engine Stumbles
One of the sliding doors will not open with pressing button and won't lock. Feel it shouldn't have quit working already. Was told we would have to have diagnostic check which would cost $100.00 and then whatever parts is needed and labor.

Q3 Please rate your satisfaction with your experience at KUNES COUNTRY AUTO GROUP OF on a scale of 0 to 10.
Score: 09 (Promoter)

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-06-01 19:04:45, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report [redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKX53	DODGE GRAND CARAVAN R/T	
Built Date	02/04/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	05/03/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	44692	RICK KEFFER DOD-CHY-PLY-JEEP				**Dealer Zone**	66
Dealer Address	464037 E STATE ROAD 200					**Dealer Phone(s)**	904 277-6969
City/State/ZIP	YULEE, FL, 32097-6344					**Dealer Fax**	904 277-8655

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CARAVAN R/T on a scale of 0 to 10.
Score: 09 (Promoter)
034 : Turn Signal - Controls/Displays Difficult to Understand/Use or in a Poor Location
210 : Fuel tank - Broken/Not Working
003 : Built-in Voice Recognition Frequently Doesn't Recognize/Misinterprets Commands
025 : Excessive Oil Consumption
016 : Brakes Don't Have Enough Stopping Power
800 :
021 : Engine Stumbles
I like the design, and the red stitching over the black leather seats is very sporty. I also like how user-friendly it is and the versatility of it. However I do have some negatives to mention. Sliding passenger door on the driver side froze up in the lock position not being able to open it manually or any other way. There is a glitch in these cars that as you're driving it gives a little irregularity or bump like in the engine I have driven others and experience the same thing. The other glitches as you are turning and putting on the signal the windshield wiper comes on once. also another glitch with the radio system all of the sudden it just shuts off turns off. But I have to say I do like the van. And I am, I must say a very good spokesman for your brand I wouldn't mind being contacted by Dodge directly and see if we can work on some of these things or try additional things with my car or future cars. I happen to use it for a car service so it would be or I would be rather, a good person to test newer models or other features on. I save this sincerely, not trying to take advantage or get any freebies.

Q3 Please rate your satisfaction with your experience at RICK KEFFER DOD-CHY-PLY-JEEP on a scale of 0 to 10.
Score: 07 (Neutral)
110 :
100 :
101 :
301 :
Waiting time was too long, mechanic dirtied up carpet inside, when trying to call back was put on hold for a long time then to be transferred to wrong extension I finally hung up. Otherwise Dave and the staff were very friendly professional and helpful.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-06-04 00:00:01, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	01/20/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	06/18/2018	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	60557	SCOTT ROBINSON CHRYSLER DODGE				**Dealer Zone**	71
Dealer Address	20900 HAWTHORNE BLVD					**Dealer Phone(s)**	310 542-0900
City/State/ZIP	TORRANCE, CA, 90503-4612					**Dealer Fax**	310 370-0650

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 07 (Neutral)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.
Score: 06 (Detractor)
121 : Headrest Adjustment- Controls Difficult to Understand/Use or in a Poor Location
210 : Fuel tank - Broken/Not Working
013 : Excessive Road Noise (from underneath the vehicle)
101 : Sun Visor/Mirror - Broken/Damaged
025 : Excessive Oil Consumption
300 : Fan/Blower - addtional issues
037 : Sunroof/Moonroof/Glass Roof - Broken/Not Working
029 : Exhaust System Problem
800 :
021 : Engine Stumbles
120 : Headrest Adjustment - Broken/Not Working
I had a Jeep Grand Cherokee and that truck lasted me lots of years, of course, providing adequate services. I decided to purchase a Dodge Caravan because one day I got it at Enterprise and I liked the commodity and most of all, how spacious it was for my family. This is the third time, in a year, that it has electrical problems on the sliding doors. First, a noise on the right sliding door when you'd open the door. Then a few months later, the front left sliding door, couldn't take the lock off the door; it got stuck and I couldn't open the door, not even manually. A few months later, there was a noise on the left sliding door. I purchased a new Dodge Caravan because I wanted protection for my family, my kids. I thought, new car, no need to worry about anything else but just the oil changes and rotation, but everything was a mistake. In a year, I've taken it three times and even though they've treated me excellent at the dealer, unfortunately, my Dodge Caravan has so many issues.

Q3 Please rate your satisfaction with your experience at SCOTT ROBINSON CHRYSLER DODGE on a scale of 0 to 10.
Score: 10 (Promoter)
101 :
Excellent treatment from Cesar Arizmendi.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-06-18 21:07:46, CUSTOMER I[redacted]CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	04/01/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	06/11/2018	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	45422	CASTILONE CHRYSLER-DODGE-JEEP				**Dealer Zone**	32
Dealer Address	306 W MAIN ST					**Dealer Phone(s)**	585 343-1780
City/State/ZIP	BATAVIA, NY, 14020-1308					**Dealer Fax**	585 343-4830

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 06 (Detractor)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.
Score: 03 (Detractor)
025 : Excessive Oil Consumption
Failure of components, sliding door locks, rear lift gate sensor. 30,000 mi

Q3 Please rate your satisfaction with your experience at CASTILONE CHRYSLER-DODGE-JEEP on a scale of 0 to 10.
Score: 05 (Detractor)
400 :
Misdiagnosis. Wrong parts

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-06-15 08:44:03, CUSTOMER ID: [redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	12/18/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	06/21/2018	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	45136	TRI STAR UNIONTOWN				**Dealer Zone**	35
Dealer Address	2 SUPERIOR WAY					**Dealer Phone(s)**	724 430-1401
City/State/ZIP	UNIONTOWN, PA, 15401-2604					**Dealer Fax**	724 430-0621

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 03 (Detractor)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 04 (Detractor)
001 : Built-in Rear-Seat Video System - Broken/Not Working
300 : Fan/Blower - addtional issues
301 : Fan/Blower - Broken/Not Working
500 :
800 :
032 : Rear Window Wiper/Washer - Broken/Not Working
I just purchased the vehicle in January as a certified preowned vehicle. Since then it has had to have 2 scheduled services appointments for a crack in the windshield at time of purchase, 2 occurrence of the actuator in the same door is needed to be replaced, value tapping which I was instructed that would have been there and ignored at time of certification, and a noise in the steering wheel when turned to back- plus a second key and owners manual was not given by the dealership. It has only been a few months! I love the features and versatility of the design, but I question the available life of the vehicle!

Q3 Please rate your satisfaction with your experience at TRI STAR UNIONTOWN on a scale of 0 to 10.
Score: 08 (Neutral)
100 :
200 :
The tech seemed very knowledgeable and I felt like he had my best interest during the discussion of how to proceed with administer get the remaining items that needed to be addressed.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-06-27 17:59:09, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	03/05/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	06/28/2018	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	43490	CHUCK VAN HORN DODGE INC				**Dealer Zone**	51
Dealer Address	3000 COUNTY HIGHWAY C			**Dealer Phone(s)**		920 893-6591	920 449-5469
City/State/ZIP	PLYMOUTH, WI, 53073					**Dealer Fax**	920 892-4066

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.
Score: 09 (Promoter)
121 : Headrest Adjustment- Controls Difficult to Understand/Use or in a Poor Location
300 : Fan/Blower - addtional issues
400 :
800 :
021 : Engine Stumbles
side rear door will not open! Parts have been ordered and scheduled to be fixed next week.

Q3 Please rate your satisfaction with your experience at CHUCK VAN HORN DODGE INC on a scale of 0 to 10.
Score: 08 (Neutral)
121 :
400 :
had been repaired twice and still not working when I got home. Part has been ordered

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-06-28 20:23:16, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	12/16/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	06/19/2018	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	41458	SOUTH COUNTY DODGE CHRYSLER JE				**Dealer Zone**	51
Dealer Address	7127 S LINDBERGH BLVD					**Dealer Phone(s)**	314 487-1010
City/State/ZIP	ST. LOUIS, MO, 63125-4305					**Dealer Fax**	

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 05 (Detractor)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at SOUTH COUNTY DODGE CHRYSLER JE on a scale of 0 to 10.
Score: 03 (Detractor)
110 :
121 :
100 :
210 :
101 :
300 :
510 :
500 :
800 :
130 :
120 :
My wife and I had a bad experience with your service department on Friday July 15th involving multiple mistakes. On the evening of Thursday July 14th at approximately 8:45 pm our 2016 Dodge Caravan was towed by Flloyds Towing of Cahokia Illinois to your location. Flloyds Towing was dispatched to us using the 1-800 number provided in our warranty information from you. The following morning of July 15th at 7:17 am my wife [redacted] ontacted your service department and spoke with Pam recapping the prior night's events, explaining the van would not start and also requesting a buzzing noise be looked at when using the automatic locks and side door controls. Pam stated she would have someone call us back once the vehicle was processed and pulled in. At approximately 1:45 pm on Friday July 15th my wife [redacted] called your service department to check on the van because no one had contacted us. She spoke with a service writer named Dave who told us the van had not been looked at because they did not know where the key was...which the tow truck driver stated he had put in the drop box. My wife then asked why no one contacted us to tell us there was no key. She asked why we had to call to find that out. Dave stated he had no answer for that. At approximately 2:30 on Friday July 15th I arrived at your service department with my children and our spare key. I asked Dave the service writer why no one contacted us about the key and again he had no answer. I explained the tow truck driver (Bernard) from Flloyd's Towing had put the key in the drop box when he dropped off the van which Dave said did not happen as there was no key on the shop floor that morning other than two keys for other vehicles. I requested to speak with a service manager and was directed to Curtis. I explained the situation and he assured me they did not have the key nor was it dropped in the drop box and the driver most likely "lost it and did not want to pay for a replacement." He also stated Dave told my wife when she called at 7:17 am that they did not have the key. This was impossible though because my wife spoke with Pam. I left my spare key and went back home and called Flloyds Towing at approximately 3:15pm and spoke with Sherry the da

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-06-22 09:23:18, CUSTOMER [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYR53	CHRYSLER TOWN & COUNTRY TOURING-L	
Built Date	[redacted]	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PFS	CASHMERE / SANDSTONE PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	06/25/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	45540	SPITZER AUTOWORLD HOMESTEAD, I				**Dealer Zone**	66
Dealer Address	30101 S DIXIE HWY				**Dealer Phone(s)**	305 248-5880	
City/State/ZIP	HOMESTEAD, FL, 33030-3205					**Dealer Fax**	305 248-2302

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING-L on a scale of 0 to 10.
Score: 08 (Neutral)
101 : Sun Visor/Mirror - Broken/Damaged
Professionalism and customer service

Q3 Please rate your satisfaction with your experience at SPITZER AUTOWORLD HOMESTEAD, I on a scale of 0 to 10.
Score: 00 (Detractor)
121 :
200 :
300 :
500 :
800 :
I brought my van in for my sliding door not opening. I also stated that the autolock was making a noise before it would not unlock. My wife picked up the Van after the service team got the door opened. We were told it was working perfectly. However, when she picked it up, the lock was making the same noise when it closed. I paid $150 and I still have my original problem. I could not leave my vehicle with them since I was going out of town for vacation. I will he bringing in Back in for a second attempt to get it fixed. I expect the $150 i already sent to go towards a permenant fix.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-06-27 21:27:54, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYX53	CHRYSLER TOWN & COUNTRY LIMITED	
Built Date	01/28/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	07/02/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	26534	RICK HENDRICK JEEP CHRYSLER DO				**Dealer Zone**	66
Dealer Address	8333 RIVERS AVE					**Dealer Phone(s)**	843 569-2700
City/State/ZIP	NORTH CHARLESTON, SC, 29406-9204					**Dealer Fax**	843 569-5911

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 06 (Detractor)

Q2 Please rate your satisfaction with your TOWN & COUNTRY LIMITED on a scale of 0 to 10.
Score: 05 (Detractor)
300 : Fan/Blower - addtional issues
800 :
Several items have malfunctioned since taking ownership of vehicle.

Q3 Please rate your satisfaction with your experience at RICK HENDRICK JEEP CHRYSLER DO on a scale of 0 to 10.
Score: 05 (Detractor)
110 :
200 :
301 :
800 :
130 :
120 :
Using the express service lane did not meet expectations. For a simple oil change and tire rotation, it took almost 4 hours to complete. Reviewed eVIP report. 3 DTCs were noted. DTC stated an issue with door module on report. Now the passenger sliding door does not open. Email service consultant regarding the DTCs. No response as of today.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-07-02 17:27:42, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report [redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	02/03/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	07/11/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	60455	CONNORS CHRYSLER DODGE JEEP RA				**Dealer Zone**	51
Dealer Address	701 E PORTER AVE				**Dealer Phone(s)**	219 926-7100	
City/State/ZIP	CHESTERTON, IN, 46304-9102					**Dealer Fax**	219 926-7996

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 99 (Refused/Left Blank)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 01 (Detractor)
110 : Lumbar Support Adjustment - Broken/Not Working
025 : Excessive Oil Consumption
300 : Fan/Blower - addtional issues
015 : Excessive Brake Dust
301 : Fan/Blower - Broken/Not Working
500 :
800 :
A simple lock actuator needs replacing, I bought an extended warranty, but since they must bust a trim piece to replace it, I must pay $100 for the trim piece as it is not covered in the extended warranty Connors sold me. This is in addition to the $100 deductible. I left my car at noon and came back hours later to find this out. Should have been told about this fact when I made the appointment for a door lock that didnt work!

Q3 Please rate your satisfaction with your experience at CONNORS CHRYSLER DODGE JEEP RA on a scale of 0 to 10.
Score: 01 (Detractor)
110 :
121 :
300 :
301 :
400 :
500 :
Wasted my time by not telling me potential outcomes to remedy my situation. Had I agreed to the $200 cost to replace (even though it was covered under warranty), I would have had to come back the next day as Connors did not have the part! Again, I made an appointment for a passenger door lock that did not respond to the fob command or the switch in the driver armrest. They should have ordered the part then and return it if that was not the reason!

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-07-11 21:31:11, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	02/23/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	07/06/2018	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	45676	FOX HILLS CHRYSLER JEEP				**Dealer Zone**	42
Dealer Address	111 W ANN ARBOR RD			**Dealer Phone(s)**		734 892-2220	
City/State/ZIP	PLYMOUTH, MI, 48170-2219					**Dealer Fax**	734 335-6256

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 05 (Detractor)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.

Score: 05 (Detractor)

121 : Headrest Adjustment- Controls Difficult to Understand/Use or in a Poor Location

200 : Suspension - Broken/Not Working

800 :

The vehicle is only two years old but it has been back to the dealership several times for different issues. The quality is not up to my expectations.

Q3 Please rate your satisfaction with your experience at FOX HILLS CHRYSLER JEEP on a scale of 0 to 10.

Score: 05 (Detractor)

121 :

300 :

800 :

The vehicle was taken in because both driver and passenger side sliding door locks were not working properly. Only the driver side was fixed because they said they couldn't replicate the issue on the passenger side. One or two days after the vehicle was picked up the passenger side had gotten worse and will have to be taken back again. I am now inconvenienced again to take the vehicle back for something that should have been fixed the first time I took it in.

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-07-07 07:25:26, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKH53	DODGE GRAND CARAVAN SE	
Built Date	09/21/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	07/09/2018	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	65062	PALMEN MOTORS INC				**Dealer Zone**	51
Dealer Address	5431-75TH STREET					**Dealer Phone(s)**	262 697-3100
City/State/ZIP	KENOSHA, WI, 53142-3601					**Dealer Fax**	262 697-3120

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.
Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at PALMEN MOTORS INC on a scale of 0 to 10.
Score: 00 (Detractor)
121 :
800 :
120 :
I took my van in to get an oil change and replace a lock latch on the passenger side sliding door. The lock was not fixed and they did not do the oil change. I paid only to come home and find out nothing was done. I also have a large scratch down the side of my van on the driver side. I have been called twice and left voicemails for a call back.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-07-11 15:46:41, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	[redacted]	**Model Year**	2016	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	02/05/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PFS	CASHMERE / SANDSTONE PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	07/02/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	60740	null				**Dealer Zone**	null
Dealer Address	null					**Dealer Phone(s)**	null
City/State/ZIP	null, null,					**Dealer Fax**	null

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 08 (Neutral)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.

Score: 08 (Neutral)

121 : Headrest Adjustment- Controls Difficult to Understand/Use or in a Poor Location

500 :

800 :

021 : Engine Stumbles

The van handles well and is comfortable to ride in. However, the locking mechanisms in both sliding doors have now gone out and they are expensive to fix. Not good! I see it is a commonly reported problem with this vehicle. Not acceptable!

Q3 Please rate your satisfaction with your experience at null on a scale of 0 to 10.

Score: 00 (Detractor)

110 :

121 :

300 :

301 :

400 :

500 :

700 :

800 :

120 :

I have taken my vehicle to this location for an oil change twice. The first time, the door lock on the passenger sliding door had an issue. After it was determined to need fixing they contacted the warranty company and said I had to pay out of pocket. I scheduled an appointment then left. I knew something wasnt right so I contacted the warranty company myself. They did cover that part! I returned to explain that I wasnt paying for the part the warranty would. After returning to have this issue fixed it turned into a fiasco. Days went by before it was ready. Then when it was ready to pick up the new part didnt work so they had to reorder another. They gave me a loaner vehicle (which was filthy). Almost like it was someone who worked theres personal vehicle. The second time I returned for an oil change, after contacting several other places(determining that I wanted to stay with Mopar because I travel the country at about 30k miles a year). This time things were going fast and what seemed smooth. Until they brought an cabin filter in covered in debris. Cost was $45. I said no thank you because I could do it myself in thirty seconds for $12. I received my vehicle in about five to ten minutes later. I found a pile of debris laying on the floor(I just left the car wash and vacuum upon coming there). I opened the cabin air filter to find it turned sideways and jammed in so tight it took two hands and a lot of force to remove it. There was a loud humming when the ac is on right away. I quickly returned to let the lady, who scheduled the oil change, know. She offered to have the mechanic clean up. NO WAY! I wasnt going to trust them after this(two trips and two problems) Within two hours there is smoke and a strange smell coming from the ac. I had trip long trips since then so I have not had it fixed. However the ac will not work sometimes and when it does it now blows smoke(or what looks to be smoke) when it rains or is humid. It also makes noises which sound to me like a leak(sabotage?) and it is not very cold unless you have been driving. There is a very strange smell almost like a chemical smell right before the ac stops working or when it is about to start working

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-07-18 08:32:24, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	03/07/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	07/18/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	60414	FREEDOM CHRYSLER JEEP OF				**Dealer Zone**	35
Dealer Address	6060 ALLENTOWN BLVD				**Dealer Phone(s)**	717 545-4726	717 652-3660
City/State/ZIP	HARRISBURG, PA, 17112-2601					**Dealer Fax**	717 545-4278

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 03 (Detractor)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at FREEDOM CHRYSLER JEEP OF on a scale of 0 to 10.
Score: 02 (Detractor)
121 :
500 :
The price I was told to fix my door My sliding door on the van will not open

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-07-22 11:41:08, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	12/17/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	07/10/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event
Dealer	23955	FIRKINS ACQUISITIONS INC		**Dealer Zone**	66
Dealer Address	2700 1ST STREET			**Dealer Phone(s)**	941 748-6510
City/State/ZIP	BRADENTON, FL, 34208			**Dealer Fax**	941 748-8137

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 02 (Detractor)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 06 (Detractor)
poor interior design and ease of repairs.

Q3 Please rate your satisfaction with your experience at FIRKINS ACQUISITIONS INC on a scale of 0 to 10.
Score: 01 (Detractor)
121 :
500 :
800 :
120 :
On the warranteed door lock actuator, I had to pay $250 for the exterior plastic window accents they broke removing them supposedly so they could get to the actuator. On the non-warranteed folding seat release cable, it cost me $500 simply to replace the broken one. I am dissatisfied with the vehicle for these things breaking, the warrantee and extended warranty for inadequate coverage, and the exhorbitant costs to me for what should have been simple repairs.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-07-15 13:41:04, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	[redacted]	**Model Year**	2016	**Body**	RTKX53	DODGE GRAND CARAVAN R/T	
Built Date	04/06/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	07/09/2018	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	60057	CHRYSLER JEEP DODGE OF COSHOCT				**Dealer Zone**	42
Dealer Address	1921 OSTEGO AVENUE					**Dealer Phone(s)**	740 622-3936
City/State/ZIP	COSHOCTON, OH, 43812-9401					**Dealer Fax**	740 622-4211

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 03 (Detractor)

Q2 Please rate your satisfaction with your GRAND CARAVAN R/T on a scale of 0 to 10.
Score: 03 (Detractor)
121 : Headrest Adjustment- Controls Difficult to Understand/Use or in a Poor Location
210 : Fuel tank - Broken/Not Working
301 : Fan/Blower - Broken/Not Working
500 :
021 : Engine Stumbles
The drivers side sliding door no longer works.. its is completely locked up and you cant even use it. In order to get it fixed I was told it would be roughly $1400.00. I hadnt owned the van a year when this happened.. at the time the car was just two years old. Now I have a van with [redacted] and one working sliding door... if parts are going to go bad that quickly and not be covered I wouldnt recommend the brand to anyone.

Q3 Please rate your satisfaction with your experience at CHRYSLER JEEP DODGE OF COSHOCT on a scale of 0 to 10.
Score: 10 (Promoter)
300 :
301 :
Quick service and they let me borrow a car for a doctor appointments that was scheduled at the same time.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-07-13 07:11:25, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report [redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	03/02/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PFS	CASHMERE / SANDSTONE PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	07/09/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	68502	PIEDMONT CHRY-DODGE-JEEP				**Dealer Zone**	66
Dealer Address	4015 CLEMSON BLVD			**Dealer Phone(s)**		864 260-5750	864 224-6632
City/State/ZIP	ANDERSON, SC, 29621					**Dealer Fax**	864 260-5757

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 06 (Detractor)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 07 (Neutral)
035 : Tire Pressure Monitor System - Broken/Not Working
Seats are not as comfortable as my Pontiac Montana.

Q3 Please rate your satisfaction with your experience at PIEDMONT CHRY-DODGE-JEEP on a scale of 0 to 10.
Score: 05 (Detractor)
121 :
210 :
101 :
301 :
500 :
800 :
130 :
I took my car in for a door repair on my right passenger sliding door (would not lock). When I looked in my car the next day as I was leaving for a trip, I saw the problem. There were 2 big spots of BLACK grease on my leather back right passenger seat. There was also black soot looking substance on the carpet. I called and took it back on Tuesday, July 10th. I waited while it was being cleaned. When the service technician opened the door after cleaning, the black mess in the carpet was cleaned, but the seat now had a grease stain on it. I was asked to bring it back on Monday, July 16th so the professional could try to clean it. This will be 2 extra round trips at 20 miles per trip (40 miles). That is 2 gallons of gas, my time and trouble for going back. I told the service technician if my seat is not stain free, that Piedmont Chrysler will install a new seat in my van. I am also out $100 deductible for the repair.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-07-13 11:44:31, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	10/31/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PFS	CASHMERE / SANDSTONE PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	07/03/2018	**Mileage**	0	**Event**	009	Second+ Warranty Event
Dealer	65074	HAYES CHRY-DODGE-JEEP INC		**Dealer Zone**	66
Dealer Address	719 W PIKE ST			**Dealer Phone(s)**	770 963-5251
City/State/ZIP	LAWRENCEVILLE, GA, 30045-4305			**Dealer Fax**	770 237-8175

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 10 (Promoter)
300 : Fan/Blower - addtional issues
301 : Fan/Blower - Broken/Not Working
500 :
We had a sliding door that would not lock. But When our name was incorrectly typed into the system,and we were told the repair would cost $1300, we contacted the financial agent. She had the matter corrected in less than 5 minutes, had us in a rental and our repair was done at no cost. She was great.

Q3 Please rate your satisfaction with your experience at HAYES CHRY-DODGE-JEEP INC on a scale of 0 to 10.
Score: 10 (Promoter)

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-08-02 00:00:01, CUSTOMER I[redacted]ONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	11/16/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	07/26/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	26892	FRISCO CHRYSLER DODGE JEEP RAM				**Dealer Zone**	63
Dealer Address	9640 STATE HWY 121			**Dealer Phone(s)**		469 888-4788	469 888-4763
City/State/ZIP	FRISCO, TX, 75035-6069					**Dealer Fax**	214 705-1766

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 07 (Neutral)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at FRISCO CHRYSLER DODGE JEEP RAM on a scale of 0 to 10.
Score: 05 (Detractor)
121 :
210 :
101 :
200 :
500 :
800 :
Had a sliding door fixed that had the lock actuator frozen in the locked position. Was informed to fix it the door had to come off, makes sense, however they had remove an exterior trim piece that most likely would break. If broken, which it did, I would be responsible for paying for that part. I do not agree with this. Under warranty, extended warranty, or not.. if the approved fix is to possibly break something I would expect that cost to be put on whoever broke it. Was Chrysler support contacted to determine other alternatives (possibly cheaper)? What if ripping off the interior panels to the door were cheaper? I was not given any options and felt duress to let them do it to finish the fix. Later I checked EBay and that exterior trim part was much less than what I paid. So I should have said leave it off and I'll buy the part myself and put it back on.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-07-27 11:29:40, CUSTOMER I[redacted]CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYR53	CHRYSLER TOWN & COUNTRY TOURING-L	
Built Date	10/08/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	08/10/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	45476	SUBURBAN CHRYSLER JEEP DODGE O				**Dealer Zone**	42
Dealer Address	1790 MAPLELAWN DR			**Dealer Phone(s)**		248 585-8800	248 519-9465
City/State/ZIP	TROY, MI, 48084-4611					**Dealer Fax**	248 519-9431

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING-L on a scale of 0 to 10.
Score: 10 (Promoter)
121 : Headrest Adjustment- Controls Difficult to Understand/Use or in a Poor Location
025 : Excessive Oil Consumption
301 : Fan/Blower - Broken/Not Working
018 : Engine Turns Over/Cranks Too Long Before Starting
Dealership was able to get me in ASAP to have my brakes re-checked & also repair my sliding door lock. Also repairs were made quickly.

Q3 Please rate your satisfaction with your experience at SUBURBAN CHRYSLER JEEP DODGE O on a scale of 0 to 10.
Score: 10 (Promoter)
110 :
301 :
Dealership & service write up, George, responded very quickly.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-08-12 08:58:04, CUSTOMER [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2017	**Body**	RTKH53	DODGE GRAND CARAVAN SE	
Built Date	11/17/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					
Engine	ERB	3.6L V6 VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	08/02/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	42751	CHUCK PATTERSON DODGE				**Dealer Zone**	71
Dealer Address	257 EAST AVENUE					**Dealer Phone(s)**	530 895-1771
City/State/ZIP	CHICO, CA, 95926					**Dealer Fax**	530 895-3029

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.
Score: 00 (Detractor)
121 : Headrest Adjustment- Controls Difficult to Understand/Use or in a Poor Location
210 : Fuel tank - Broken/Not Working
037 : Sunroof/Moonroof/Glass Roof - Broken/Not Working
800 :
913 :
To many issues since we bought it brand new. To many things have had to be fixed on it. Whiped out our whole savings for a lemon vecile

Q3 Please rate your satisfaction with your experience at CHUCK PATTERSON DODGE on a scale of 0 to 10.
Score: 00 (Detractor)
121 :
300 :
Dealer had our van 8 days to change the locking mechanism on the sliding door!! 8 days and we had an app. This dealer pushes so many vehicle's in that they are not completing the working in a timely manor. The book time was an hour and a half!!!

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-08-03 01:23:51, CUSTOMER ID:[redacted]CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	03/12/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	08/15/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	06922	POMOCO CHRYSLER JEEP DODGE				**Dealer Zone**	35
Dealer Address	12629 JEFFERSON AVE					**Dealer Phone(s)**	757 833-8001
City/State/ZIP	NEWPORT NEWS, VA, 23602-4405					**Dealer Fax**	757 833-7720

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 01 (Detractor)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 02 (Detractor)
121 : Headrest Adjustment- Controls Difficult to Understand/Use or in a Poor Location
210 : Fuel tank - Broken/Not Working
002 : Built-in Rear-Seat Video System - Difficult to Understand/Use or in a Poor Location
800 :
we had the Town and Country for one year. It developed an issue with every light from the check engine to tire pressure blinking on and off. Took it to be repaired. Had it 2 days and it is doing the same thing again.

Q3 Please rate your satisfaction with your experience at POMOCO CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 00 (Detractor)
110 :
121 :
100 :
210 :
300 :
301 :
500 :
800 :
130 :
Town and Country (2016) developed an issue with the engine light going on and off. We called the service dept. Was told we would have 2 wait 3 weeks to come in. 2 days after making the appt with the service dept, the Town and Country developed an issue where everything on the dash panel was going off and on. The speedometer was spinning. Called the service dept back and still had to wait 3 days before we could bring it in. There was also a non warranty issue with the passenger sliding door. It would not lock. After having the a few days we were told told that they had to order a TIPM for the panel and they would repair the door. They kept the car 2 weeks. They repaired the door lock and we had to pay for a broken piece on the trim that had to have been damaged during repair because before we took it there, the door had no damage. We paid our deductible for the TIPM repair. We drove the car through the weekend and it was fine, Monday morning and it started doing the same thing with the flashing panel. Called immediately and were told to bring the van back after I got home from work. I walked in and the service dept person who was there at 5:00pm stated that she was not told were were bringing the van and no one told her that we needed a rental car. I explained that I had spoken with the person on my service team in the morning and I was told that a rental would be waiting. I had to explain again what was happening with the car. The person at the counter could not look in the computer there to see what the previous issue from 3 days prior was. She was totally unhelpful and unfriendly. I mentioned that the manager of the service dept was also notified that morning by a salesman and she just said he wasn't there either. The whole process is frustrating and now the van is there again. They have had it 3 days and we have not had a call to let us know what is going on. I would not recommend this service dept at all nor the Hampton location. The sales staff at both locations are great, but they loose customers due the poor service depts.!!!! Truly sad. We love Chryslers but the service is awful!!!!!!!

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-08-15 21:22:58, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2015	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	05/13/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	08/15/2018	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	42050	GLENBROOK DODGE CHRYSLER JEEP				**Dealer Zone**	42
Dealer Address	100 W COLISEUM BLVD					**Dealer Phone(s)**	260 484-1533
City/State/ZIP	FORT WAYNE, IN, 46805-1006					**Dealer Fax**	260 969-0324

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 05 (Detractor)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 04 (Detractor)
014 : Foot Pedals - Too Close Together/Too Far Apart
800 :
021 : Engine Stumbles
This is my second town and country and both had the exact samecissues. The sliding doors stop working and there is a loud obnoxious noise when you hit wind at the right angle.

Q3 Please rate your satisfaction with your experience at GLENBROOK DODGE CHRYSLER JEEP on a scale of 0 to 10.
Score: 08 (Neutral)
110 :
100 :
Fred was great. He went out of his way to answer my questions. He was a ten!

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-08-15 18:10:51, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	03/12/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	08/23/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	43577	JOHN VANCE MOTORS INC				**Dealer Zone**	63
Dealer Address	I-35 & GUTHRIE					**Dealer Phone(s)**	405 282-2113
City/State/ZIP	GUTHRIE, OK, 73044					**Dealer Fax**	405 282-7024

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 07 (Neutral)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 07 (Neutral)
121 : Headrest Adjustment- Controls Difficult to Understand/Use or in a Poor Location
210 : Fuel tank - Broken/Not Working
025 : Excessive Oil Consumption
500 :
120 : Headrest Adjustment - Broken/Not Working
Right side sliding door lock failed just after warranty expired. Dealer estimated $950 to repair. I repaired for just over $100. Seems dealer markup is extreme. At 52,000 miles the oil change ticket recommended $525 injector system cleaning and automatic transmission flush. Factory recommendation on transmission flush is 120,000. Seems very early to recommend this service.

Q3 Please rate your satisfaction with your experience at JOHN VANCE MOTORS INC on a scale of 0 to 10.
Score: 07 (Neutral)
700 :
See previous response

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-08-24 06:34:04, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	04/18/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	08/17/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	44180	UPTOWN CHRYSLER JEEP DODGE				**Dealer Zone**	51
Dealer Address	1111 E COMMERCE BLVD					**Dealer Phone(s)**	262 644-8400
City/State/ZIP	SLINGER, WI, 53086-9027					**Dealer Fax**	262 644-2410

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 04 (Detractor)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.
Score: 05 (Detractor)
210 : Fuel tank - Broken/Not Working
025 : Excessive Oil Consumption
500 :
800 :
021 : Engine Stumbles
I am quite unhappy that we have 40,000 miles on our van and the lock on the back side door didn't work. This was not covered under warranty which is very frustrating. In talking with Dodge personnel this doesn't seem to be a rare occurrence with this style of van.

Q3 Please rate your satisfaction with your experience at UPTOWN CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 08 (Neutral)
110 :
301 :
They were timely and informative

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-08-17 20:38:15, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	01/16/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PFS	CASHMERE / SANDSTONE PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	08/27/2018	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	45632	LAKE WALES CHRYSLER DODGE JEEP		**Dealer Zone**	66
Dealer Address	21529 US HIGHWAY 27 NORTH			**Dealer Phone(s)**	863 676-0733
City/State/ZIP	LAKE WALES, FL, 33859-6857			**Dealer Fax**	863 676-8380

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 09 (Promoter)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.

Score: 09 (Promoter)

210 : Fuel tank - Broken/Not Working

800 :

021 : Engine Stumbles

This is my 4th suv/mini van. I am still driving my 2006 dodge grand caravan, so when time came for a new car, we got a 2016 dodge grand caravan. WE like the ride and versatility of the dodge mini van, and have good luck with them so far. BUT! sliding doors on newer dodge we have make way too much noise.

Q3 Please rate your satisfaction with your experience at LAKE WALES CHRYSLER DODGE JEEP on a scale of 0 to 10.

Score: 10 (Promoter)

121 :

100 :

101 :

130 :

Service was good, and this being the 2nd or 3rd visit to this dealership, I've been very pleased with service rep Edy Marquez with his knowledge, & pleasant professional contact with having my service performedl

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-09-01 15:03:16, CUSTOM[redacted]CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2017	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	09/16/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					
Engine	ERB	3.6L V6 VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	08/23/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	60134	REEDMAN TOLL AUTO WORLD				**Dealer Zone**	35
Dealer Address	1700 E LINCOLN HWY					**Dealer Phone(s)**	215 757-4961
City/State/ZIP	LANGHORNE, PA, 19047-3042					**Dealer Fax**	215 757-7115

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.
Score: 00 (Detractor)
500 :
Planned obselencance. The door lock buzzes when used, but I was told it was not covered because the vehicle has 40000 miles on it, 4000 over the warrenty. This sucks

Q3 Please rate your satisfaction with your experience at REEDMAN TOLL AUTO WORLD on a scale of 0 to 10.
Score: 00 (Detractor)
700 :
see above

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-08-24 05:07:39, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	01/26/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	08/28/2018	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	26780	HAASZ AUTOMALL, LLC				**Dealer Zone**	42
Dealer Address	4886 STATE ROUTE 59					**Dealer Phone(s)**	330 296-2866
City/State/ZIP	RAVENNA, OH, 44266-8838					**Dealer Fax**	330 296-4368

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 06 (Detractor)
024 : Engine Loses Power When A/C Is On
021 : Engine Stumbles
120 : Headrest Adjustment - Broken/Not Working
my sliding door wouldn't open from inside the van and had to get a new actuator to have it open. Felt this should have been a recall issue because it is a safety issue that someone could be locked in their vechicle and be able to open the door to escape.

Q3 Please rate your satisfaction with your experience at HAASZ AUTOMALL, LLC on a scale of 0 to 10.
Score: 10 (Promoter)
100 :
there were sympathic to my complaint and gave me a reccomendation for course of action to register my complaint.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-09-06 09:23:38, CUSTOMER [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKX53	DODGE GRAND CARAVAN R/T	
Built Date	03/29/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	08/31/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	45465	TACOMA DODGE CHRYSLER JEEP				**Dealer Zone**	71
Dealer Address	4101 S TACOMA WAY					**Dealer Phone(s)**	253 475-7300
City/State/ZIP	TACOMA, WA, 98409-4620					**Dealer Fax**	253 473-3278

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 06 (Detractor)

Q2 Please rate your satisfaction with your GRAND CARAVAN R/T on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at TACOMA DODGE CHRYSLER JEEP on a scale of 0 to 10.
Score: 05 (Detractor)
121 :
210 :
500 :
800 :
910 :
I received a message about a warranty issue. The slide door locking actuators needed to be replaced. In order to get them replaced I had to authorize the mechanic to break Part #5020669AA (2 required). This costed $328.00. Why would Dodge make a product that had to be broken in order to be fixed? It sounds like extortion. The slide doors do not have an emergency release button. My Grand Caravan's slide doors would not unlock which is a safety concern. Everything else was covered by the warranty except the 2 pieces that had to be broken. I have the voice messages from the dealership that state this very thing must happen. If I would have said no, my children not not be able to enter or leave the vehicle. The car broke while away and the lift gate was the only means of access to the back seats.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-09-03 17:02:04, CUSTOMER ID:[redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	02/08/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	08/27/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	60731	null				**Dealer Zone**	null
Dealer Address	null					**Dealer Phone(s)**	null
City/State/ZIP	null, null,					**Dealer Fax**	null

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at null on a scale of 0 to 10.
Score: 02 (Detractor)
121 :
100 :
101 :
301 :
500 :
800 :
130 :
First, to state what we brought the van in for, which was an issue with both sliding doors. The passenger sliding door did not lock for a few months, but otherwise functioned properly. I finally got it to lock, but it then resulted in a buzzing sound when it unlocks. To my unprofessional opinion, this seemed like an actuator issue. On top of that issue, within the past 3 weeks, the driver side sliding door started to not unlock. We can not get it open whether using the power unlock method or turning the power off. Upon the diagnostic review, we were told it would be $2800 to fix both doors, which seems like an amazingly large amount when considering the value of the van itself. During that conversation, we were told they took apart only one door to diagnose it, and that an assumption was made on their part to believe the other door was the same issue. I believe they stated it was a seized motor, which may make sense for the door that does not unlock, but does not seem to be the issue with the door that won't lock since it opens/closes fine. We were however charged 1.5 hrs for the diagnosis. It would have been 2 hrs, but the rep gave us a 50% discount off one of the doors. As I was frustrated already with the service, I did not question the fee at the time. However, upon thinking about it, I did not know that diagnosis' were made based on assumptions and without looking at the 2nd door. We should have been only charged 1 hour in my opinion. Having said that, the service rep was less than comforting while discussing a $2800 fee to fix two doors. No options were presented and it was take it or leave it tone. As one of the doors is "frozen" in the locked position, I was hopeful she would have at least offered an option to get the door unlocked, even if the issue wasn't fully resolved. At least it would give us access to the door. Instead, we will just use the one working sliding door (passenger side) as it does not make sense to spend $2800 on this service. Needless to say, we are looking at estimates at other shops and considering possibly never getting it fixed and getting out of the van as soon as financially possible. Needless to say, we will not service any more at Armory. Even if the $2800 amount is legit, the tone and attitude and paying for assumption

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-08-28 09:15:07, CUSTOMER [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	[redacted]	**Model Year**	2016	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	04/25/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	09/10/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	26899	STEVE LANDERS CHRYSLER DODGE J				**Dealer Zone**	63
Dealer Address	401 COLONEL GLENN PLAZA LOOP			**Dealer Phone(s)**		501 374-4848	501 569-4070
City/State/ZIP	LITTLE ROCK, AR, 72210-2862					**Dealer Fax**	501 462-2965

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.

Score: 02 (Detractor)

025 : Excessive Oil Consumption

I do not think that something like a door lock should break on a 3 year old vehicle

Q3 Please rate your satisfaction with your experience at STEVE LANDERS CHRYSLER DODGE J on a scale of 0 to 10.

Score: 00 (Detractor)

110 :

121 :

100 :

210 :

101 :

200 :

300 :

500 :

800 :

910 :

130 :

120 :

Craig, Thanks for your text and for asking for my feedback on the service that was offered last Friday. I will try to detail my frustrations as best I can. 1. This is not a knock on your service department but more of a complaint to Dodge about the quality of their product. I have taken good care of the minivan I bought back in the Spring of 2017 with slightly less than 30,000 miles on it. I've owned a number of minivans over the years (Mostly Dodge and Chevy) and have been generally pleased with the vehicles and how they meet the needs of our family of [redacted] have NEVER had a door lock break on any van I have owned, especially not one that is barely 3 years old. I feel that a door lock is something that should last and should be built to last. Not being able to lock your car is a big problem in today's society. I was astounded to hear that the price to fix a door lock was $976. The fact that something like this is broken on a fairly new vehicle makes me wonder, "What else is going to break" and makes me have serious doubts about the quality of vehicles that Dodge is producing. I am further confused as to why the door is not able to be locked/unlocked manually (this seems like a design problem). What would happen if we were in a serious accident that damaged the driver side rear door and my kids could not open the passenger side because the door could not be unlocked even manually? 2. I brought the vehicle in and told the person helping me what the problem was. As I was looking over my bill and the "recommended services" (I'll get to those in a minute)I saw a line that states "Customer request a multi-point inspection". I know this is only $12.50, but I never requested a multi-point inspection (only asked for you to see why the door lock was not working). This seems like a charge that was just added to the bill and was definitely a service that was performed that I did not request. 3. I was given a list that seems to state that I needed to have the automatic transmission fluid flushed. My 2016 User Guide that was provided with the vehicle states that this should only be done if the vehicle was being used for police, taxi, fleet, or frequent towing. Otherwise it is recommended that this de done at 120,

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-09-10 21:19:15, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report [redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYH53	CHRYSLER TOWN & COUNTRY LX	
Built Date	01/28/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PBU	TRUE BLUE PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	09/14/2018	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	45540	SPITZER AUTOWORLD HOMESTEAD, I				**Dealer Zone**	66
Dealer Address	30101 S DIXIE HWY				**Dealer Phone(s)**	305 248-5880	
City/State/ZIP	HOMESTEAD, FL, 33030-3205					**Dealer Fax**	305 248-2302

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your TOWN & COUNTRY LX on a scale of 0 to 10.
Score: 10 (Promoter)
110 : Lumbar Support Adjustment - Broken/Not Working
121 : Headrest Adjustment- Controls Difficult to Understand/Use or in a Poor Location
100 : Sun Visor/Mirror - Squeak/Rattle/Other Noise
210 : Fuel tank - Broken/Not Working
025 : Excessive Oil Consumption
400 :
500 :
800 :
My sliding door lock did not work. The repair would have been $1300. I was 96 miles over warrantee. I explained that I took it to my Chrysler dealer in Pennsylvania to have it fixed before leaving the next day for my house in Florida. They couldnt get the part in time and not realizing I would go over my warranty I left and drove 1200 miles which took me over the 36,000 mi warranty. Jose behind the counter at Spitzer suggested I call Customer Service and ask if they could help me. I spoke with a wonderful woman and she investigated and called me back to say that it would be covered. I thank you all - excellent service!!!

Q3 Please rate your satisfaction with your experience at SPITZER AUTOWORLD HOMESTEAD, I on a scale of 0 to 10.
Score: 10 (Promoter)
700 :
I just explained it

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-09-17 17:35:18, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	08/19/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	09/04/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	64793	ANCHORAGE CHRYSLER CENTER INC				**Dealer Zone**	71
Dealer Address	2601 EAST 5TH AVENUE			**Dealer Phone(s)**		907 264-2210	907 276-1331
City/State/ZIP	ANCHORAGE, AK, 99501-3078					**Dealer Fax**	907 276-4191

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 99 (Refused/Left Blank)

Q3 Please rate your satisfaction with your experience at ANCHORAGE CHRYSLER CENTER INC on a scale of 0 to 10.
Score: 06 (Detractor)
121 :
100 :
500 :
800 :
Kevin and the service team at the dealership were great. However, I took my van in due to what they found was a broken latch on the sliding back door. This is a manufacturing issue that should not be happening on a 2-year old vehicle with barely 45,000 Miles on it. This is not normal wear and tear and Im disgusted that I had to pay for a clearly bad part. In this case the latch broke in the lock position. What if it had broken in the unlock position while I was driving down the road? I have a young child that sits in the seat next to that door. I understand that parts sometimes get installed that are bad, however the manufacturer should be taking responsibility for their bad product- not charging me $500 to fix a part that was always going to fail!

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-09-05 11:00:10, CUSTOMER [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	[redacted]	**Model Year**	2016	**Body**	RTKH53	DODGE GRAND CARAVAN SE	
Built Date	08/11/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	09/21/2018	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	68344	LAKESHORE CHRYSLER JEEP DODGE				**Dealer Zone**	42
Dealer Address	4235 W FRUITVALE RD					**Dealer Phone(s)**	231 893-1945
City/State/ZIP	MONTAGUE, MI, 49437					**Dealer Fax**	231 894-9049

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.
Score: 10 (Promoter)
100 : Sun Visor/Mirror - Squeak/Rattle/Other Noise
101 : Sun Visor/Mirror - Broken/Damaged
300 : Fan/Blower - addtional issues
Benji, the man at the scheduling counter, took time to come out and look at the problem I was having. He was able to solve one immediately. A very pleasant young man.

Q3 Please rate your satisfaction with your experience at LAKESHORE CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 10 (Promoter)
101 :
500 :
800 :
They solved the noise in the sliding door and did not charge me.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-09-24 18:48:41, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	05/27/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	09/13/2018	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	44725	TOWBIN DODGE LLC				**Dealer Zone**	71
Dealer Address	275 AUTO MALL DRIVE					**Dealer Phone(s)**	702 558-3800
City/State/ZIP	HENDERSON, NV, 89014					**Dealer Fax**	

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 02 (Detractor)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.
Score: 04 (Detractor)
121 : Headrest Adjustment- Controls Difficult to Understand/Use or in a Poor Location
024 : Engine Loses Power When A/C Is On
Because it is only 2 years old and has had quite a few things go wrong or break. The doors close periodically on my kid or wont open or close with the remote, but since there is never a code, there is nothing they can do

Q3 Please rate your satisfaction with your experience at TOWBIN DODGE LLC on a scale of 0 to 10.
Score: 00 (Detractor)
110 :
121 :
Because my car has been there since Monday and I never received a phone call. I only found out what was going on by calling, and it is still not fixed, so I have to bring it back again at a later date.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-09-13 18:00:23, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2015	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	05/29/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	09/14/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	61339	JACK POWELL CHRYSLER JEEP DODG				**Dealer Zone**	71
Dealer Address	1625 AUTO PARK WAY					**Dealer Phone(s)**	760 745-2880
City/State/ZIP	ESCONDIDO, CA, 92029-2008					**Dealer Fax**	760 745-9535

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 05 (Detractor)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.
Score: 05 (Detractor)
210 : Fuel tank - Broken/Not Working
025 : Excessive Oil Consumption
037 : Sunroof/Moonroof/Glass Roof - Broken/Not Working
912 :
913 :
The driver side slider has quite operating at only 50K miles. It will not open with either the handle, the key fob, or the driver roof controls. This is a very concerning safety hazard which appears now to be common for many Dodge Caravans.

Q3 Please rate your satisfaction with your experience at JACK POWELL CHRYSLER JEEP DODG on a scale of 0 to 10.
Score: 05 (Detractor)
100 :
210 :
300 :
301 :
500 :
800 :
913 :
130 :
120 :
Two things made this experience at the dealer dissatisfying. First, we were not greeted at all when we arrived by the service desk staff to pick up our van. The 2 staff members at the desk were either on the phone or with customers. We waited in line for 20 minutes while watching other service staff talking amongst themselves to the side. After 10 minutes I approached one of them and asked how to get help at the service desk. He pointed to the service desk where I had been standing and said that was the right place. When one of the service desk employees finally was freed up, he was very kind and helpful- just overworked. The second thing was that the repair we need on the sliding door lock appears to be a an expensive and widespread problem with this vehicle. Had we known Dodge vans had this tendency in advance we would not have purchased a Dodge. At this point it seems that this repair should be a recall item due to the number of people having this problem as well as the safety concerns it creates.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-09-17 13:04:04, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	01/20/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	09/24/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	26858	MOUNTAIN VIEW CHRYSLER DODGE J				**Dealer Zone**	66
Dealer Address	7154 NASHVILLE STREET				**Dealer Phone(s)**	706 935-2328	
City/State/ZIP	RINGGOLD, GA, 30736-2422					**Dealer Fax**	706 935-2744

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 10 (Promoter)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.

Score: 06 (Detractor)

001 : Built-in Rear-Seat Video System - Broken/Not Working

029 : Exhaust System Problem

800 :

There are electronic issues that happen out of the blue. When I first got it the lift gate just decided not to open one day and then the next day it opened. Sometimes the defrost just comes on for the ac when I have air on. Now my right side sliding door won't lock unless you do it manually. You should not be able to lock your door with the fob inside, but I locked my keys in the van one day. There have been several times I will press the start button with my foot on the brake and it will not start. I just keep trying and eventually it will start.

Q3 Please rate your satisfaction with your experience at MOUNTAIN VIEW CHRYSLER DODGE J on a scale of 0 to 10.

Score: 10 (Promoter)

110 :

100 :

101 :

130 :

The personal interaction with the service tech and the phone calls to let me know of some issues were important to me. They were very friendly when I dropped the vehicle off and when I picked it up.

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-09-29 18:32:13, CUSTOMER I[redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2017	**Body**	RTKH53	DODGE GRAND CARAVAN SE	
Built Date	10/21/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	09/28/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	43887	SAM LEMAN CHRYSLER-JEEP-DODGE				**Dealer Zone**	51
Dealer Address	1801 WEST PIONEER PARKWAY					**Dealer Phone(s)**	309 692-1801
City/State/ZIP	PEORIA, IL, 61615					**Dealer Fax**	309 692-2747

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.

Score: 03 (Detractor)

210 : Fuel tank - Broken/Not Working

200 : Suspension - Broken/Not Working

800 :

020 : Engine Idling Problem

010 : Steering System/Wheel - Too Much Play/Loose

021 : Engine Stumbles

It has been a problem since we bought it (new). Tire light was on, mats, remotes, and headphones were not included in the new vehicle purchase. Now a manufacture defect was not covered. The slider doors are making weird noises. Plus other problems not expected in a brand new vehicle.

Q3 Please rate your satisfaction with your experience at SAM LEMAN CHRYSLER-JEEP-DODGE on a scale of 0 to 10.

Score: 00 (Detractor)

121 :

100 :

210 :

They would not hear our argument for the tire. It was bulging in the treads... since they could not feel the bulge after deflating the tire they would not believe us and we ended up having to buy a brand new tire. Less than 11,000 miles on the tire.

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-09-29 18:56:43, CUSTOMER I[redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKX53	DODGE GRAND CARAVAN R/T	
Built Date	01/11/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	09/27/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	65062	PALMEN MOTORS INC				**Dealer Zone**	51
Dealer Address	5431-75TH STREET					**Dealer Phone(s)**	262 697-3100
City/State/ZIP	KENOSHA, WI, 53142-3601					**Dealer Fax**	262 697-3120

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 05 (Detractor)

Q2 Please rate your satisfaction with your GRAND CARAVAN R/T on a scale of 0 to 10.
Score: 07 (Neutral)
800 :
It is not as quiet as a ride that I prefer when traveling. Also poor workmanship.

Q3 Please rate your satisfaction with your experience at PALMEN MOTORS INC on a scale of 0 to 10.
Score: 03 (Detractor)
121 :
Took the vehicle in to repair passenger sliding door that would sometimes not open properly. They fixed that door and when I brought the vehicle home the driver sliding door wouldn't open at all.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-09-28 06:59:43, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report [redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	10/08/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	10/03/2018	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	26202	FRANKLIN CHRYSLER INC				**Dealer Zone**	32
Dealer Address	484 WILTON ROAD					**Dealer Phone(s)**	207 778-9500
City/State/ZIP	FARMINGTON, ME, 04938					**Dealer Fax**	207 778-2834

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 04 (Detractor)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.

Score: 03 (Detractor)

210 : Fuel tank - Broken/Not Working

002 : Built-in Rear-Seat Video System - Difficult to Understand/Use or in a Poor Location

301 : Fan/Blower - Broken/Not Working

800 :

I had this van 14 months when all the paint started falling off the hood and Dodge would only authorize a paint job instead of replacing hood. Then the transmission went. Shop had it for a MONTH! Got it back and wasnt two mikes from shop when check engine light came on. Now they say its a problem with the wiring harness. Been in shop all this week still not ready!! This is my fourth Dodge or Chrysler van. This will be my LAST!

Q3 Please rate your satisfaction with your experience at FRANKLIN CHRYSLER INC on a scale of 0 to 10.

Score: 03 (Detractor)

121 :

300 :

301 :

800 :

120 :

It took a MONTH to fix transmission! Now its back in shop all week for a wiring issue. I work full time. The loaner vans have been horrible! First one..air conditioner didnt work, power locks didnt work on rear doors, rubber molding around windshield flew off, I got stopped by police for blinker being out! Second one....big rust hole, right hand blinker doesnt shut off after turn, its 5,000 miles late for oil change, can not travel on highway because it is so out of alignment, it shimmies and shakes horribly after 60 mph!!

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-10-03 17:28:14, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKH53	DODGE GRAND CARAVAN SE	
Built Date	02/04/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	10/11/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	26723	DOUGLAS JEEP CHRYSLER DODGE				**Dealer Zone**	66
Dealer Address	2382 SOUTH TAMIAMI TRAIL					**Dealer Phone(s)**	941 484-8300
City/State/ZIP	VENICE, FL, 34293					**Dealer Fax**	941 497-7081

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.

Score: 07 (Neutral)

500 :

800 :

021 : Engine Stumbles

The driver side sliding door actuator needed to be replaced. The sliding door on the passenger side has a buzzing noise when the lock is unlocked. My guess is that the actuator on the passenger siding door also needs replacement. This is a common problem. And should be covered by the factory even if vehicle is out of warranty.

Q3 Please rate your satisfaction with your experience at DOUGLAS JEEP CHRYSLER DODGE on a scale of 0 to 10.

Score: 10 (Promoter)

100 :

300 :

130 :

The service department is very good to deal with. I should say for the most part, as there is one service representative that I refuse to deal with as he is never accomodating. The other service representatives are very good.

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-10-13 11:49:28, CUSTOMER [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKH53	DODGE GRAND CARAVAN SE	
Built Date	07/05/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	10/03/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	60494	RYAN CHRYSLER DODGE JEEP RAM				**Dealer Zone**	74
Dealer Address	1000 HIGHWAY 55 E				**Dealer Phone(s)**	763 682-2424	763 286-7894
City/State/ZIP	BUFFALO, MN, 55313-8923					**Dealer Fax**	763 682-9717

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.
Score: 03 (Detractor)
025 : Excessive Oil Consumption
021 : Engine Stumbles
Even thought it is only 2 years old the lock had to be replaced in the back sliding door.

Q3 Please rate your satisfaction with your experience at RYAN CHRYSLER DODGE JEEP RAM on a scale of 0 to 10.
Score: 01 (Detractor)
110 :
101 :
300 :
500 :
800 :
Called to schedule tire replacement and I told them I had a $100 coupon off new tires. Was told to bring in the coupon and they would give me the paperwork for the mail in rebate. After tires replaced and they told me they would not honor the coupon. This is not the first time they would not honor their coupon.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-10-04 07:49:44, CUSTOMER [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	12/09/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	10/05/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	64685	PISCHKE MOTORS INCORPORATED				**Dealer Zone**	51
Dealer Address	1460 WEST CITY HIGHWAY 16			**Dealer Phone(s)**		608 786-1150	888 747-2453
City/State/ZIP	WEST SALEM, WI, 54669-1620					**Dealer Fax**	608 786-2700

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 09 (Promoter)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.
Score: 08 (Neutral)
210 : Fuel tank - Broken/Not Working
200 : Suspension - Broken/Not Working
We have owned several Dodge Grand Caravans and we have really enjoyed them. Our current van has had more issues with it than the others, however.

Q3 Please rate your satisfaction with your experience at PISCHKE MOTORS INCORPORATED on a scale of 0 to 10.
Score: 02 (Detractor)
121 :
100 :
210 :
310 :
500 :
800 :
130 :
120 :
I was not greeted when I entered the service bay. I wasn't greeted until I left my vehicle. There was no one at the service desk in the service area. I had pulled up into the Quick Lane Oil Change around 11:50am. There was no vehicle getting their oil changed at that time. There was no one in line at that time to get an oil change. I was told that the service techs go to lunch at 12 noon, so I could have my oil changed when I came back later that day. I told him I would stay because I had called and the person who answered the phone said that now would be a good time to come in since there was no one in line. The waiting room looked clean, but worn; the chairs have been there for a long time by the looks of them. Competitor dealerships in the area offer complementary cans of soda and popcorn. Pischke needs to up their customer experience. The last time I had my vehicle in to this dealership, I had complained about the passenger sliding power door. I was told they "listened" to it, but felt there was nothing wrong with it. Several months later, the door started to buzz every time the power locks were released. I took it back into this dealership and they told me it needed a new motor or actuary??? They told me to have it repaired would now cost about $500 as the vehicle was now past the warranty. They said the dealership would do nothing for me and they wouldn't admit to making a mistake with the diagnosis. As a result, I took my Dodge Grand Caravan to a competitor dealership to have the door repaired. Great Job Pischke! I could go into greater detail, but I won't. You get the idea.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-10-05 19:56:56, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	01/07/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	10/10/2018	**Mileage**	0	**Event**	009	Second+ Warranty Event
Dealer	44890	PROGRESSIVE DODGE		**Dealer Zone**	42
Dealer Address	7966 HILLS AND DALES RD NE			**Dealer Phone(s)**	330 833-8584
City/State/ZIP	MASSILLON, OH, 44646-5241			**Dealer Fax**	

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 03 (Detractor)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.
Score: 02 (Detractor)
121 : Headrest Adjustment- Controls Difficult to Understand/Use or in a Poor Location
002 : Built-in Rear-Seat Video System - Difficult to Understand/Use or in a Poor Location
025 : Excessive Oil Consumption
036 : Tire Pressure Monitor System - Indicators Difficult to Understand/Use or in a Poor Location
015 : Excessive Brake Dust
800 :
transmisson shifting, air cond replaced, both slide door locks replaced,hood rusted,when hood repaired @ dealer overspray all over van,should have been new hood put on, poor gas milage

Q3 Please rate your satisfaction with your experience at PROGRESSIVE DODGE on a scale of 0 to 10.
Score: 03 (Detractor)
121 :
100 :
210 :
800 :
repair out sourced, dodge dealer was helpful,still should have replaced hood,would have bought new tires there but changed mind after body repair experience

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-10-11 05:37:25, CUSTOMER [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	12/03/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PBU	TRUE BLUE PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	10/16/2018	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	68960	WESTGATE CHRYSLER JEEP DODGE I				**Dealer Zone**	42
Dealer Address	2695 EAST MAIN STREET					**Dealer Phone(s)**	317 839-6554
City/State/ZIP	PLAINFIELD, IN, 46168					**Dealer Fax**	317 837-7918

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.
Score: 10 (Promoter)
301 : Fan/Blower - Broken/Not Working
029 : Exhaust System Problem
800 :
021 : Engine Stumbles
Everything was done in a timely manner and my van drives so much better now and the annoying electrical buzz on my passenger side sliding door quit making the noise so my son which has autism wont have anymore meltdowns because of it

Q3 Please rate your satisfaction with your experience at WESTGATE CHRYSLER JEEP DODGE I on a scale of 0 to 10.
Score: 10 (Promoter)

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-10-18 06:22:24, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYR53	CHRYSLER TOWN & COUNTRY TOURING-L	
Built Date	02/02/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	10/25/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	23179	KELLY CHRYSLER DODGE JEEP				**Dealer Zone**	35
Dealer Address	501-523 STATE ROAD					**Dealer Phone(s)**	610 967-2101
City/State/ZIP	EMMAUS, PA, 18049					**Dealer Fax**	610 965-0320

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 09 (Promoter)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING-L on a scale of 0 to 10.
Score: 10 (Promoter)
110 : Lumbar Support Adjustment - Broken/Not Working
121 : Headrest Adjustment- Controls Difficult to Understand/Use or in a Poor Location
100 : Sun Visor/Mirror - Squeak/Rattle/Other Noise
025 : Excessive Oil Consumption
301 : Fan/Blower - Broken/Not Working
400 :
My drivers side sliding door lock failed. The repair was diagnosed, the repair part obtained and the work completed in a timely manner. In spite of having to tear apart the door, it looked as good as new. Good communication and attention to detail.

Q3 Please rate your satisfaction with your experience at KELLY CHRYSLER DODGE JEEP on a scale of 0 to 10.
Score: 10 (Promoter)

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-10-25 21:51:02, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	12/21/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	10/15/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	43887	SAM LEMAN CHRYSLER-JEEP-DODGE				**Dealer Zone**	51
Dealer Address	1801 WEST PIONEER PARKWAY					**Dealer Phone(s)**	309 692-1801
City/State/ZIP	PEORIA, IL, 61615					**Dealer Fax**	309 692-2747

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.

Score: 00 (Detractor)

023 : Abnormal Engine Noises

025 : Excessive Oil Consumption

036 : Tire Pressure Monitor System - Indicators Difficult to Understand/Use or in a Poor Location

400 :

800 :

I have had nothing but problems with this car. First it went in for transmission problems, they had to rebuild it. When I got it back they didnt have a hose hooked up properly and the transmission blew on my way home. Then the paint started bubbling on the hood and I just had it in there for the sliding door lock malfunction.

Q3 Please rate your satisfaction with your experience at SAM LEMAN CHRYSLER-JEEP-DODGE on a scale of 0 to 10.

Score: 00 (Detractor)

100 :

101 :

300 :

301 :

800 :

130 :

120 :

Their customer service department is horrible. Since day one it has been a problem. My first time there was for an oil change. They dropped the oil filter in the pan which then got oil all over the engine and everything underneath. Never any kind of apology. Second, took car in for shifting problems. They pretty much had to rebuild the transmission. On my way home they the hose came loose that they didnt hook up and my transmission blew. I was left stranded in the dead of winter on the side of the road for over an hour waiting for a tow truck. Again, never an apology. I can go on and on. There have been several other times I've had my car in the service department and was treated very poorly and never any kind of apology for the inconvenience. At one point when I took my car in I was asked to bring my car into the service department to get information off of it (I was outside next to my rental so I could unload my car.... carseats) they have tablets to take with them for this reason. I then was told to drive my car through there service department so I could get back outside since a car had pulled in behind me. Pretty sure this is a liability. Anyway you understand my frustration.

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-10-16 07:55:15, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	[redacted]	**Model Year**	2016	**Body**	RTYR53	CHRYSLER TOWN & COUNTRY TOURING-L	
Built Date	12/21/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	10/26/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	23955	FIRKINS ACQUISITIONS INC				**Dealer Zone**	66
Dealer Address	2700 1ST STREET					**Dealer Phone(s)**	941 748-6510
City/State/ZIP	BRADENTON, FL, 34208					**Dealer Fax**	941 748-8137

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING-L on a scale of 0 to 10.
Score: 07 (Neutral)
001 : Built-in Rear-Seat Video System - Broken/Not Working
210 : Fuel tank - Broken/Not Working
025 : Excessive Oil Consumption
015 : Excessive Brake Dust
800 :
010 : Steering System/Wheel - Too Much Play/Loose
Ive been buying Chrysler products since 1962-3. This t%c has had more problems than any car Ive ever owned. Rt sliding door was misaligned & no hooks for screen. Windshield washer was full of gunk. Lt sliding dr. got locked & couldnt get in or out.Passenger visor had to be replaced. The car lets in outside road noise. None of this should never happened with a Chrysler Town & Country!!

Q3 Please rate your satisfaction with your experience at FIRKINS ACQUISITIONS INC on a scale of 0 to 10.
Score: 10 (Promoter)
121 :
301 :
Everything was fixed in a timely manner

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-10-29 15:40:53, CUSTOMER ID [redacted] TACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKH53	DODGE GRAND CARAVAN SE	
Built Date	[redacted]	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	10/31/2018	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	44725	TOWBIN DODGE LLC				**Dealer Zone**	71
Dealer Address	275 AUTO MALL DRIVE					**Dealer Phone(s)**	702 558-3800
City/State/ZIP	HENDERSON, NV, 89014					**Dealer Fax**	

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.
Score: 07 (Neutral)
301 : Fan/Blower - Broken/Not Working
Had couple of inconveniences battery died after 2 years of purchase also side door locked had to be at the shop for 3 days

Q3 Please rate your satisfaction with your experience at TOWBIN DODGE LLC on a scale of 0 to 10.
Score: 10 (Promoter)
121 :
100 :
300 :
Service was great. Danny took care of my vehicle and got me on a rental while waiting for our minivan to be fixed

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-10-31 18:41:21, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	[redacted]	**Model Year**	2017	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	11/02/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PXR	BLACK					
Engine	ERB	3.6L V6 VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	11/02/2018	**Mileage**	0	**Event**	008 Second+ Customer Pay Event
Dealer	42958	SCRANTON DODGE CHRYSLER JEEP		**Dealer Zone**	35
Dealer Address	1146 WYOMING AVE		**Dealer Phone(s)**	717 346-1721	570 344-1261
City/State/ZIP	SCRANTON, PA, 18509-2715			**Dealer Fax**	570 207-9701

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.
Score: 10 (Promoter)
100 : Sun Visor/Mirror - Squeak/Rattle/Other Noise
037 : Sunroof/Moonroof/Glass Roof - Broken/Not Working
friendly people to deal with

Q3 Please rate your satisfaction with your experience at SCRANTON DODGE CHRYSLER JEEP on a scale of 0 to 10.
Score: 07 (Neutral)
121 :
301 :
800 :
when I bought the van after having it for a week the salesman called to see how everything was I told him the child lock didn't work on the sliding door you have to open the door from the outside I told him when I bring it back for service we will get it fixed he said bring it in anytime. but they couldn't fix it they needed a mastertech which they didn't have there on that day really ?

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-11-07 11:41:46, CUSTOMER ID [redacted] ONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	[redacted]	**Model Year**	2016	**Body**	RTYR53	CHRYSLER TOWN & COUNTRY TOURING-L	
Built Date	03/03/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	11/07/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	68467	FEENY CHRYSLER-JEEP-DODGE OF				**Dealer Zone**	42
Dealer Address	7400 EASTMAN AVE					**Dealer Phone(s)**	989 631-8900
City/State/ZIP	MIDLAND, MI, 48642-7809					**Dealer Fax**	989 631-8933

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING-L on a scale of 0 to 10.
Score: 08 (Neutral)
210 : Fuel tank - Broken/Not Working
019 : Engine Doesn't Start At All
800 :
021 : Engine Stumbles
I have owned several Dodge vans, this is my first Chrysler. You can tell the difference in the ride and comfort. My mother is 83 and LOVES the heated seats. The van is a little hard for her to get into, she uses a stool, but other than that we are completely satisfied. Well, my door locks are making a noise every time the door handle is touched, that is annoying at best.

Q3 Please rate your satisfaction with your experience at FEENY CHRYSLER-JEEP-DODGE OF on a scale of 0 to 10.
Score: 10 (Promoter)
100 :
301 :
Friendly people and quick service.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-11-08 05:15:40, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYR53	CHRYSLER TOWN & COUNTRY TOURING-L	
Built Date	12/11/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PFS	CASHMERE / SANDSTONE PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	11/09/2018	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	59663	COURTESY MOTOR SALES INC				**Dealer Zone**	35
Dealer Address	3100 PLEASANT VALLEY BLVD					**Dealer Phone(s)**	814 944-2076
City/State/ZIP	ALTOONA, PA, 16602					**Dealer Fax**	914 944-2964

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING-L on a scale of 0 to 10.
Score: 08 (Neutral)
025 : Excessive Oil Consumption
017 : I have had a driving experience problem that is not listed above
800 :
Inside features. Navigation, sunroof, stow n go etc

Q3 Please rate your satisfaction with your experience at COURTESY MOTOR SALES INC on a scale of 0 to 10.
Score: 00 (Detractor)
121 :
100 :
301 :
800 :
911 :
130 :
120 :
Took van in for passenger side sliding door problem. Only when unlocking, it would make a loud buzzing noise. Had a recording of buzzing noise show service department what it was doing. They kept us there for an hour and then came to tell us that they did not fix the problem! They said they could not get it to duplicate that buzzing noise and so they greased the bottom sliding door tracking!! We had no problems with it sliding! It was a loud buzzing noise when we would unlock the door! So they sent us away and said when it happens again to call them and bring it back in. So now we have to drive another 20 miles back in another day because they sent us away instead of fixing it. Courtesy did this to us another time when we owned a caravan. It had a recall on it and they refused to fix it because they couldnt catch it in the act and duplicate the problem! Put us in danger not fixing the problem!! So it forced us to get rid of our caravan that we loved! Very upsetting!

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-11-12 17:33:41, CUSTOMER I[redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	12/02/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	11/28/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	68528	SPRINGFIELD CHRYSLER AUTO MART				**Dealer Zone**	66
Dealer Address	HIGHWAY 21					**Dealer Phone(s)**	912 754-4000
City/State/ZIP	SPRINGFIELD, GA, 31329					**Dealer Fax**	912 754-7192

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.
Score: 10 (Promoter)
100 : Sun Visor/Mirror - Squeak/Rattle/Other Noise
037 : Sunroof/Moonroof/Glass Roof - Broken/Not Working
Such friendly service and the detail in the work

Q3 Please rate your satisfaction with your experience at SPRINGFIELD CHRYSLER AUTO MART on a scale of 0 to 10.
Score: 10 (Promoter)
110 :
121 :
800 :
They heard a problem with my door locks and proceeded to let me know that they can fix the problem.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-11-29 13:26:26, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report [redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYR53	CHRYSLER TOWN & COUNTRY TOURING-L	
Built Date	02/22/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	12/06/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	62346	BRUBAKER CHRYSLER-JEEP				**Dealer Zone**	35
Dealer Address	1020-60 LITITZ PIKE					**Dealer Phone(s)**	717 299-6541
City/State/ZIP	LANCASTER, PA, 17601					**Dealer Fax**	717 299-9516

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 10 (Promoter)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING-L on a scale of 0 to 10.

Score: 09 (Promoter)

035 : Tire Pressure Monitor System - Broken/Not Working

800 :

021 : Engine Stumbles

- Ease of putting down middle and back seats - smooth, comfortable ride - Good leg room - Plenty of room to carry nearly everything - Favorites radio songs button - power outlets in front and back of van - climate control in front and back of van - automatic door open and close (and trunk) - side mirror warning light - backup camera - back up warning buzzer

Q3 Please rate your satisfaction with your experience at BRUBAKER CHRYSLER-JEEP on a scale of 0 to 10.

Score: 10 (Promoter)

210 :

500 :

130 :

The lock on my middle door broke after 2 years (50,000 miles). Chrysler corporate customer relations decided in one day to pay for the total cost of the repair. Service manager at Brubaker also looked for ways to save me costs. Original cost of part assembly was around $500. He look to see if only putting in a motor rather than the whole assemble would work. It did and would have save me $350 in cost. Great jobs by both areas!! And much appreciated!

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-12-10 16:11:08, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	01/07/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	12/13/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	26756	FINNEGAN CHRYSLER JEEP DODGE				**Dealer Zone**	63
Dealer Address	26433 SOUTHWEST FREEWAY					**Dealer Phone(s)**	281 342-9318
City/State/ZIP	ROSENBERG, TX, 77471					**Dealer Fax**	281 342-0923

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 06 (Detractor)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.

Score: 05 (Detractor)

021 : Engine Stumbles

The van runs fine. But we are getting increasingly frustrated with the items that keep breaking down. Sliding door actuators (twice), Sto and Go seat assemblies. These items should not be breaking down after 60K miles.

Q3 Please rate your satisfaction with your experience at FINNEGAN CHRYSLER JEEP DODGE on a scale of 0 to 10.

Score: 03 (Detractor)

121 :

500 :

800 :

120 :

The oil change was fine. The adviser was fine. But I wanted to find out why our passenger door would not longer open. The tech confirmed what I thought it was and said it would be $1000 to fix including a $550 part. But I was able to buy the same part on Amazon for $50 and pay a different mechanic $240 to install it. Why would I EVER bring my vehicle to the dealer for a fix when it is more than twice the cost to fix it? Get your heads screwed on straight in regards to the amount your parts cost. And don't tell me the factory part is more reliable. They are the ones that keep breaking.

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-12-13 17:22:20, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKX53	DODGE GRAND CARAVAN R/T	
Built Date	02/09/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	12/04/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	45358	STEVENS CREEK CHRYSLER JEEP DO				**Dealer Zone**	71
Dealer Address	4100 STEVENS CREEK BLVD					**Dealer Phone(s)**	408 248-1800
City/State/ZIP	SAN JOSE, CA, 95129-1335					**Dealer Fax**	408 260-7901

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 09 (Promoter)

Q2 Please rate your satisfaction with your GRAND CARAVAN R/T on a scale of 0 to 10.
Score: 09 (Promoter)
033 : Turn Signal - Broken/Not Working
800 :
Performance, Stow n'Go seats, driver warning features.

Q3 Please rate your satisfaction with your experience at STEVENS CREEK CHRYSLER JEEP DO on a scale of 0 to 10.
Score: 02 (Detractor)
110 :
121 :
100 :
300 :
301 :
500 :
800 :
130 :
120 :
Scheduled maintenance and Warranty Service were advised to Dealer in advance, but the warranty service was not even started after 8 work days at the dealer; I have rental car coverage in my contract but had to argue to get extra 2 days coverage due to Dealer delay; I elected to pick up the vehicle for use over Thanksgiving Holiday; the vehicle Repair Order was held open and I returned the vehicle on Sunday night as agreed, using the RO# and Service advisor's name on the Early Bird envelope; I called the dealer on Tuesday as I had not heard anything; the Service Advisor had no record of the vehicle being there; finally he found it had been received by another Advisor, and it would be finished the next day. So it took 11 working days to replace a sliding door actuator, do an oil change, and replace a broken coat hanger hook. Service Advisor's communication is inaccurate and not timely. When appointment was made dealer claimed I did not have a maintenance contract - this is the second time this has happened - the first time they tried to charge me for the routine maintenance. Not going back to this dealership.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-12-10 16:17:27, CUSTOMER ID: [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report [redacted]

VIN	[redacted]	**Model Year**	2017	**Body**	RTKH53	DODGE GRAND CARAVAN SE	
Built Date	09/06/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					
Engine	ERB	3.6L V6 VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	12/19/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	68978	LUTHER BROOKDALE CHRY-JEEP				**Dealer Zone**	74
Dealer Address	8188 BROOKLYN BLVD					**Dealer Phone(s)**	763 535-5200
City/State/ZIP	BROOKLYN PARK, MN, 55445-2459					**Dealer Fax**	763 536-2285

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.
Score: 09 (Promoter)
025 : Excessive Oil Consumption
500 :
800 :
We have been Grand Caravan people for decades. Overall happy with the build and quality. Had a couple of issues with the sliding door lock that got replaced under warranty but other than that has been great

Q3 Please rate your satisfaction with your experience at LUTHER BROOKDALE CHRY-JEEP on a scale of 0 to 10.
Score: 10 (Promoter)
500 :
From customer service to competitive pricing everything went well

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-12-19 19:57:39, CUSTOMER ID:[redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTKM53	DODGE GRAND CARAVAN SXT	
Built Date	11/10/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	12/20/2018	**Mileage**	0	**Event**	008	Second+ Customer Pay Event	
Dealer	45501	NAPLETON'S CLERMONT CHRYSLER J				**Dealer Zone**	66
Dealer Address	15859 STATE ROAD 50					**Dealer Phone(s)**	407 656-0204
City/State/ZIP	CLERMONT, FL, 34711-9533					**Dealer Fax**	

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 06 (Detractor)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT on a scale of 0 to 10.
Score: 05 (Detractor)
121 : Headrest Adjustment- Controls Difficult to Understand/Use or in a Poor Location
023 : Abnormal Engine Noises
036 : Tire Pressure Monitor System - Indicators Difficult to Understand/Use or in a Poor Location
301 : Fan/Blower - Broken/Not Working
500 :
017 : I have had a driving experience problem that is not listed above
800 :
I have less than 80k miles on my 2016 and I have had to repair and replace my transmission, my door locks on the sliding doors, my dvd screen, headlights, and parts of the air conditioning. For only a 2 year old vehicle it is falling apart quickly and had I not had my extended warrenty I would have been forced to voluntarily return this vehicle because I would have never have been able to afford these repairs!

Q3 Please rate your satisfaction with your experience at NAPLETON'S CLERMONT CHRYSLER J on a scale of 0 to 10.
Score: 10 (Promoter)
110 :
100 :
210 :
101 :
130 :
Greg Hutchins is 100% percent the reason I am satisfied! He is WONDERFUL and goes above an beyond everytime I have to come in. He takes care of me personally everytime, keeps in constant communication so that I know how the repairs are going and is honest with me for the entire transaction. I have dealt with other service technicians before him which always resulted in a call to corporate dodge and complaints. I have had no issues Since I started working with him and have recommended him to family members that have bought from napleton as well.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-12-23 20:25:10, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	03/18/2016	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	12/26/2018	**Mileage**	0	**Event**	008 Second+ Customer Pay Event
Dealer	26797	WALLACE JEEP		**Dealer Zone**	66
Dealer Address	2755 SE FEDERAL HWY			**Dealer Phone(s)**	772 287-2311
City/State/ZIP	STUART, FL, 34994-4536			**Dealer Fax**	772 287-4436

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 04 (Detractor)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at WALLACE JEEP on a scale of 0 to 10.
Score: 01 (Detractor)
110 :
121 :
100 :
210 :
101 :
200 :
912 :
913 :
130 :
Service desk staff are not knowlegable about vehicles. You end up playing "telephone game" between techs and service desk and myself when they try to explain anything about service. Tried to sell me additional service three times before mentioning issue I brought van in for. Did no due diligence in reference to researching what service coverage van had and whether issue reported was covered. Brought van in because driver side sliding door would not unlock. After all was said and done service department found cable in door came undone and needed to be reset. This service they said was not covered by certified preown or premium extended service plan. How can that be? Oh, that's right they never contacted the extended service company to find out. Service manager is an angry man who will not make eye contact. At end of experience I clearly heard him say "Just get him out of here..." as if my need for service was an annoyance to him. In the end, my sliding door now operates properly and is no longer a safety hazard. The van has run well for 40000 and we enjoy it. However, the service desk not having a clue, the service manager having tude leaves me with no choice but to NEVER take my vehicles to Wallace Chrysler in Stuart again.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-12-26 18:38:27, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	[redacted]	**Model Year**	2016	**Body**	RTYP53	CHRYSLER TOWN & COUNTRY TOURING	
Built Date	12/19/2015	**Market**	U	US	**Plant**	9103	WINDSOR ASSEMBLY PLANT
Color	PBU	TRUE BLUE PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	12/27/2018	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	26904	AUTONATION CHRYSLER DODGE JEEP				**Dealer Zone**	66
Dealer Address	3118 GOVERNMENT BLVD			**Dealer Phone(s)**		251 478-5252	
City/State/ZIP	MOBILE, AL, 36606-2612					**Dealer Fax**	251 479-0570

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 06 (Detractor)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 07 (Neutral)
121 : Headrest Adjustment- Controls Difficult to Understand/Use or in a Poor Location
035 : Tire Pressure Monitor System - Broken/Not Working
800 :
021 : Engine Stumbles
Low engine power compared to size & weight of vehicle. Repeated issues with power side doors - internal mechanisms have broken in both doors within 18 months.

Q3 Please rate your satisfaction with your experience at AUTONATION CHRYSLER DODGE JEEP on a scale of 0 to 10.
Score: 03 (Detractor)
110 :
121 :
301 :
The first time I took the van in for service, nothing was done with it all day and no one called me with an update. I had to bring it back and then the service wasn't completed for 2 weeks. The worst part overall was not getting updates frequently or getting calls returned quickly.

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2018-12-28 19:50:13, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00